

SERVICES AVAILABLE FROM YOUR ROOM

HOUSEKEEPING

If you should require pillows, covers, towels, cribs, amenities, or extra beds from our housekeeping department, just call the Express Line.

BELLHOP

We're happy to help you store or handle luggage.

BUSINESS CENTER

With the needs of business travelers in mind, Hotel Emporio Veracruz offers you its business center in order to provide you the personal, specialized attention you need. Located in the basement with 24-hour access, seven days a week.

For greater comfort, we offer you booking, ticket sales, schedule change, tours, and other services.

Services

- Printing, photocopies.
- Desk items.
- PC, scanner, and printer services.
- High-speed internet.
- The three meeting rooms are included in the Event Room section.

ELECTRIC POWER

Electric current in Mexico and at our hotel is 110/125 volts at 60 Hz. We have adapters for European-style prongs and converters, please dial the Express Line with any questions.

MONEY EXCHANGE

Exclusively for guests, available at the front desk. Offering exchange of euros and U.S. and Canadian dollars for Mexican pesos. For your safety, do not exchange money on the street and check all bills and coins received.

PERSONAL CHECKS

Personal checks and acknowledgment signatures are not accepted under any circumstance.

ALARM CLOCK

For alarm clock services, please dial “0.”

PARKING

Open 24-hours a day, located on Serdán Street. Hotel regulations stipulate that we are not liable for objects left in automobiles.

EXPRESS CHECK-OUT

This service is available for guests paying their bill with cash or credit card. Full payment of your bill is required the night before your departure. This allows time to review consumption and charges and thus avoid delays by providing you with an invoice in a timely manner.

Note: Any subsequent charges to the room will require a new invoice.

SHIFT MANAGER

In order to make your stay more comfortable and provide you assistance, we have a manager on duty 24 hours a day, seven days a week. Please call the Express Line with any suggestions or special requirements.

CHECK-OUT TIME

Up to 1 p.m. every day.

ICE

There are ice machines located within the hotel. Call the Express Line to find out which one is closest to your room or deliver the ice to you.

COFFEE KIT

Enjoy the exquisite flavor and aroma of our Emporio Blend. The first kit of your stay is courtesy of Emporio. Additional kits are available for an extra charge (coffee, sugar, powdered milk for two cups).