

Information for customers

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Dear guests,

The entire team at the Grand Hotel Cravat welcomes you.

To make your stay as comfortable as possible, we have compiled a list of services and information that will be useful to you.

Whether the reason for your stay is professional or private, our staff are at your disposal for your comfort.

Please do not hesitate to contact us to ensure that your stay runs smoothly.

Your sincerely

The management of the Grand Hotel Cravat

Technology

Phone directory

Front desk	Select „11”
Emergency	Select „0”, suivi du „112”
Police	Select „0”, suivi du „49974500”
Firefighters - Ambulance	Select „0”, suivi du „442244”
International	Select „11816”
Bar « Le Trianon »	Select „789”
Restaurant - Breakfast	Select „788”
Call other rooms	Select the room number
Fax number	(+352) 22 67 11
Country calling code	(+352)

International adapter - We have power adapters available on request at the front desk.

Fax - Feel free to send your fax from the hotel. Our reception staff will be happy to help you.

W-Lan - We offer a wifi connection to our guests throughout the hotel.
Price of wifi: €6.00 / hour

Printer - We have a terminal with internet connection and print option in our business area near reception.

Photocopies/Scan - Our reception staff will be happy to help you. We charge €0.30/page if you need less than 10 copies. If you need more than 10 copies, we charge €0.20/page.

Alarm clock - Please contact reception by dialling "11" if you wish to be woken by the concierge.

Website - Our website: www.hotelcravat.lu

Phone - Please dial "0" to make outside calls. All calls are automatically charged to your room. We charge €0.50 per unit for a national call and €3.00 / minute for an international call. To call from one room to another, please dial the room number.

Front desk – Rooms

Personalised welcome - Personalised welcome - If you would like to order flowers or a gift for your room, please contact reception, who will be happy to help.

Laundry & ironing - The hotel has a laundry service. Please contact reception to collect your laundry.

Hotel brochures - Please ask at reception for brochures.

Rooms - The hotel has 59 rooms, including 55 Standard, Superior and Executive rooms, as well as 4 Junior Suites.

Room rates (breakfast included) 2024 :

Single: from €220.00 to €365.00
Double: from €250.00 to €590.00
Junior Suite: from €550.00 to €850.00

Check-out - Check-out must be before 12:00 noon. Any overrun not authorised by reception will be charged at €40.00 for check-out before 2pm and €60.00 for check-out before 3pm. An extra night will be charged for check-out after 15:00.

Check-in - Check-in is possible from 2pm.

Your arrival - Our rooms are available from 2 p.m. and we would be grateful if you could vacate them before 12 noon on the day of your departure.

Quick check-out - The amount due will be automatically debited from your credit card.

Baby cot - Please contact reception. The baby cot will be charged at €15.00 per night.

Extra bed - The extra bed is charged at € 45.00 per night. A maximum of maximum of one extra bed per superior room. Please note that the maximum number of guests in a room is 3.

‘Do not disturb’ sign - If the sign is hung on the door, we will respect your privacy. Please note that our chambermaids are still required to clean once a day. If you do not wish to be disturbed please contact reception before 3pm so that our cleaning lady can come and do the cleaning. If you require extra towels or toiletries, please contact reception on "11".

Pillows - Not happy with your pillow? We have a selection of pillows to suit your needs. Please contact reception if necessary.

Front desk – Front desk is available 7 days a week, 24 hours a day. For more information, please dial "11".

Miscellaneous information

Pets - Please note that pets are not allowed in the hotel.

Luggage - The hotel offers a luggage service on request. There is a secure luggage storage service at reception.

Credit cards - We accept the following credit cards: Visa, V-Pay, Master Card, Maestro, Amex. Cash is also accepted in all major currencies.

Shoe shine - A shoe shine machine is available on the 3rd floor of the hotel. A shoe shine service is available for a fee of €10, please contact reception if required.

Safe - Each room has a safe, mounted in your wardrobe. Please put your valuables in the safe, close the door, select your code and press the <<Close>> button. To open the safe again, enter your code. Leave the door open when you check out.

If the safe does not work, do not hesitate to call reception. The management will do everything necessary to open the safe.

This safe is provided to you free of charge, any valuables are not insured, only the safes at reception are insured.

Concierge - To discover the city of Luxembourg or find out about the weather forecast during your stay, please contact our Clés d'Or concierges.

Laundry - The Housekeeping team can clean your clothes at the current rate. Dry cleaning is not available. Laundry rates are available in the rooms. Please contact reception to arrange for your laundry to be collected.

Sewing - A sewing kit is available in the room. We have a sewing service available on request from 08:30-16:00 and for a fee, please contact reception.

Envelopes and stationery - You will find envelopes and stationery in a special folder in the desk in your room.

Bus timetable - You will find more information on the free public transport website in Luxembourg or ask at reception for bus maps.

(<https://www.mobiliteit.lu/en/timetables-and-lines/bus/>)

Opening hours:

- **Restaurant „Le Normandy”** located on the 1st floor:
Breakfast service Monday to Friday from 07:00 to 10:00 and Saturday to Sunday from 07:00 to 11:00.
- **Bar „Le Trianon”** located near reception welcomes you from Tuesday to Thursday from 16:00 to 23:00 and from Friday to Saturday from 16:00 to 01:00. Closed on Sundays and Mondays.

Flight information - You can find more information on the Lux Airport website or ask at reception. You can also use our business corner in the lobby.

(<https://www.lux-airport.lu/fly/departures/>)

Local information - The front desk is happy to provide tourism information.

Newspapers - National daily newspapers are available at breakfast.

Lost & Found - Please contact the front desk if necessary.

Umbrella - On request, an umbrella can be provided free of charge during your stay, or sold for €25.00.

Parking - The hotel does not have its own car park, but the Knuedler public pay car park in Rue Notre Dame is open 24/7.

Pharmacy / Medical care - Please contact the concierge for information about pharmacies on duty.

Espace POST Luxembourg-Centre - If you need to transfer or send parcels or letters, please contact reception or the post office on Place Aldringen.

Taxi - You can book your taxi online or through our concierge service.

Smoking - Please note that the Grand Hôtel Cravat is a non-smoking hotel. This also applies to outside areas, particularly balconies. Any breach will be billed at a rate of €100.00 and the room will be blocked for any additional cleaning.

Deposit - Please note that a deposit of €250.00 will be held at check-in. This will be released on check-out, after inspection of the room by a member of staff.

Food and bar

Diet breakfast - On request.

Ice cubes - Please ask our bar staff for ice cubes.

Breakfast - Breakfast service Monday to Friday from 07:00 to 10:00 and Saturday to Sunday from 07:00 to 11:00.

Buffet breakfast price - €27.00

Room service - For room service, please contact reception the day before. A supplement of €5.00 will be charged for room service.

Enhance your stay - We recommend that you book a table at one of the restaurants we recommend for your next stay:

LE ROMA 5, rue Louvigny – Luxembourg

Palais de Chine 18, rue de l'Eau – Luxembourg

Bacchus 32, rue du Marché-aux-Herbes – Luxembourg

Tourism

Tourist map - On request, the Grand Hôtel Cravat will provide you with a map of the city of Luxembourg with tourist attractions to visit.

Transport - Since 1 March 2020, all public transport in Luxembourg has been free. In the city, a tram arrives every 4 minutes which travels to certain parts of the city. Buses generally arrive every 10 minutes. In addition, CFL trains are available free of charge from Luxembourg Central Station, about 1 km from the hotel, for visiting the various regions of the Grand Duchy of Luxembourg.

Hop on/Hop off bus - To discover the best of Luxembourg City, the hotel recommends a ride on the Hop on / Hop off bus.

The hotel

Electricity - Our electricity supplier is LEO Sàrl.

Gas - Our gas supplier is LEO Sàrl.

Water - Our water supplier is VDL.

Age - The Cravat establishment was first opened in 1895 by the first generation of the Cravat family. Initially, the establishment was a renowned restaurant with 6 rooms, which later developed into a 4-star hotel. The hotel has the oldest working lift in the Grand Duchy of Luxembourg. Today, the hotel is still run in the fourth generation by the Cravat family.

The Grand Hôtel Cravat is located in the heart of Luxembourg City, overlooking the Pétrusse valley. It is 1km from the train station and 8km from the airport. Some of the superior rooms have a unique, unobstructed view over the valley, the Place de la Constitution with its monument to remembrance represented by the beautiful Gëlle Fra (Golden Woman) statue, as well as the former ARBED buildings and the Adolphe Bridge.

[Click here](#) to see all the tourist sites offered by the Luxembourg City Tourist Office (LTCO).

(<https://www.luxembourg-city.com/en>)