



Dear guests,

I welcome you at the Hotel village La Mourra and thank you for your confidence.

This guide and La Mourra Team are here to assist you daily in the hotel and in the resort of Val d'Isère.

Our Reception, with the Concierge Team, will organize all your needs to make the most of your stay.

Warmly,

Pierre CERBONESCHI

THE HOTEL

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ROOMS AND EQUIPMENT
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USEFUL NUMBERS

Standard Hotel	04 79 40 28 70
Reception & Concierge	9
Outside call	0 + phone n°
Abroad call	000 + country code + phone n°
A room	45 + room n°
Housekeeping	4606
Bar	4608
Restaurant La Mourra	4614
Room Service	4614
Spa Susanne Kaufmann	4620

INTERNET / WIFI

Internet access is free and unrestricted throughout the hotel.

You can connect with a cable in your room or use the WiFi network:



The WiFi code Wifi is communicated by the Reception or your Butler upon your arrival.

RADIO



Radio Val d'Isère	96.10 FM	France Info	100.20 FM
France Inter	90.90 FM	NRJ	101.80 FM
Fun Radio	100.90 FM	RFM	94.80 FM

ALARM CLOCK



Please contact the Reception to schedule an alarm clock.

TELEPHONE

- To receive outside calls:

Please contact the Reception to receive outside calls directly in your room.

- To print documents:

You can use the email address information@hotellamourra.com, the Reception will take care of printing your documents.

TELEVISION CHANNELS LIST

1 : TF1	28 : Bein Sports 1 HD	56 : Great ! Action
2 : France 2	29 : Bein Sports 2 HD	57 : Great ! Moovies
3 : France 3 Alpes	30 : Bein Sports 3 HD	58 : Bloomberg Europe TV
4 : Canal +	31 : Canal + Foot	59 : Great ! Action + 1
5 : France 5	32 : Eurosport 1	60 : Pop
6 : M6	33 : Canal + Cinéma Fr	61 : Ting Pop
7 : Arte	34 : Canal + Séries Fr	62 : ITV 1
8 : C8	35 : National Géo	63 : ITV 3
9 : W9	36 : Disney Channel Fr	64 : Super RTL A
10 : TMC	37 : Eurosport 2	65 : Vox Up
11 : TFX	38 : Canal + Sport	66 : Eurosport 1 Deutch
12 : NRJ12	39 : Canal + Eng	67 : RTL2 Austria
13 : LCP	40 : Canal + Cinéma Eng	68 : RTLZWEI Austria
14 : France 4	41 : Canal + Séries Eng	69 : TV RUS +
15 : BFM TV	42 : Disney Channel Eng	70 : THT
16 : C-News	43 : Canal + Sport 360	71 : Just TV
17 : CStar	44 : Canal + Kids Fr	72 : 8 TV Russ
18 : Gulli	45 : Canal + Kids Eng	73 : RAI 1 HD
20 : TF1 Série Film	47 : TV5 Monde	74 : RAI 2
21 : L'Equipe 21	46 : France 24	75 : RAI 3
22 : 6ter	48 : Skynews Int	76 : TRT World
23 : RMC Story	52 : BBC One London	77 : Arte TV
24 : RMC Découverte	53 : BBC Two Wal	78 : France 24 Eng
25 : Chérie 25	54 : Cbeebies	79 : Tiny Pop +1
27 : France Info	55 : Great ! Xmas	80 : Great ! Moovies

HOUSEKEEPING



Accommodation housekeeping is twice a day including the turn-down service. Please check that the « Do Not Disturb » sign is not on your door while you are out if you wish to have your room done.

For a better comfort do not hesitate to ask our Head Housekeeper: blankets and pillows, bath towels, hangers, slippers, humidificator,...

MINI BAR



In every room an open mini bar is at your disposal.
We will refill it once a day.

For any other beverage, please contact the Bar, dial 4614 or 9.

SAFE

A safe is at your disposal in your room.
The Hotel declines all and any liability for theft in the rooms.



1. Press « C »
2. Close the door and keep it close
3. Enter a 4 to 6 digits code
4. Press « Lock »
5. Enter your code

HOTEL SERVICES

NON-SMOKING

We remind you that the hotel and the rooms are completely **NON-SMOKING**. A lit cigarette will trigger an alarm.



Pocket ashtrays are at your disposal in your room for an outdoor use.

LAUNDRY

Please use the provided bag in your cupboard and place it in evidence in your room, and don't forget to fill in the attach card.



PETS

Pets (cats & dogs) are welcome in the Hotel, except in the Dining Room and in the Spa. Their accommodation rate is 30€ per day. Their meals are extra.



While staying with us we hope you will respect manners in terms of noise, hygiene and house-trained.

CARE OF YOUR SHOES

On request, we take care of your shoes for specific maintenance.



More information through our Concierges.

THE BAR.



At lunch, the hotel bar provides a light selection (hot and cold) as well as a child menu.

In the afternoon, a large choice of pastries will delight your taste buds.

At the aperitif time, lie back and enjoy the wonderful atmosphere of our bar.

BAR MENU



BREAKFAST



Served from 7:30a.m. to 10:30a.m.

In the dining room with a large buffet
or

In your room, with supplement
*Order forms are available in your room
or dial 4614.*



THE RESTAURANT



In a cozy atmosphere and refined decor, let yourself be tempted by our **Japanese & fusion inspired cuisine** by our Chef Arnaud Pignier, for a warm and friendly dinner.

Dinner from 7pm to 10pm
reservation required

RESTAURANT MENU



ROOM SERVICE



When feeling a little hungry, you can call Room Service 24/7.

2 Room Service menus are offered; you can find them in your suite:

- From 11:00 a.m. to 7:00 pm
- From 10:00 pm, a night menu

To reach Room Service, dial 4614, or 9 from 11:30 pm.

ROOM SERVICE MENU
11 a.m. – 7 pm

RESTAURANT MENU
7 pm – 10 pm

NIGHT MENU
from 10 pm



Open from 10 a.m. to 9 pm

Our Spa work together with treatment protocols from the natural brand Susanne Kaufmann.

Renowned for its effective formulas and organic ingredients, Susanne Kaufmann is an expert in holistic skincare and overall well-being. The brand embodies elegance and authenticity while respecting the harmony between nature and science to offer high-quality products..

You can also try a back-to-shape massage by registered physiotherapists.

SPA MENU



SUSANNE KAUFMANN



WELLNESS

 4620

Open from 10 a.m. to 9 pm

Our wellness centre is equipped with a 17meters-long indoor heated swimming pool, a sauna, a steam room, and a relaxation lounge with an herbal tea corner.

Bath robes are required to access the Spa (available in your room).
Children under 16 years old should be escorted by an adult.

Please ask our Spa manager for any advice.



THE SKI



SKI PASSES

The hotel is empowered to plan and deliver ski passes, just ask the Reception desk.

We recommend you order them upon arrival.

The cost of your passes will be charged to your hotel bill.

PEDESTRIAN PASS

Some lifts are accessible for pedestrians and snowshoe hikers. Passes available at the Reception desk.

SKI INSTRUCTORS

Reception desk can put you in touch with our partners, qualified ski instructors who will adapt to your very own ski or snowboard level.

Collective lessons for all level are also provided by the French Skiing School (E.S.F.).

Tetra Ski : dial +33 631 49 92 75 - [More information](#)

French Ski School : dial +33 479 06 02 34 - [More information](#)

OTHER ACTIVITIES

Val d'Isère offers all kind of activities to enhance your stay: Snowmobile, Ice driving, Dog Sledging, Snowshoeing, Ice climbing, Paragliding, etc. ...

Our Concierge team is at your disposal for advices and bookings, *dial 9*.

SKATING RINK

The rink is located in the centre of the village. It is open every day from 3:00 pm to 9:00 pm.

Directly ask the skating rink front office to access and rent skates.

[More information](#)

To reach them, dial +33 479 22 82 05.

CINEMA LE SPLENDID

With family, alone, or with friends, the Splendid cinema of Val d'Isère welcomes you to the "Maison de Val", next to the Aquasportif Centre.

The programming is rich and diverse, with mainstream films, family comedies, action films as well as ART & ESSAY films.

Open every day with films at 6:00 pm and 9:00 pm.

[More information](#)

To reach them, dial +33 479 24 48 70.

CHILDREN – Care & Activities



If you need the services of a babysitter, you can contact the hotel Reception.

Otherwise, we can help you contact the different childcare facilities in the resort:

THE « VILLAGE DES ENFANTS »

This is a structure located at a place called « Le Rond Point des Pistes », which proposes to welcome children from 18 months old.



[More information](#)

To reach them, dial +33 04 79 40 09 81.

SKI SCHOOLS IN VAL D'ISERE

They offer introductory activities and ski lessons for children from 3 years old.

[French Skiing School \(E.S.F.\)](#)

[Oxygène](#)

[Evolution 2](#)

[Mountain Masters](#)

[Stages Mattis](#)

[Prosneige](#)

[Mountain Guide Office](#)

GETTING AROUND IN VAL D'ISERE

PARKING

Please leave your key car with our valet in order for him to park it in our private & covered parking.
A supplement off 25 € per night is charged.
An electric vehicle charging station is available.



TRANSFERS

Do not hesitate to ask the Reception team to organize your transfers: taxi, limousine, helicopter...

Dial 9.

HOTEL SHUTTLE

Our valets are here to drive you throughout the resort from 7:30 a.m. to 11:00 pm (free service).



USEFUL PHONE NUMBERS IN VAL D'ISÈRE

SECURITY

- Weather and Snow, [More info](#)
- Piste Safety, dial +33 479 06 02 10
- Traffic and Road Information: +33 479 37 73 37 – +33 826 02 20 22
- Town police (police municipale), dial + 33 479 06 10 96. [More info](#)

SERVICES

- Tourist Office, dial +33 479 06 06 60. [More info](#)
- Town Hall, dial +33 479 06 01 60. [More info](#)

PHARMACY

- Pharmacy « du Solaise », dial +33 479 06 01 68. [More info](#)

TAXIS

- Altitude Espace Taxi, dial +33 607 41 11 53. [More info](#)
- R'Services, dial +33 614 35 36 12. [More info](#)

HAIRDRESSERS

- Eden Institut Carita, dial +33 479 06 55 30. [More info](#)
- Nadège (mobile hairdryer), dial +33 608 07 79 65. [More info](#)

FLORIST

- Val Fleurs, dial +33 614 01 71 26. [More info](#)
- La Bouquetterie de Fanfan, dial +33 479 07 23 41. [More info](#)

CATHOLIC WORSHIP

- Mass: Saturday at 6pm and Sunday at 10:30a.m: +33 479 06 05 28

YOUR DEPARTURE

CHECK-OUT

We remind you that **the room must be vacated by 12 noon** and **the chalet by 11:00 a.m.** on departure day.

We would be grateful if, on the day before your departure, you could inform Reception desk of your scheduled departure time.

If you wish to leave later, the Spa is at your disposal to change and we will keep all your belongings in our luggage storage until then.

LUGGAGES

In order to avoid waiting, we recommend that you inform the Reception to handle your luggage at least 15 minutes before your departure time.

We can also keep them in our luggage storage for you until your departure.

CAR

In order to avoid waiting, please ask the Reception to bring forward your car at least 15 minutes' prior departure.

SAFETY: PRECAUTIONS IN CASE OF FIRE

For any problem, *immediately notify the Reception dialling 9.*

- **In case of fire in your room**

If you cannot control the fire, reach the exit after closing your room door firmly and by following the sign « sortie » (exit).

- **If hearing the alarm**

Leave your room and reach the exit by using nothing else but the staircases at the center or the ends of the corridor.

- **If the smoke makes the corridors or stairs impracticable**

Stay in your room.

Show your presence at the window, waiting for the arrival of rescue services.

- **Never use elevators**

The meeting point is located outside, in front of the hotel.
Evacuation plans are posted in the corridors on each floor.

EMERGENCY PHONE NUMBERS

IN CASE OF EMERGENCY

Please contact the Reception dialling 9

- Fire Brigade, dial 18
- Medical Emergencies, dial 15 or 112
- Poison Control Center (Lyon), dial +33 472 11 69 11
- Gendarmerie (Police station), dial 17 or +33 479 06 03 41

DOCTORS / PHARMACY

- Medical Centre « du Centre », dial +33 479 06 06 11. [More info](#)
- Medical Centre « Médival », dial +33 479 40 26 80
- Dental Centre « Valdident », dial +33 479 07 96 95. [More info](#)
- Pharmacy « du Solaise », dial +33 479 06 01 68. [More info](#)
- Physiotherapist Centre « Kinéval ». [More info](#)
- Audrey Nalin, Midwife, dial +33 664 73 28 03.

ENVIRONMENT



- What we do:

During the construction of La Mourra, one of our goals was to reduce our energy consumption.

We have therefore implemented a maximum insulation of exterior walls, double glazed high-altitude windows, an electronically controlled heating and the use of LED lights where possible.

You'll also notice that the lights go out in hallways and on again automatically.

We also try to use eco-responsible products, some of them are among your room amenities.

- What you can do:

To continue to protect our beautiful Earth, you too can participate:

- Turning off lights when you leave your room with the general switch placed near the front door
- Watching your water consumption
- Placing the towels and bathrobes you wish to replace in the bathtub
- Indicating to the Reception if you would like your bed linen to be changed beyond 48 hours
- Using the recycling bins provided in the Ski Rooms
- Giving your ski passes at the Reception on the morning of your departure Favouring walking to get around
- Limiting your trips with the hotel shuttle when you are not able to walk

