



ORGANISE YOUR STAY

How can I make a reservation?

You can make a reservation directly on our website. You will then have access to the best available rate, as well as our availability and prices in real time.

Our reservations department and the reception team are also available 24/7 at +33 1 64 63 33 33.

How can I change or cancel my reservation?

If you have made a reservation through a travel agent or website, you must contact them directly.

If you have reserved via our website, please click [here](#). Make sure you have your confirmation number and your pin code, which is displayed on your reservation confirmation.

For reservations made directly with our reservations department, please contact them 24/7 on +33 1 64 63 33 33.

N.B.: In order to avoid penalties, your cancellation must be made by the deadline set out at the time of the reservation. Certain offers are non-refundable in the case of cancellation or modification.

Until when can I cancel my reservation without charge?

You can cancel your reservation up until midday on the day before your arrival. After this deadline, you will be charged the cost of the first night.

N.B.: the cancellation policy may vary according to the reservation method and the offer selected; please refer to the conditions specified on your reservation confirmation.

As partner travel agents and websites have their own cancellation policies, we advise you to contact them directly.

The hotel cannot be held responsible for the amounts that you have already been charged, in particular for "non-refundable" reservations.

Who should I contact if I need help?

Our Reservations Department is open from 8am to 5:45pm from Monday to Friday, and from 10am to 5:30pm on Saturday. They will be happy to help.

Outside of these hours, our reception team is available 24/7 to answer your questions. You can contact them on +33 1 64 63 33 33 or by email: info@hotelelysee.com

I lost something during my stay, who should I contact?

Our team is available at +33 1 64 63 33 33 or by email: info@hotelelysee.com



What services does the hotel offer?

- 24 hour reception
- Concierge service
- Safe
- Fax/photocopying
- Currency exchange
- High-speed Wi-Fi, up to 100 MB (free)
- Business corner (computer + printer available)
- Laundry service (at extra cost)
- Free shuttle to the Disneyland® Paris theme parks and the "Chessy Marne la Vallée" TGV train station.
- Tickets for the Disney® parks at preferential prices
Disney® park tickets can be bought at the hotel (at reception)
- Tickets for the Val d'Europe Spa Aquatonic®
- Tickets for the I flight Simulator® (Airbus A320 Simulator)
- Tickets for the Sealife® aquarium at preferential prices
- Trips to Paris

What are the opening hours?

Our reception team are here to welcome you 24 hours a day throughout the year.

Rooms are available from 3pm onwards* and must be vacated by 11am*

*You can leave your luggage in the luggage room: before 3pm on the day of your arrival and all day on the day of your departure (free service).

Breakfast: from 7am to 10am (hot American buffet served in the restaurant) and until 11:30am on weekends and bank holidays.

Restaurant: from 12pm to 2pm from Monday to Friday (excluding bank holidays) and from 7pm to 11pm every evening

Bar: from 10am to midnight every day (snacks available)

What time are the rooms available?

The rooms are available from 3pm onwards on the day of your arrival and must be vacated by 11am at the latest on the day of your departure.

Additional services: early check-in at 5 € / hour and late check-out at 10 € / hour (subject to availability)

Outside of these hours, you can leave your luggage in our luggage room (free service).



What facilities are available in the room?

All our rooms have:

- Individual air conditioning / heating
- High-speed Wi-Fi, up to 100 MB (free)
- Desk with electric sockets
- Direct external phone line
- Complimentary welcome tray (tea and coffee)
- Flat-screen TV, satellite channels
- Radio on the TV
- Wake-up call service
- Individual safe with a code (free)
- Large bathroom with bath/shower, hairdryer, complimentary products
- Upon request (deposit required): Iron and ironing board, adaptor and cot - provided for free at your request upon arrival at the hotel (cots according to availability)



A fridge is available at reception (for medicine and baby milk only).

Do you offer special rooms and facilities for persons with reduced mobility?



The hotel has 4 double rooms for persons with reduced mobility.

The reception has level access and there is a ramp at the entrance to the restaurant.

Our 2 customer lifts serve all the upper floors, as well as the underground car park. An emergency lift is also available in case of emergency.

Upon request, we can provide a chair in order to facilitate access to the bath, in addition to the standard facilities (you will be required to provide a deposit upon arrival, which will be refunded once you return the equipment in good condition on the day of your departure).

Does the hotel have a car park?



The hotel has an underground car park with one hundred spaces.

This service is available at an additional cost of €10 per vehicle per 24 hours.

1.95m height limit

Parking is free for all reservations made directly on the hotel's website.

Is smoking permitted in the hotel?



In accordance with the law, our establishment is 100% non-smoking

Are animals permitted in the hotel?



Animals are not permitted in the hotel, with the exception of guide dogs.