

LA MOURRA

HOTEL VILLAGE



THE HOTEL

VAL D'ISERE

EXTRAS

Dear guests,

I welcome you at the Hotel Village La Mourra 5* and thank you for your trust.

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



Useful Numbers & Wifi

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

WiFi & Network

Complimentary high-speed internet access is available throughout the hotel. You may connect either via cable in your room or through the hotel's WiFi network.

The WiFi code will be provided by our Reception team or your Butler upon arrival.

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Pressreader

Access the world's top magazines and newspapers
with just a few clicks.

Enjoy complimentary access to 7,000+ newspapers
and magazines during your stay.

Connect to our WiFi network and download the
PressReader app to get started.

Connect to our WiFi network and download the
PressReader app to get started.

Using a laptop?

Visit pressreader.com

L'HOTEL

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DIVERS



TV Channels

- | | | |
|--------------------|------------------------|-------------------------|
| 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 |



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Alarm Clock

Please contact the Reception to schedule an alarm clock.

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

Printing

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

Housekeeping

Accommodation housekeeping is twice a day including the turn-down service.

Please remove the “Do Not Disturb” sign if you wish your room to be serviced.

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

To reach housekeeping, dial 2500 or 9.

Minibar

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.

Safety box

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

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Hotel Services

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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 children's menu.

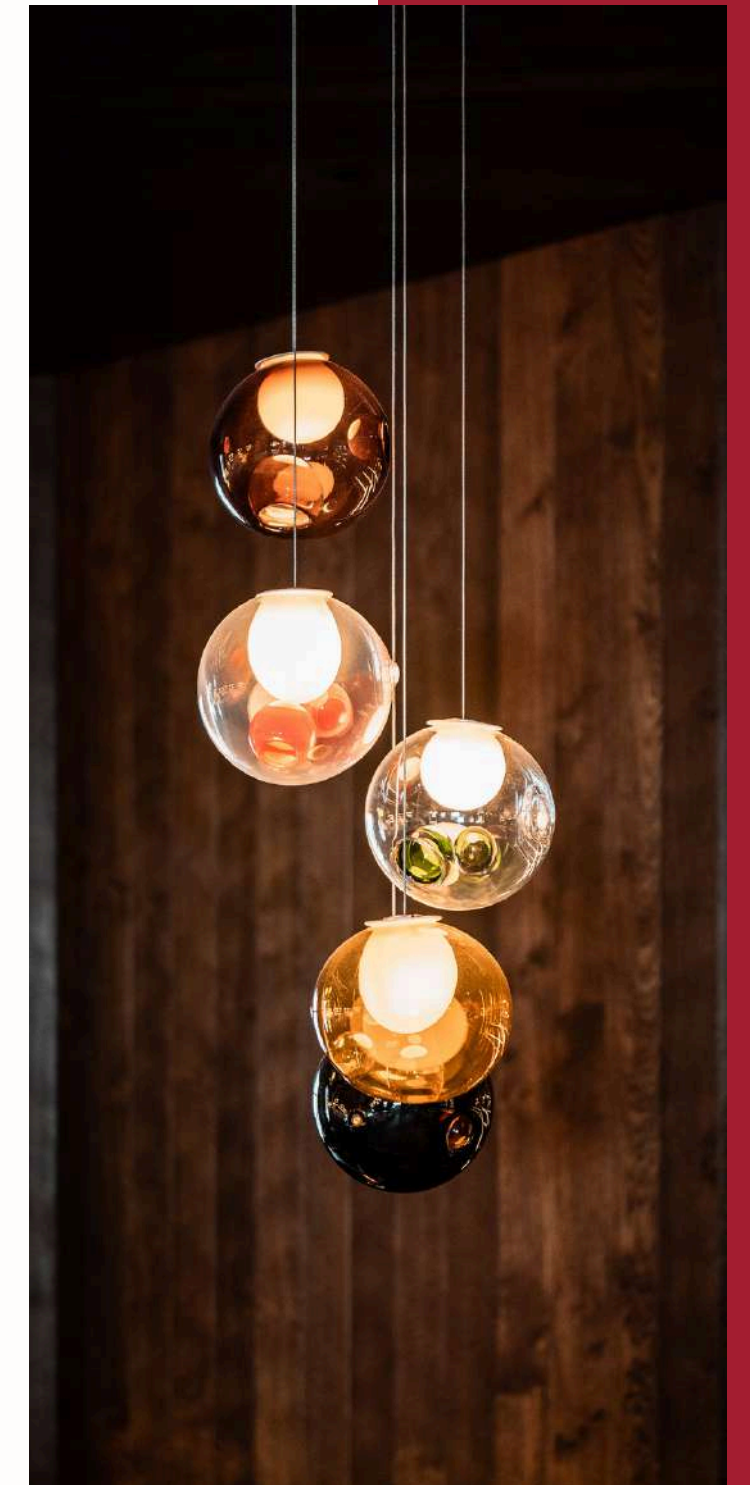
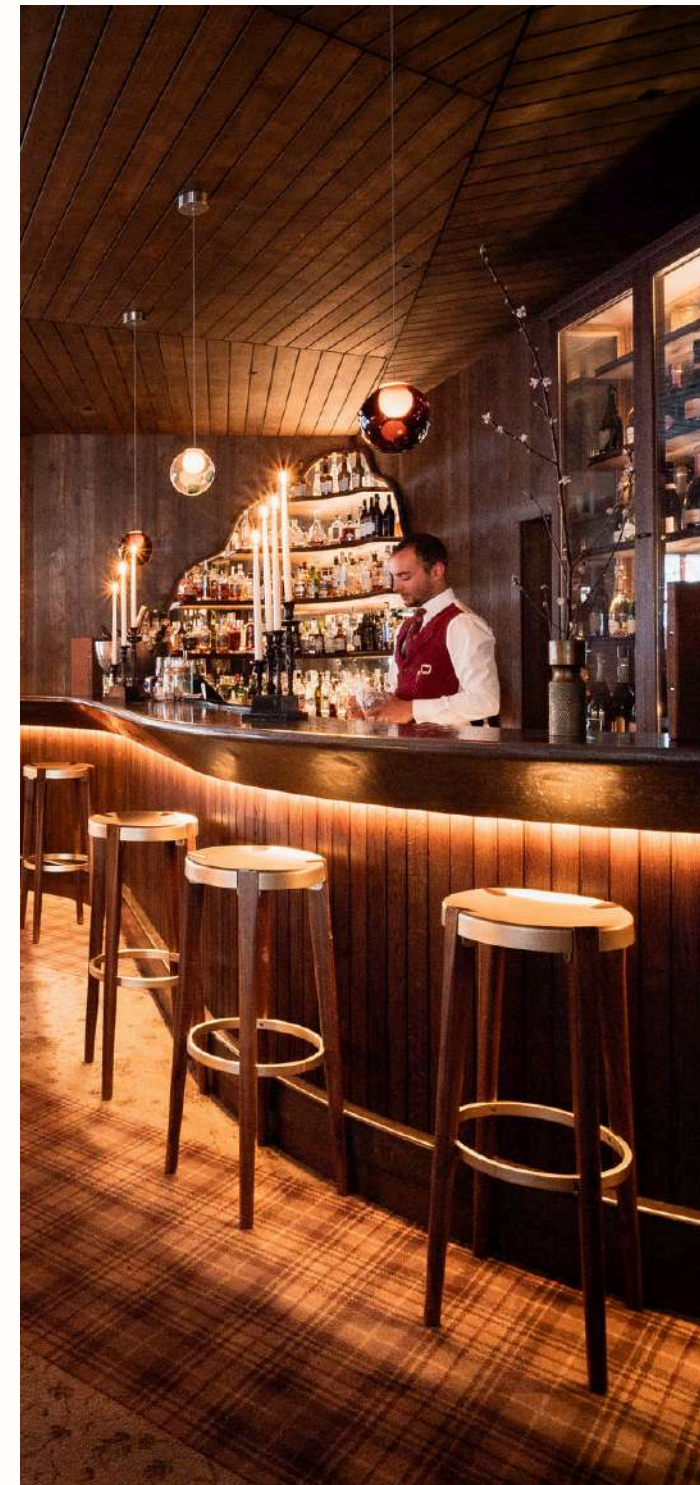
At the aperitif time, lie back and enjoy the wonderful atmosphere of our bar.

[Bar Menu](#)

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Breakfast

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

Enjoy breakfast in the dining room, featuring a generous buffet or in your room (additional charge applies).

Order forms are available in your room or simply dial 4614 to place your order.

Restaurant La Mourra

In a cozy atmosphere with refined décor, let yourself be tempted by our Japanese and fusion-inspired cuisine crafted by Chef Florian Decamps, for a warm and convivial dinner.

Dinner served from 7:00 p.m. to 10:00 p.m.
Reservation required.

[Restaurant Menu](#)



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Room Service

When you feel a little hungry, room Service menus are available in your suite:

- From 11:00 a.m. to 7:00 pm
- From 7pm to 10:30pm at dinner time
- From 10:30 p.m., a night menu is served
- For Children, to 11 a.m. to 10:30 pm

To contact Room Service, please dial 4614, or 9 after 11:30 pm.

[Daily Menu](#)
from 11a.m. to 7pm

[Kids Menu](#)
from 11a.m. to 10:30pm

[Dinner Menu](#)
from 7pm to 10:30pm

[Night Menu](#)
from 10:30 pm

Spa by Susanne Kaufmann

Open daily from 10:00 a.m. to 9:00 p.m.

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.

Dial 4620 to book your moment of relaxation with our spa team.

[Spa Menu](#)

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**SUSANNE
KAUFMANN**



Wellness

Open daily from 10:00 a.m. to 9:00 p.m.

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.

Dial 4620 to reach our spa team.





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Ski Passes

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

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

We recommend you order them upon arrival.

Pedestrian Pass

Some lifts are accessible for pedestrians and snowshoe hikers.

Passes available at the Reception desk

Ski Instructors

Our Reception team can connect you with our trusted partners – qualified ski instructors who will tailor their lessons to your individual ski or snowboard level. Group lessons for all abilities are also available through the French Ski School (E.S.F.).

Other Activities

Val d'Isère offers a wide range of activities to make your stay unforgettable: snowmobiling, ice driving, dog sledding, snowshoeing, ice climbing, paragliding and more.

Our Reception and Concierge team is at your disposal for recommendations and reservations – simply dial 9.

Skating Rink

The skating rink is located just behind the hotel and is open daily from 3:00 p.m. to 9:00 p.m.

Please contact the rink's front desk directly for access and skate rentals.

To reach them, dial +33 (0)4 79 22 82 05 - More information

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.

To reach them, dial +33 479 24 48 70 - More information

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Children Care & Activities

Babysitting

If you need babysitting services, please contact the hotel Reception.

Alternatively, we can assist you in getting in touch with the various childcare facilities available in the resort:

Chalet des Aiglons - Leisure center

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

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

[More information](#)



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Ski Schools in Val d'Isere

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

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

[The Mountain Ski Academy](#)

[Oxygène](#)

[Evolution 2](#)

[Mountain Masters](#)

[Stages Mattis](#)

[Prosneige](#)

[Mountain Guide Office](#)

Getting around in Val d'Isere THE HOTEL & Useful Numbers

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PARKING

Please leave your car key with our valet, who will park your vehicle in a covered garage.

An additional charge of €30 per night applies.

TRANSFERS

Do not hesitate to contact the Reception team to arrange your transfers — taxi, limousine, or helicopter.

Simply dial 9.

HOTEL SHUTTLE

Our valets are available to drive you throughout the resort from 7:30 a.m. to 11:30 p.m.

This is a complimentary service.

SECURITY

Weather and Snow: [More information](#)

Piste Safety: +33 (0)4 79 06 02 10

Traffic and Road Information: +33 (0)4 79 37 73 37 / +33 (0)8 26 02 20 22

Town Police (Police Municipale): +33 (0)4 79 06 10 96 – [More information](#)

SERVICES

Tourist Office: +33 (0)4 79 06 06 60 – [More information](#)

Town Hall: +33 (0)4 79 06 01 60 – [More information](#)

PHARMACY

Pharmacie du Solaise: +33 (0)4 79 06 01 68 – [More information](#)

CATHOLIC WORSHIP

Mass: Saturday at 6:00 p.m. and Sunday at 10:30 a.m.

Contact: +33 (0)4 79 06 05 28



Your departure

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ROOMS & CHALETS

We kindly remind you that hotel Suites must be vacated by 12:00 p.m., and our chalets by 11:00 a.m.

We would be grateful if you could confirm your departure time with the Reception the day before.

If you wish to leave later in the day, the Spa is at your disposal for changing, and we will store your belongings in the luggage room until your departure.

LUGGAGE

To avoid waiting, we recommend informing the Reception at least 15 minutes before your planned departure time if you would like assistance with your luggage.

We can also store your luggage for you until your departure.

CAR

To ensure a smooth departure, please request your car from Reception at least 15 minutes prior to leaving.

SAFETY: PRECAUTIONS IN CASE OF FIRE

For any emergency, immediately contact Reception by dialling 9.

In case of fire in your room

If you are unable to control the fire, leave your room after firmly closing the door behind you and follow the “Sortie” (Exit) signs.

If you hear the fire alarm

Leave your room and proceed to the nearest exit using only the staircases located at the centre or at the ends of the corridor.

If smoke makes the corridors or stairs inaccessible

Remain in your room.

Signal your presence at the window and wait for rescue services to arrive.

Never use the elevators

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

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EMERGENCY PHONE NUMBERS

For any emergency, immediately contact Reception by 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 information](#)

Medical Centre « Médival », dial +33 479 40 26 80

Dental Centre « Valdident », dial +33 479 07 96 95. [More information](#)

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

Physiotherapist Centre « Kinéval » [More information](#)

Environment

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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 help us protect our beautiful planet, you can also contribute by:

- Turning off the lights when leaving your room using the main switch near the door
- Being mindful of water consumption
- Placing the towels and bathrobes you wish to have replaced in the bathtub
- Informing Reception if you would like your bed linen changed more frequently than every 48 hours
- Using the recycling bins available in the Ski Rooms
- Returning your ski passes to Reception on the morning of your departure
- Choosing to walk whenever possible
- Limiting the use of the hotel shuttle when distances are walkable



Thank You

We wish you a pleasant stay with us