

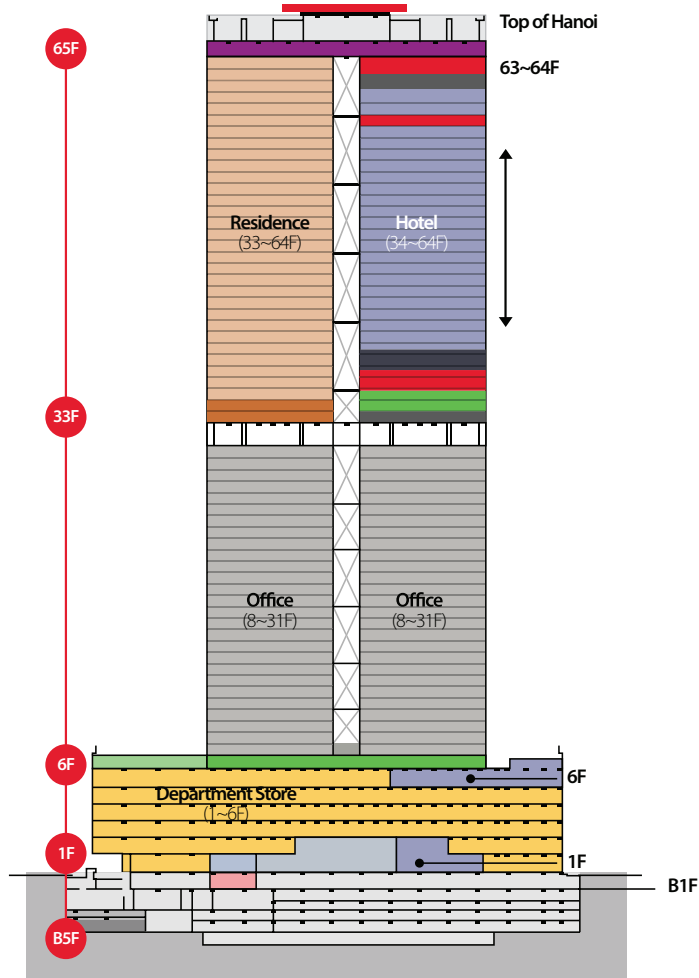
**Dear Guests,**

Thank you for staying at Lotte Hotel Hanoi.  
Being the first 5-star property of Lotte Group in the capital city of Vietnam, Lotte Hotel Hanoi represents a unique blend of gracious Korean hospitality and colorful Vietnamese culture.

Lotte Hotel Hanoi features 318 luxuriously appointed rooms, 7 restaurants & bars and expansive meeting facilities. Our team is dedicated to serve each and every guest to ensure satisfaction at all levels.

I hope you will have a wonderful and comfortable stay with us!

Sincerely yours,  
**General Manager**



Rooftop	Top of Hanoi
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63F	Grill 63, Pharaoh's Bar & Upper
59F	Club Lounge
38F	Sky Reception, The Lounge, Sk
36F	Red River, Tim Ho Wan
35F	Evian Spa Hanoi, Indoor Swimming Pool
7F	Fitness Center, Outdoor Swimming Pool
6F	Banquet
1F	Welcoming Lobby
1F	Delica - Hans
Department Store	
1F - 6F	LOTTE Department Store
Department Store	
B1F	LOTTE Mart
Department Store	



**\*Location:**

Rooftop

**\*Business hours:**

17:00 ~ 24:00



Perched on the rooftop of Lotte Hotel, Top of Hanoi's unique location and surrounded glass walls offer mind blowing 360-degree bird's eye views over Hanoi's cityscapes.

Recognized by Vietnam Travel as one of the top 7 best rooftop bars in Vietnam, Top of Hanoi has recently been renovated with countless Instagram-worthy corners and absolutely is the ultimate venue to catch a calming vista of the city skyline in an upscale ambiance with delectable food & drinks, enriched by first-class service.

- *Please do not wear slippers or sleeveless shirts to Top of Hanoi*



**\*Location:**

63F

**\*Business hours:**

17:30 ~ 01:00



Designed to be a true work of art, boasting the gorgeous panoramic Hanoi city night views and dazzling live music performances, LOTTE HOTEL HANOI's Pharaoh's Bar & Upper provides not only a charming and relaxing atmosphere with luxurious facilities but also premium services by our fascinated employees.

As the ultimate destination for liquor connoisseurs, our pianist and gorgeous vocalists will uplift your nocturnal indulgence with stunning vibrant live performances every night, while you explore an unparalleled world-class whisky collection and an array of intriguing concoctions by some of the most devoted mixologists in the city.



**\*Location:**

63F

**\*Business hours:**

Breakfast 06:00~10:00

Lunch 11:30~14:30

Dinner 17:30~21:30



Grill63 offers the finest cuts of steak and a premium wine list to the town. With modern aesthetic, Grill63 is ideal for special occasions or romantic dinners with the scenic Hanoi view on 63rd floor. Join us for a quintessential dining experience.



**\*Location:**

38F

**\*Business hours:**

08:00~22:00



The Lounge Sky is an intimate place with outstanding views. Indulge in the signature menus and an intriguing selection of cocktails to make your night in Hanoi a memorable one.



**\*Location:**

36F

**\*Business hours:**

Lunch: 11:30~14:30

Dinner: 17:30~22:00



Located on the 36th & 37th floor of Lotte Hotel Hanoi, Red River restaurant's spectacular bird's eye views over Hanoi's cityscapes are the perfect backdrop to enjoy our Executive Chef's mouthwatering creations.

Developed from one of the most traditional and oldest gastronomy in the world, contemporary Chinese cuisine is not only imbued with the Asian quintessence, but it is also a perfect blend of ingenious ingredients with sophisticated recipes, creating a delightful harmony of food and culture.



**\*Location:**

36F

**\*Business hours:**

11:30~22:00



Tim Ho Wan, the Michelin-starred dim sum house in Hong Kong has made its mark in the capital city of Vietnam with numerous mouthwatering freshly made dishes. Drop in to enjoy the signature Baked Bun with BBQ Pork and Steamed dumpling with Shrimp on the 36th floor of Lotte Hotel Hanoi.

DELICA-HANS  
BY LOTTE HOTELS

**\*Location:**

1F, LOTTE Department  
Store

**\*Business hours:**

09:30~22:00

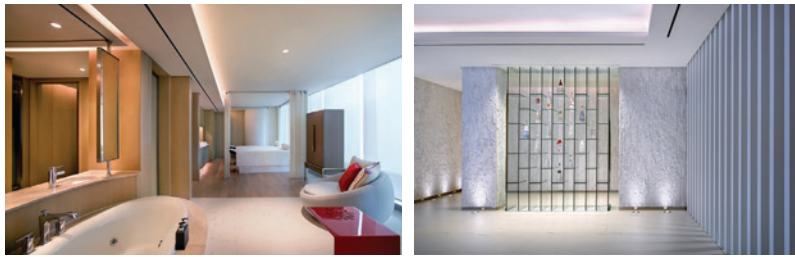


Delica-Hans captivates with its refined look and exceptional array of must-try specialties! As a luxury boutique pastry shop within a renowned 5-star hotel, Delica-Hans showcases a curated selection of authentic Korean favors.



**\*Location:**  
35F

**\*Business hours:**  
10:00~22:00



Covering an area of 1,200 sqm, LOTTE HOTEL HANOI's evian®SPA consists of six treatment rooms, one executive suite room, an exclusive luxurious pool only for spa customers as well as manicure & pedicure services. Rebalance your body and mind with one of the most sophisticated treatment techniques in the Indochina region in the tranquil surroundings inspired by pristine Alpine nature.

## FITNESS CENTER

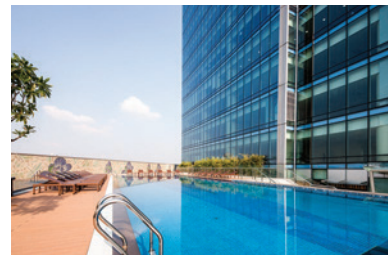
**\*Location:**

7F

**\*Business hours:**

06:00~22:00

(Gym opens 24 hours)



The 1,680 sqm Fitness Center with a variety of advanced cardio machines and weight-training equipment was created to allow our guests to maintain their exercise routine while they travel. Take your pick from a spacious yoga room, an indoor golf driving range, an outdoor pool, a gym, a sauna, a basketball court, and a walking trail to maintain your momentum and feel revitalized during your stay.

## MEETINGS & CONVENTIONS

**\*Location:**  
6F



Meetings and conventions at Lotte Hotel Hanoi are the artful blend of sophistication, dedication, and absolute competence. With stylish meeting rooms in various sizes, a wide range of meeting concepts from intimate to expansive can be offered to the maximum of 1,200 guests. The harmony of the flexible, functional space, state-of-the-art equipment, leading-edge technology, impressive service and culinary excellence creates events nothing short of inspired.

**\*Location:**

**\*Business hours:**

09:30~22:00



LOTTE Department Store is a premier shopping destination at LOTTE Center Hanoi, featuring a diverse collection of luxury brands. From high-end fashion to exclusive beauty products, it offers an elegant and sophisticated retail experience.

**\*Location:**

**\*Business hours:**

07:30~22:00



Located within LOTTE Center Hanoi, LOTTE Mart offers a convenient shopping experience with a wide range of groceries, daily essentials, and specialty products, ensuring a seamless stay.

# IN THE HOTEL



## **HOUSEKEEPING**

(Touch  
"Housekeeping")

Extra pillows, blankets and additional room supplies are available on request. If you require your room to be cleaned at a specific time, please contact Housekeeping.



## **AIR CONDITIONING/ HEATING**

(Touch  
"Housekeeping")

Room temperature can be adjusted using the control switch on the wall.



## **INS**

(Touch "0")

Available to assist with your special requests, flight confirmations, restaurant reservations, shopping, church services, sight-seeing tours and other guest needs.



## **SAFETY DEPOSIT**

(Touch "0")

There is an electronic safe located in each room. If you prefer, you may wish to store your valuables in one of our Safety Deposit Boxes available at the Front Desk. Please note that the hotel is not responsible for any items not stored in a Safety Deposit Box. Please contact the Front Desk.



## **ROOM SERVICE**

(Touch "Room  
Service")

You may enjoy drinks and meals in your rooms. Please refer to the Room Service menu.



## **NON-SMOKING ROOMS**

(Touch "0")

All the room are non-smoking room.  
If you want to smoke, please go to designed smoking areas (Outside of Lobby 1st floor)  
Pharaoh's Bar & Upper, TOH will open for smoking 17.30 daily.  
If you smoking in the room, you may be charged at 200 USD as cleaning and air-refreshing fee.



### **MINI BAR**

(Touch  
"Housekeeping")

Each room is equipped with a mini bar, which is replenished daily for your enjoyment.



### **LOST & FOUND**

(Touch "0")

The Duty Manager will assist you in tracing lost property on the hotel's premises. Guest will be notified if any personal belongings, lost or misplaced, are found.



### **BUSINESS CENTER**

(Touch "0")

Lotte Hotel's Business Center makes life easier for those traveling for business.

Located on the 59 Level with Club Lounge, Lotte Hotel's Business Center provides the variety of services that will make "doing business" as pleasurable and convenient here as it would be in your home office.

We are "at your service" upon request for:

- Photocopying and printing
- Courier service, Including DHL, USP, Federal Express
- E-mail
- Internet

**EMERGENCY BELL**

In an emergency, push the button located on the wall in the bathroom. Our guard will be there immediately. Please refer to our "Safety & Security" information.

**LAUNDRY AND VALET**

(Touch "Housekeeping")

Regular Service

Order	07:00 - 11:00	11:00 – 15:00	15:00 – 19:00
Delivery Time	16:00 Same day	19:00 Same day	15:00 Next day

**IRON & IRON BOARD**

(Touch "Housekeeping")

Iron & Iron Board are available upon request.

**SHOPPING**

Lotte Department Store

The Lotte Department Store is one of the largest and most modern department stores in Vietnam, offering a wide range of products. It is located adjacent to the hotel.

- Open 9:30 a.m – 10:00 p.m, daily

**BABY COTS**

(Touch "Housekeeping")

Housekeeping will be pleased to arrange a baby cot and baby sitting service for you (less than 24 months years old).

**ICE**

(Touch "Room Service")

Please contact Room Service.

**CURRENCY EXCHANGE**

Please contact the Cashier at the Sky Reception.



## CLUB FLOOR

The Club Floor at Lotte Hotel Hanoi provides a host of premium services for businessmen as follows.

### Special Services:

- Private Check-in & Check-out at the Club Reception
- Buffet breakfast from 06:00am to 10:00am
- Non-alcoholic beverage from 06:00am to 21:00pm
- Daytime Delights from 13:30am to 16:30pm
- Sunset Delicious (hors d'oeuvres & international gourmet cuisine) from 18:00pm to 21:00pm
- Daily newspapers
- Welcome seasonal fruit basket set up in room
- Complimentary printing service up to 20 pages per stay (excluding color prints)
- Tea or coffee at your morning wake-up call (Upon prior request)
- 10% discount for Laundry service
- Complimentary 03 pressing items per day (non-accumulated)
- One hour complimentary use of the meeting room (Level 59) per day (subject to availability & advanced reservation)
- Late check-out until 4pm (subject to availability)



## TV

Please check the TV guide in the room.



## ELECTRICITY

(Touch "Housekeeping")

Voltage is 220V. If you need transformer for 110V, please contact Housekeeping.



## PARKING

Please contact Bell Desk on 1F Welcome Lobby to get Free Parking Coupon.



## BAGGAGE

For luggage collection or storage, please contact the Concierge.

# SAFETY



## SAFETY/ CHECKLIST

Please review the checklist below upon entering the room:

- Location of Emergency Alarm Bell
- Location of Fire Extinguisher, portable Lantern
- Exit
- Confirm location of exit stairs
- Layout / Guest room

Please contact the INS (Dial "0") or extinguisher a small fire yourself using the extinguisher located in the closet or hallway. For your additional safety, please note that there are a fire extinguisher, hydrant and other firefighting equipment located in the hallway and stairs.



## IN CASE OF FIRE OR EMERGENCY

How to operate the firefighting equipment

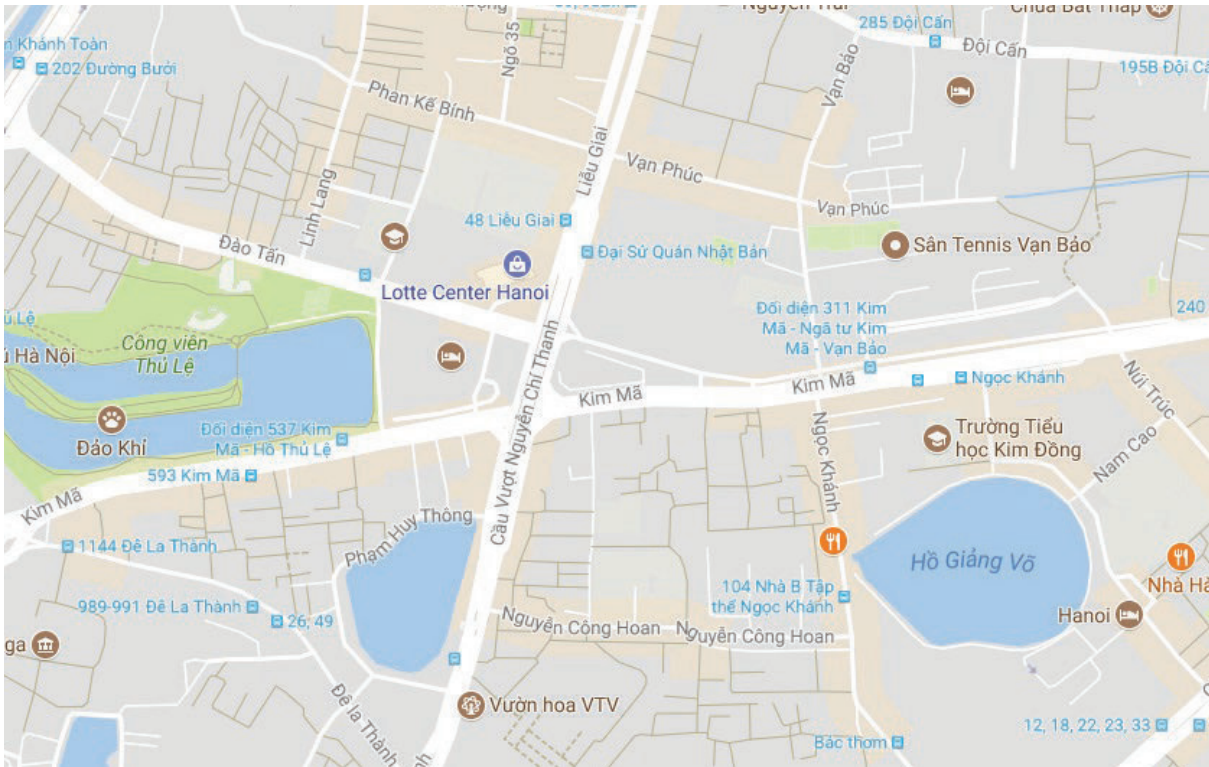
1. Emergency Alarm Bell  
Press button in case of medical emergency, terror, menace, or robbery
  - Our security will be dispatched immediately
2. Fire extinguisher  
Remove safety pin to use
3. Portable Lantern  
Remove portable lantern from the closet will turn it on automatically

# HOTEL REGULATIONS

**In order to make your stay as pleasure as possible, the management requests your co-operation in observing the following:**

1. All guests and unregistered overnight guests are required to register at the Front Desk upon arrival.
2. For the safety and comfort of all guests, the following is not permitted in this hotel:
  - Use of electrical appliances other than those provided or accepted by the hotel
  - Smoking in bed
  - Possession of firearms, swords, pets and explosive or flammable items
  - Disturbances which might annoy other guests
  - Receiving guests after 10p.m
  - Using the lobby as a showroom
  - Distribution of advertising materials
  - Ordering meals and/or drinks from services other than those of the hotel
  - Using hotel rooms for purposes other than lodging
3. Any article left in the hotel will be kept for a period of six months after which it will be disposed of in accordance with local laws
4. We respectfully request you to refrain from:
  - Using equipment and fixtures for purposes other than their intended use
  - Removing hotel fixtures or equipment from the premises
  - Attempting to adjust hotel equipment or fixtures
5. Money and other valuables should be stored in the safety deposit boxes maintained by the Front Desk. There is no charge for this service. The hotel does not assume responsibility in case of loss or theft of items not deposited.
6. Guests are reminded that they are not permitted to leave their rooms unsuitably clothed (ie. in night attire).
7. Welcome to a Respectful Environment.  
We are dedicated to creating a comfortable and respectful environment for everyone. Our valued guests are kindly advised to join us in upholding Vietnamese laws and treating one another with courtesy. Any form of harassment and violence are strictly prohibited. We appreciate your cooperation in ensuring a safe and enjoyable experience for all.

*We thank you for your co-operation and hope you will have a pleasant stay at LOTTE HOTEL HANOI. Should you need any assistance, please contact the Duty Manager.*



 **By car**

**Noi Bai International Airport**

Approximately 27 km to Hotel, about 40 minutes by Taxi or Limo

**Hanoi National Convention Center**

Approximately 5 km to Hotel, about 15 minutes by Taxi or Limo