

— Guest — directory

Dear Customer,

It is our pleasure to welcome you to the Fairmont Monte Carlo.

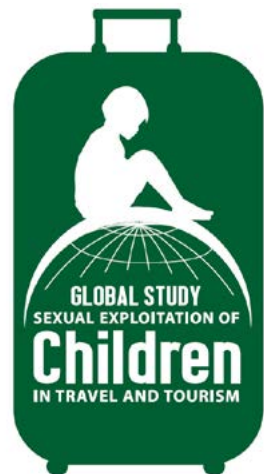
We would like to inform you that the hotel has implemented all safety and hygiene measures in accordance with the regulations in force to fight the spread of the Covid-19 virus.

Also, we would like to inform you that due to the current health crisis all our rates are flexible and that the hotel may be forced to limit some of the services offered.

Wishing you a wonderful stay with us,

The Management

The Fairmont Monte Carlo is proud to support the historic commitment of the AccorHotels Group through the WATCH PROGRAM which combats sexual exploitation of children in travel and tourism.





Welcome aboard the Fairmont Monte Carlo.

It is our pleasure to have you with us and we look forward to being at your service. We hope that this moment spent together will remain an unforgettable memory and mark the beginning of a lasting relationship.

By coming to Monaco, you have chosen a unique destination bathed by the Mediterranean sun and rich in history and culture. Our Principality has much to offer and my colleagues will be delighted to share their knowledge of the region with you and to inform you about the best addresses or unmissable events that might interest you such as the F1 Grand Prix, the Tennis Masters Series but also the concerts of the Monte-Carlo Philharmonic Orchestra or the International Circus Festival.

With its varied restaurants and bars, the Fairmont Monte Carlo offers different atmospheres and cuisines according to your desires and reflecting the seasons. Also, enjoy the thrills that the nights of Monte-Carlo can offer, such as the various world famous Casinos and nightclubs.

Whatever your lifestyle, our Spa and Hair Salon invite you to enjoy a wide range of treatments; for your well-being, our Fitness Monte Carlo offers a modern gym linked to the rooftop swimming pool, heated all year round and offering a breathtaking view of the Riviera.

We thank you for choosing the Fairmont Monte Carlo, we look forward to welcoming you back to the Principality and we wish you a pleasant stay with us.

Sincerely,

A handwritten signature in dark ink, appearing to read "P. Renou", with a small flourish at the end.

Pierre Louis Renou
Regional Vice-President & General Manager
Fairmont Monte Carlo





HOTEL HISTORY

Inaugurated in August 1975 by the Princess Grace, the Fairmont Monte Carlo is a unique four-star hotel, located in the heart of the Principality of Monaco between the Mediterranean Sea and the legendary Casino of Monte-Carlo. Indeed, the Fairmont Monte Carlo is one of the largest hotels in Europe, situated in an exclusive part of the world.

In the early 70's, the construction of the hotel started on the ground of the Monaco's first train station and its pigeon-shooting track. It became an event in itself and is now listed as one of the 20th century major events of the Principality of Monaco. Indeed, the challenge was to incorporate an impressive complex of 60,000 square meters into a Principality of 195 hectares.

Thanks to the talent of the hotel's architects, Jean Ginsberg, Herbert Weisskamp, Jean and José Notari, to build out into the Mediterranean coast rather than build up remained the best option, building 30 meters deep into the ocean. A modern seven-storey building with a singular geometric architecture overhanging the Mediterranean Sea was created, with many guest rooms having panoramic sea views. The air conditioning system uses the sea water to control and manage the hotel temperatures.

In the 20th century, the Fairmont Monte Carlo has contributed to the development of the Principality.

Today, the hotel continues to promote the tourism expansion by offering a new product. After completing a spectacular renovation of 46 million Euros, it has been totally redesigned to offer services adapted to customers' needs.

Literally built in the sea, the Fairmont Monte Carlo proposes a full range of unique offerings: more than 600 rooms and suites all featuring private terraces with panoramic views, an eclectic choice of restaurants and bars, conference and banqueting facilities, a rooftop heated swimming pool with Fitness Centre & Spa and a shopping.

The Fairmont Monte Carlo is the home port of your fondest memories...

SECURITY

EMERGENCY

In case of emergency, please touch 0 or press corresponding key.

AUTOMATED EXTERNAL DEFIBRILLATOR («AED»)

Fairmont Monte Carlo has implemented an AED program. This program has been developed in conjunction with an experienced third party service provider. Specific colleagues have been trained in the use of AEDs and Cardio Pulmonary Resuscitation (CPR). AEDs are located in the lobby by the front desk, in front of the duplex lift station and on the rooftop terrace by the pool. Should you witness the collapse of a guest or staff member, please **contact the Operator** and immediately state «this is an emergency». Give details of the location and circumstance of the emergency and the Operator will initiate our emergency response protocols.

WASTE WITH INFECTIOUS RISKS

Syringes, compresses or bandages soiled by blood produced by self-medicating people (diabetes, respiratory insufficiency, hepatitis B or C virus, multiple sclerosis, etc.) represent waste with infectious risks. Thrown in the ordinary trash of the room or the bathroom, this waste can cause accidents and in particular constitute a risk of contamination. As required by law, we invite you to use caps and their packaging or to throw them in specific containers available upon request through our Housekeeping Department.

LIFE SAFETY

The life safety systems at the Fairmont Monte Carlo have been engineered with our guests' safety in mind. Construction of the hotel included the use of flame resistant materials, with steel and concrete as primary protection material. All guest rooms and corridors are equipped with smoke detectors. Fire alarm pull stations have been placed in strategic locations throughout the hotel.

The Fairmont Monte Carlo is equipped with fire detection and emergency communication systems. Smoke detectors are linked directly to the hotel elevators and the heating, ventilation and air conditioning system, which provides automatic shutdown of the systems in an emergency situation. When the alarm is sounded, the elevators will be called to the Lobby Level and will remain there until the alarm is cleared.

FIRE

All guestrooms and public areas are equipped with smoke detectors. In the unlikely event of a fire, please dial " 0 " from any hotel phone and indicate the location.

FIRE PROCEDURES

When you check in, take note of the following:

- Locate the nearest fire exit
- Count and remember the number of doors between the exits and your room.
- Open exit doors to be sure they work and examine staircase layout.
- Locate the nearest alarm pull station and fire extinguisher closest to your room.
- Inspect your room and study the layout.
- Determine how to open your windows or patio doors and inspect anything that might help or hinder possible escape.
- Read any fire emergency information provided, including the layout near your door.
- Always keep your room key in the same area near your bed.

If you discover a fire in the hotel, please remain calm and follow these procedures:

- Go immediately to the nearest fire pull station and activate the alarm.
- Once the alarm has been activated, dial the emergency line «0».
- Advise the operator of the specifics (smoke, fire, sparks, etc ...), its location, the level of severity, your name and your location.
- Leave the area by use of the nearest exit, closing all doors and Windows behind you.
- Never attempt to use elevators in a fire emergency. Always take your room key.

In the event of an evacuation from your room, please follow these procedures:

- Feel the door. If it is hot, do not open it. If it is cool, open slightly and observe the condition of the hallway. Close the door immediately if you see smoke or fire.
- When you leave, always take your room key.
- Keep a wet cloth over your nose and mouth.
- Close all doors behind you to keep the fire from spreading.
- If there is smoke, or it is dark, remain calm, drop to your hands and knees and crawl to the nearest exit. The air will be fresher at floor level. Remember to count the doors, so you do not get lost.
- Do not use the elevators.
- If your exit is blocked or the stairway is unsafe, return to our room. It is the safest place for you. Remain calm.



If you can not leave your room, please follow these procedures:

- Be prepared to fight the smoke or fire.
- Stay low to the floor where the air is fresher. Tie a wet cloth over your nose and mouth for easier breathing.
- Fill your bath tub with water as you may need to wet down your room.
- Seal the room from smoke, stuff wet towels or sheets in the opening under the door. Turn off air conditioners and fans, and seal the vents if they draw in smoke.
- Call the emergency line by dialing «0» or press the number Key corresponding to advise the operator of your location.
- Signal your presence by hanging a sheet out the window then close the window. This will signal to firefighters that the room is occupied. Wet the portion of the sheet that remains inside the room. Do not break the window.

GUEST SERVICES

Equipment is available on a request basis from an outside company. For more assistance please contact the Concierge Desk by dialling 74.

AIRLINES :

AEROFLOT	9 0033 4 93 21 44 82
AIR FRANCE	9 3654
BRITISH AIRWAYS	9 08 25 82 54 00
DELTA	9 08 11 64 00 05
EASYJET	9 08 26 10 33 20
IBERIA	9 08 25 80 09 65
KLM	9 08 92 70 26 08
LUFTHANSA	9 08 92 23 16 90
SN BRUSSELS	9 08 92 64 00 30
SWISS INTERNATIONAL AIRLINES	9 08 92 23 25 01

The Concierge Desk is pleased to assist you with flight confirmation or changes. For assistance, please contact the Concierge Desk by dialling 74 or the corresponding button on your telephone.

AIRPORT TRANSPORTATION

For your airport transfers, please call Concierge by dialling 74. Distance from the Principality of Monaco to Nice is 25 km (15,5 miles). For city buses, trains, helicopter services, time schedules are available at the Concierge Desk by dialling 74 or the corresponding button on your telephone.

AUDIOVISUAL EQUIPMENT

State of the art audio visual equipment is available for every occasion. For information, please contact our Convention Service by dialling 87036 or 0 for Royal Service.

BABY SITTING

We will be pleased to arrange for childcare service. Please contact the Concierge by dialling 74.

BAGGAGE HANDLING

For all your luggage assistance needs, please contact the Concierge Desk by dialling 74 or the corresponding button on your telephone.

BATHROBES

Bathrobes are provided for your use throughout your stay. Should you wish to purchase our bathrobes, please contact our Royal Service by dialling 0 or the corresponding button on your telephone.

BEAUTY SALON

The Beauty Salon is located on the first floor. For a complete list of services or to make an appointment, please contact the salon by consulting the section shops of this Directory.

BUSINESS CENTER

In addition to professional secretarial services, the Business Center offers a full range of services and supplies including photocopying, facsimile, computer accessibility. Situated in the Lobby, next to the Reception Desk. Contact them by dialling 0.

**CAR RENTALS**

For car rental, availability and reservations, please contact Monte-Carlo Limousine by dialling 87073 or consult the "Shops" section of this Directory.

CATERING AND CONFERENCE SERVICES

Our conference and catering facilities provide exceptional opportunities for entertainment or business meetings. For more information, please contact the Conference Service by dialling 87036 or 0 for Royal Service.

CHECK-OUT

Check-out time is noon. Should you wish to store your baggage, please call the Concierge Desk by dialling 74 or the corresponding button on your telephone.

CREDIT CARD

We accept the following credit cards:

American Express
Diners
Eurocard
JCB
Mastercard
Visa

CREDIT

Payment by personal check must be approved by hotel management. Please contact our Duty Manager by dialling 82008.

CURRENCY EXCHANGE

Please contact the Front Desk Cashier by dialling 73.

DOCTOR, NURSE

Medical doctors are available on-call 24 hours for all guests. We will be happy to assist you in contacting the doctor for your medical needs. Please call the Concierge Desk by dialling 74 or the corresponding button on your telephone.

DOOR LOCKS

For better security, please close the door latch.

DRUGSTORE

Most medicines in France and in the Principality can only be sold by a chemist. We will be pleased to send for prescription. Please call the Concierge Desk by dialling 74 or the corresponding button on your telephone.

Please note that the hotel can not provide any medication.

DUTY MANAGER

If you require any assistance, please dial 82008 or 0.

ELECTRICITY SUPPLY

The hotel is wired for European standards. US 110V and some 220V appliances such as hair dryers, curlers etc, can only be utilized at your risk even if an adaptor or converter is used. The hotel disclaims any liability for damage which may be caused by the use of the above.

**EMERGENCY**

In the event of an emergency, please dial 0 or the corresponding button on your telephone. For further information you may consult the safety and security section of this Directory.

FACSIMILES

The Guest fax number is (+377) 93 30 01 57. For sending or receiving faxes, please contact the Business Center, open 24 hours, by dialling 0.

FLORIST

Floral arrangements can be ordered through the Concierge Desk by dialling 74 or the corresponding button on your telephone.

GOLF

The 18-hole Monte-Carlo Golf Club is located 30-45 minutes from the hotel (minimum handicap of 32 during the week and of 35 the weekend).

In order to reserve your tee-off time please contact the Concierge by dialling 74 or the corresponding button on your telephone.

HELICOPTER SERVICE

Scheduled and charter helicopter flights are available to/from the Monaco Heliport. Please contact the Concierge Desk by dialling 74 or the corresponding button on your telephone.

HOUSEKEEPING

For your comfort, we are pleased to offer daily housekeeping service. Housekeeping can also offer a variety of amenities upon your request such as cribs, bed boards and additional pillows. Please contact the Royal Service by dialling 0 or the corresponding button on your telephone.

IN-ROOM DINING

Our "In-Room Dining" service is available 24h/24. For menu options, please consult the "In-Room Dining" menu in your guest room. You can order by dialling 72 or the corresponding button on your telephone. Remember that whether you are driving or flying home, you may enjoy one of our lunch boxes conveniently packaged to take with you. Please advise us 24 hours in advance.

INTERNET

Wired High Speed Internet Access is available in your room. WiFi is available in public areas of the hotel.

JOGGING

For an itinerary, please contact the "Fairmont Fitness" at 83099 or the Concierge by dialling 74 or the corresponding button on your telephone.

LAUNDRY AND DRY CLEANING

For your convenience, we are pleased to offer daily laundry and dry cleaning services. You will find laundry bags and forms with further details on the tray placed on your bed. One-hour pressing and same day dry-cleaning services are available from 8am to 6.30pm. Please contact the Royal Service by dialling 0 for pick-up in your room before 9am.

LIMOUSINES AND SEDANS

Please call the Concierge Desk by dialling 74 or the corresponding button on your telephone.

LOST AND FOUND

For lost or forgotten articles throughout the hotel, please contact the Royal Service department by dialling 0.

**LOST LUGGAGE**

Please call the Concierge Desk by dialling 74 or the corresponding button on your telephone.

MAIL / STAMPS

Please call the Concierge Desk by dialling 74 or the corresponding button on your telephone.

MESSAGE

Please refer to "Fairmont Spa" section.

MEDICAL ASSISTANCE

In the event of any emergency, please dial 0 for assistance.

MESSAGES

Your telephone is equipped with voice-mail. If the red light is flashing, there is a message for you. Press the "message" button to retrieve the message or dial 0 for assistance.

NEWSPAPERS

To order newspapers, please call the Concierge Desk by dialling 74 or the corresponding button on your telephone.

PRESS READER

The Fairmont Monte Carlo Hotel is pleased to offer you the opportunity to read your newspaper or favorite magazine on your personal device (Laptop, Tablet, Smartphone...).

How to use Press Reader:

1. Connect via Fairmont Monte Carlo wireless WIFI
2. If using a tablet or smartphone, visit <http://about.pressreader.com/> site and select the application «Press Reader» corresponding to your device.- If you use a laptop, visit www.pressreader.com site and select your reading preference in the list (language, news, etc.).

PARKING

Valet parking is available from the front door. A daily charge will be applied to your account, which includes unlimited in and out privileges. Please contact the valet parking desk by dialling 87001 or the concierge by dialling 74 or the corresponding button on your telephone.

REFRESHMENT CENTRE

For your convenience and enjoyment, your guest room is equipped with a refreshment centre containing beverages. An itemized list is provided with details and prices. For other food and beverage requests, please contact Room Service by dialling 72 or the corresponding button on your telephone.

RESERVATIONS

For room reservations at any of our Fairmont Hotels and Resorts, please contact our Reservations department by dialling 77.

You may also choose to reserve on-line by visiting www.fairmont.com.

RESTAURANT RESERVATIONS

If you wish to make reservations in any of our restaurants, please call Concierge by dialling 74.

SAFETY DEPOSIT

For your convenience, your room is equipped with an in-room safe. Additional safety deposit boxes are available for your valuables through the Front Desk.

**SALES**

If you are interested in booking a group or conference at this or any Fairmont Hotel or Resort, please contact our Sales office by dialling 87030, Convention Services by dialling 87036 or 0 for Royal Service.

SECRETARIAL SERVICES

Please call our Business Centre by dialling 0 for more information.

SECURITY

Security officers are on duty at all times. Should you require special security services at any time, please do not hesitate to contact the Duty Manager by dialling 82008. For your safety and protection, always keep your door double locked when occupying your room and keep your valuables in the safe.

SIGHTSEEING

Please call the Concierge Desk by dialling 74 or the corresponding button on your telephone.

SWIMMING POOL

Please refer to the "Fairmont Spa & Fitness and Pool" section of this Directory.

TAXI

To arrange for taxi service from the front entrance, please contact our Parking Valet by dialling n° 87001 or the Concierge desk at 74.

TENNIS / SQUASH

Twenty-four clay courts and two squash courts are available at the Monte-Carlo Country Club. For all information, please call the Concierge by dialling 74 or the corresponding button on your telephone.

VEGETARIANS

For special requests, please call our Catering department by dialling 87040 or 0 for Royal Service.

WAKE-UP CALL

For a wake-up call, please dial 0 for Royal Service or the corresponding button on your telephone.

COMMUNICATION GUIDE

Enclosed in this Communication Guide is information on Dialling Instructions, Voicemail Instructions and Telephone Charges.

TELEPHONE CALL CHARGES

Direct Dial Calls including local and international are charged per minute and are inclusive of 20 % VAT.

Hotel surcharge applies to all local and international calls.
For further details, please contact our royal service.

DIALLING INSTRUCTION

EMERGENCY	0
Royal Service	0
Room to Room	Dial 8 + room number
Local Calls	Dial 9 + number
International Calls	Dial 9 + 00 + country code + number

LIST OF FREQUENTLY USED COUNTRY CODES

Canada	1
France	33
Germany	49
Israel	972
Italy	39
Japan	81
Switzerland	41
United Arab Emirates	971
United Kingdom	44
USA	1

For further details, please contact the Operator.

SHOPS

CABINET PALMERO

Real estate and consultant services.

Open from 9.30am to 12.30pm and from 2pm to 6.30 pm.

Closed on Sunday.

Please dial 87074.

LA JOAILLERIE

Creation of gold and silver jewelry. Watch-maker.

Open daily from 9am to noon and from 2.30pm to 7pm.

Please dial 87012.

LA BOUTIQUE

Ladies' and children's clothes. Costume jewelry, souvenirs from Ferrari collection.

Open from Monday to Friday from 9.30am to 7.30pm. Open on Saturday and Sunday from 9.30am to 1pm and from 2.30pm to 7.30pm.

Please dial 83069.

SHIRO

Clothing and accessories for men and women

Open daily from 10am to 7pm.

Please Dial +33 07 61 34 86 11

STEFANO RICCI

De Luxe prêt-à-porter for men.

Open daily from 10am to 7.30pm.

Please dial 83100.

BUGATTI MONACO

Bugatti's Monte Carlo showroom and lifestyle boutique.

Open from Monday to Saturday from 10am to 1pm and from 3.30pm to 8.30pm.

Closed on Sunday.

Please dial (+377) 97 97 17 10

XERJOF

Perfume company

Opening soon

FRAGRANCE PERFUMERY

Carrying the finest cosmetics and designer perfumes.

Open from 9.30am to 7pm and closed on Sunday.

Please dial 85065.

DINING, FOOD & BEVERAGE

HORIZON R O O F T O P

Between sea and sky, with an outstanding terrace overlooking the sea, the **Horizon - Rooftop** offers a cruise made of Mediterranean colours and flavours with a breathtaking 360° view on the Principality of Monaco.

Dress code smart casual. Dial Ext. N° **87135**.



Nobuyuki **Nobu** Matsuhisa, the acclaimed and highly influential celebrity Chef and owner of Nobu restaurants proposes his amazing cuisine mixing traditional Japanese dishes and South American ingredients using subtle spices and aroma combinations in an elegant and cosy atmosphere featuring a magnificent bar, a lounge area, two exclusive private spaces, a sushi bar and a terrace overlooking the Mediterranean Sea.

Dress code smart casual. Dial Ext. N° **82118**.

RESTAURANT & BAR

Saphir₂₄

As a bridge suspended over the Mediterranean that dominates the gallery of the hotel, the **Saphir 24 Restaurant & Bar** offers, with its fabulous bay windows, breathtaking panoramic views of the coast. In a comfortable and relaxed atmosphere, it features the best of a «bistrot chic» cuisine and represents the ideal stopover at any moment of the day.

Dress code smart casual. Dial Ext. N° **87081**.

IN-ROOM DINING

The **In-Room Dining** service offers a special menu with a wide range of choices throughout the day to sate the most discerning palates. Open 24h/7d.

Dial Ext. N° **72**.



PRIVATE DINING

— Since 1975 —

FAIRMONT MONTE CARLO

The hotel's catering service, **Private Dining by Fairmont Monte Carlo**, benefits from more than 30 years of professional experience, fulfils a variety of requests and executes the art of banqueting in servicing up to 2000 guests. Specialized in receptions and galas, this team provides on-site and off-site catering at some of the most prestigious venues of the Principality or the Côte d'Azur. Any style of cuisine can be prepared and an array of themes can be offered. Please contact the Royal Service on Ext. N°0.



— at —

FAIRMONT MONTE CARLO

This original concept was created in 1998, by the entrepreneur Jack Penrod. He presents then to the world **Nikki Beach**, a "beach-club concept", which will gather shows, food, music, fashion, cinema and art, in one and same establishment. Considered as the «sexiest place on earth» by The Observer, Nikki Beach is the hotspot and reference among the must-go-to and trendiest places worldwide.

Nikki Beach at Fairmont Monte Carlo awaits you by the pool, facing the Riviera and enjoying the music spun of the DJ.

Dress code casual-chic Dial N° **82093**.



HIGH SPEED INTERNET ACCESS

HOW TO CONNECT TO HIGH-SPEED INTERNET

The Fairmont Monte Carlo is fully equipped with WIFI access.

We are pleased to offer you two types of high-speed Internet connection for your personal laptop computer. Please connect to view pricing options or dial 0 to speak to a Royal Service representative.

TECHNICAL REQUIREMENTS:

- Microsoft Windows, Mac or Linux operating systems
- Installed Ethernet or wireless
- Microsoft Internet Explorer or Netscape Navigator Web browser

If you require any assistance, please contact our technical support by dialling 37, available 24h/24.



FAIRMONT SUSTAINABILITY PARTNERSHIP

OUR SUSTAINABILITY JOURNEY

At Fairmont, we're committed to making a difference in the communities where our guests and colleagues live, work and play.

Through our Green Partnership Program, we've worked diligently to minimize the environmental impact our hotels and resorts have on the planet. But we recognize that, to be truly sustainable, we must also focus our efforts on social and economic development. This holistic approach is the foundation of our new Fairmont Sustainability Partnership program.

The program comprises four key pillars:

1. RESPONSIBLE BUSINESS:

We strive to conduct our business with integrity and demonstrate accountability for our actions and sustainability commitments.

2. ECOSYSTEM:

We strive to enhance the wellbeing of local communities and extend our positive impact beyond our immediate operations to the larger ecosystem.

3. ENVIRONMENT:

We strive to reduce our environmental impact by strategically integrating innovative practices across our operations globally.

4. ENGAGEMENT:

We strive to engage and support the stakeholders that are touched by our operations in a holistic and collaborative manner.

The Fairmont Sustainability Partnership program represents our ever-expanding commitment to being a responsible business and to following the principles of sustainability across our operations. To ensure we accomplish our goals, we have Sustainability Teams in place at each of our properties worldwide.

Please join us on this exciting journey. We can all be a part of effecting positive change.

For more information, please visit [fairmont.com/corporate-responsibility](https://www.fairmont.com/corporate-responsibility)

5. TWO GREAT PARTNERS, A GREAT CAUSE

When you're looking out for the environment, it helps to have good partners.

Through our award-winning Green Partnership Program, which promotes sustainable tourism around the world, Fairmont is proud to be a partner with the Prince Albert II of Monaco Foundation, which focuses on solutions and stewardship in the areas of international climate change, biodiversity and drinking water, specifically in the Mediterranean basin.



SPA, FITNESS & POOL

Located on the 7th floor rooftop of the Fairmont Monte Carlo, you will be able to enjoy the swimming pool and the magnificent terrace overlooking the Mediterranean, all beautifully refurbished.

You can access the pool terrace with your room key card.

In the fitness room, bathed in daylight, a new wide range of the latest Technogym equipment is available to guests.

The Fitness Monte Carlo and pool are open daily.

For more information, please contact the Fairmont Fitness by dialling **83099** or the swimming pool by dialling **84065**.

FAIRMONT SPA

Located on the 7th floor and directly connected with the Fairmont Fitness.

Inspired by the energy and magic of Monte Carlo and drenched in the amazing colors of Monaco, the 900 m² of spacious natural light at the Fairmont offers personalized spa treatments. Combining our active ingredients with state-of-the art techniques, whatever the spa client's concern, there is a treatment to suit them and their needs.

Please contact the Fairmont Spa by dialling **87808**.