



# WELCOME TO HOTEL CCT CARACAS YOUR BEST OPTION.

This service directory will facilitate your stay in Hotel CCT Caracas and the Centro Ciudad Comercial Tamanaco (CCCT) and further your comfort and enjoyment.



**CHECK-IN TIME:** from 3:00pm. If you need to check in before this time please let us know when making your reservation in order for us to make the necessary arrangements (there is an additional charge depending on availability).



**CHECK-OUT TIME:** if you require a late check out, please inform the Front Desk, depending on availability of the Hotel (there is an additional charge). For check outs between 01:00pm and 03:00pm, the surcharge is 25% of the rate. Between 03:00pm and 06:00pm the surcharge is 50% of the rate. After that period the full rate will be charged.

## WOULD YOU LIKE SOMETHING TO EAT?



### A la carte Breakfast

Lobby Floor.  
If included, the ticket(s) must be requested daily at the Front Desk.

**Hours:**  
**Monday to Friday**  
from 7:00am to 10:00am.  
**Saturday and Sunday**  
from 8:00am to 11:30am.



### Restaurant Vitalis

Located in the Hotel Lobby.  
Room service may be requested at Extension 8018.

**Hours :**  
**Monday to Friday**  
from 8:00am to 9:00pm.



### Lobby Bar Café

Located on the Lobby Floor, diagonal to the Front Desk.

**Hours :**  
**Monday to Friday**  
from 10:00am to 7:00pm.



### ROOM SERVICE

Dial Extension 8018/8021



### Internet Connection

Request the password at the Front Desk. There is also an area available for using your computer in the E-Center, located in the Lobby, across from the Front Desk.



### Cradles and additional beds

A complementary cradle will be provided depending on availability. Additional beds have a surcharge and will be provided if available. Please dial 0 for the Front Desk.



### Electric Power

The Hotel uses a general voltage of 110 volts. If an electrical adaptor is required, please dial 0.



### Ice Maker

There are ice makers in the middle of the service corridors in front of Rooms 09 on all floors. For your convenience, you may also call Room Service (with an additional charge) at Extension 8018.



### Laundry Service

Laundry bags are available in the closet along with the Request Forms. Please dial 0 before 09:00am if needed and delivery will be at 04:00pm of the following day. Same day delivery will have an additional charge of 50%. This service is available only from Monday to Friday.



### Wake Up Call

Please dial 0 for the Front Desk to schedule this service. You can also activate it yourself by dialing 77 and entering the military time (24 hour). Dial 76 to deactivate.



### Coffee and Tea Kit

Dial 0 for the Front Desk if required. No additional charge.



### Courtesy Kit

Dental Kit, shaving kit, sewing kit, bath cap, bath robe and slippers. Dial 0 for the Front Desk if required. No additional charge.



### Iron and Ironing Board

All rooms are equipped with an iron and ironing board, located in the closet.



### Safe

There is a safe in the closet of your room . Set your personal combination following the instructions provided on one side and on the front. This is free of charge. Larger safety deposit boxes are available at the Front Desk 24 hours a day..



### TV Guide

<https://inter.com.ve/pragramacion/guia.php>

Information Channel #2



### Extensions

- **Operator:** dial zero (0).
- **Front Desk:** dial three (3).
- **Room Service:** dial 8018/8021.
- **Incoming messages:** dial seventy (70) followed by the room number.
- **To call another room:** dial eight (8) followed by the room number .

# OTHER SERVICES

We wish to place all our services at your disposal and if you have an additional requirement, please let us know at Extension 0, where we will be happy to assist you. Thank you for choosing us.



## PARKING

Included in your nightly stay. Download and register on your cellphone or email on the App @pagodirecto.



## Paramedic Service 24 hours a day

In case of an emergency, the paramedic service of the CCCT is available, Request assistance from the Front Desk by dialing 0.



## Taxi Service

Contact Front Desk at by dialing 0.



## Amenities

- **Pool:** from 9:00am to 6:00pm. Located on the Lobby Floor next to the tennis courts.
- **Tennis Courts:** There are two courts open every day between 9:00am and 6:00pm. . Located on the Lobby Floor.
- **Nautilus Gym:** Open from Monday to Friday between 6:30am and 8:00pm and on Saturday from 8:00am to 1:00pm. A ticket must be requested at the Front Desk along with a hand towel. Located on Level "E" of the Hotel.



## Security 24 Hours a Day

Security guards are on duty round the clock. We also have a modern fire alarm system, safety cameras and communications system.



## National and International Calls

- **Local calls:**  
9 + number you wish to call.
- **NDD Calls:**  
9 + area code + number you wish to call.
- **DDI Calls:**  
9 + 00 + country code + area code + number you wish to call.
- **0-800 calls in Venezuela:** 9 + 0800 + number you wish to call.
- **0-800 calls to USA:**  
9 + 001 + 0800 + area code.



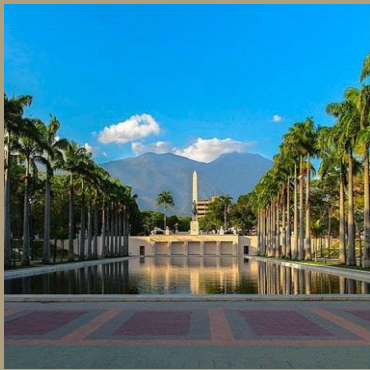
# WHAT TO DO IN CARACAS?



## EL ÁVILA NATIONAL PARK

<https://goo.gl/maps/1pKUM8eZQ9QMTWWd9>

This mountain range is considered the lung of the city and several activities can be enjoyed there, making it one of the main attractions of the Venezuelan capital.



## PASEO LOS PRÓCERES

<https://goo.gl/maps/sgrbJdcWqxVW2DAt8>

Venezuelan monument with statues of the Forefathers of Independence. Since 1993, Paseo Los Próceres and all the surrounding system was declared as a Monument of National History.



## PARQUE DEL ESTE (PARQUE MIRANDA)

<https://goo.gl/maps/HQ6mgAPHYxtdY56x9>

A public park considered one of the most important of the city with an area of 64 hectares. It is also connected to the Parque Bolívar.



## LA ESTANCIA

<https://goo.gl/maps/B6fajbXEXv88wuM48>

A cultural center dedicated to the restoration, advancement and development of the historic and artistic patrimony of Venezuela.



# WHAT TO DO IN CARACAS ?



## TOPOTEPUY ECOLOGICAL GARDENS

<https://topotepuy.com/como-llegar/>

An urban ecological garden created for the admiration and awareness of the greatness of nature with thematic gardens, cloud forest, conservatory, shops, guided tours, courses and workshops.



## FRANCIA SQUARE

<https://goo.gl/maps/iKEVWYdTCgLq2T5s9>

Located in the Altamira District in the east of Caracas.. It belongs to the Chacao Parish in the Chacao Municipality.



## LOS GALPONES ART CENTER

<https://goo.gl/maps/HpWucGaTUnqw8ctc9>

A meeting place for contemporary art shows, music, gastronomy.



## THE SPHERE OF CARACAS JESÚS SOTO

<https://goo.gl/maps/toi1SSW3XPdFEen99>

A kinetic art sculpture by Venezuelan artist Jesús Soto, part of the "Un Cariño para mi Ciudad" ( A Token of Affection for my City) program. It has become a cultural icon of the Venezuelan Capital.



# WHAT TO DO IN CARACAS?



## THE SELFIE EXPERIENCE

<https://goo.gl/maps/57Mz7dK9BzpW3AuC9>

One of the coolest experiences in Caracas with a session of fun, creative photos. Located el CCCT, C1 Level, shop 47-N-06. @theselfieexperience



## MI CANDY WORLD

<https://goo.gl/maps/kY6zrvG7M2je1pqA7>

This enchanting children's park in Centro Comercial Galerías Sebucán offers a variety of attractions, plastic arts, English classes, yoga, etc..



## SUNILAND PARK

<https://goo.gl/maps/JWqovTHv2bD71UHk6>

This beautiful children's park with non mechanical attractions was conceived for all ages. Kids as young as 1 year old can make the most of the excitement here.



## HOLIDAY PARK VENEZUELA

<https://goo.gl/maps/aHBSOXgMKDFTUM2Y9>

See and feel the Jurassic experience with huge life-sized animatronic dinosaurs. Skating rink, Pirate Ship, Just Dance Dancefloor, climbing wall, video games, among others.

# SAFETY INFORMATION

## **At the beginning of your stay:**

Locate the nearest emergency exits, alarm system and fire extinguishers.

Count the number of doors between your room and the emergency exit in the corridor.

## **In case of fire:**

Once you have distanced yourself and are safe, locate the nearest phone and dial extension 3.

Leave the room immediately and close the door.

Activate the alarm nearest to your room and alert your neighbours.

Go to the nearest emergency exit in your corridor, stoop down and remain like that if there is smoke in the corridors. Do NOT use the elevator.

## **If you find fire in another area:**

On hearing the fire alarm, check that there is no smoke in your room.

Go to the door of your room and place your palm to check if it is hot or not. If it is hot, do NOT open the door and move as far away as possible.

If the door is not hot, open it carefully to prevent smoke entering the room. If smoke should enter the room, close the door immediately.

If there is no smoke on opening the door, leave the room, closing the door behind you and go to the nearest emergency exit as fast as possible. Do NOT use the elevator.

## **If the door to your room is hot or if there is smoke in the corridor :**

Call for help by dialing Extensions 3 or 0.

Stay in your room and be calm.

Fill the bathtub or sink with water. Use the water to soak sheets, towels or curtains. Wet the door and walls using the waste paper bin.

Place a wet towel over your mouth and nose.

Open the window only if there is smoke outside your room. Close it if smoke is entering from the floor below.

If smoke is filling your room and the window does not open, break the glass with a chair or drawer as a last resort. Stay calm.

## **Emergency exits**

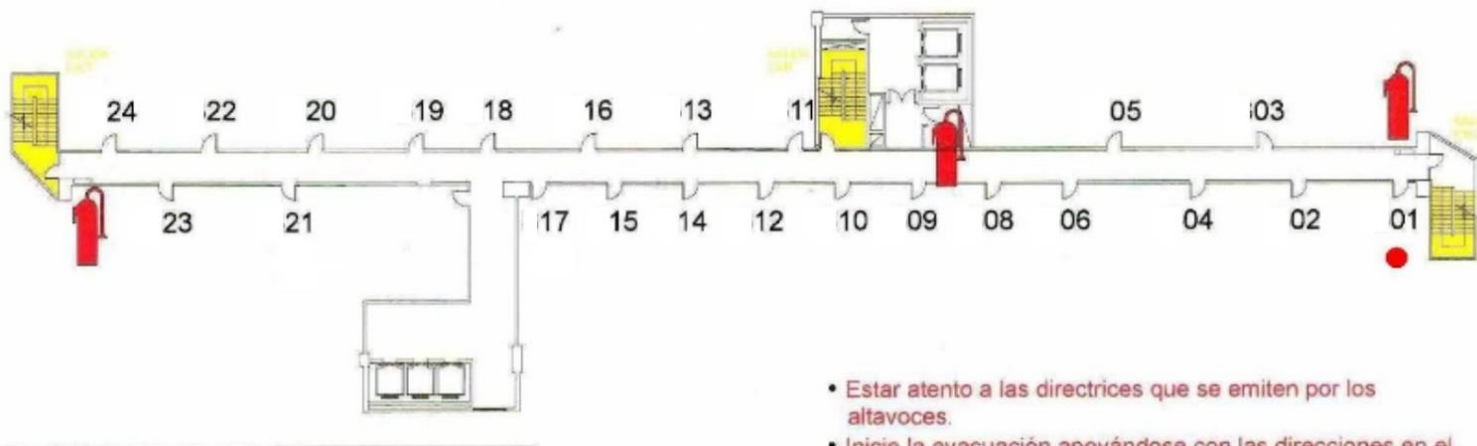
In case of an emergency, go to the nearest emergency exit. Do not use the elevators unless told to do so by rescue personnel. On your door, you will find a map of the location of all the emergency exits.



# FLOOR PLAN EMERGENCY EXIT ROUTES



- Listen carefully for instructions over the building emergency communications (fire alarm) system.
- Evacuate immediately, quickly and calmly, following posted evacuation map.
- Avoid using elevators when evacuating a burning building.
- Never reenter the building unless directed by authorities.



- Estar atento a las directrices que se emiten por los altavoces.
- Inicie la evacuación apoyándose con las direcciones en el mapa, de forma calmada y ordenada.
- No use los ascensores en caso de incendio.
- No regrese al Hotel hasta que las autoridades lo indiquen.



EXTINTOR DE INCENDIOS  
FIRE EXTINGUISHER



USTED ESTAAQUI  
YOU ARE HERE



SALIDA DE EMERGENCIA  
EMERGENCY EXIT

#### GUEST HELP:

Security: 8031  
Bellboy: 8034 / 8016  
Frontdesk: 3  
Maintenance service: 8019  
CCCT'S Security: 959.23.86

#### ATENCION AL HUESPED:

Seguridad: 8031  
Botones: 8034 / 8016  
Recepción: 3  
Servicio Técnico: 8019  
Seguridad CCCT: 959.23.86

# INTERNAL REGULATIONS

**Smoking is forbidden throughout the facilities. Anyone breaking this rule will receive a SURCHARGE OF 100% OF THE RATE FOR ONE NIGHT.**

Ruling N° 030 for Environments Free from Tobacco Smoke, published in the Official Gazette N° 39.627. In accordance to the contents, smoking or burning tobacco products in public spaces, workplaces, enclosed areas including corridors, elevators, stairways, lobbies, cafeterias, bathrooms, lunchrooms, and adjoining buildings, among others is forbidden. Furthermore, it is important to point out that the owners, administrators and custodians of the buildings and spaces subject to the aforementioned Ruling are obliged to ensure the faithful compliance of the provisions, and that the infraction of the regulations will incur in the applicable sanctions set out the existing legal code.



- For your convenience, a safe has been provided, free of charge, in each room. It can be activated by a digital code or the code of your credit card. . In addition to that, larger safety boxes are available at the Front Desk, if required by the guest.
- If the Hotel should have to force open a safety box, because of loss of the credit card used for the activation, there will be a charge equivalent to 20 Tax Units.
- The Hotel does not accept any responsibility for money, jewelry or other valuable objects left in the rooms.
- The electrical outlets in the rooms are for 120 volts, 60 cycles and a single phase. Please check the requirements of your electrical appliances before connecting them. There is a 220 volt outlet below the sink in the bathroom of your room.
- Our accounts are calculated weekly or for shorter periods when approved by Management..
- Bills may be paid in cash or by credit card.
- If the guest does not pass by the Front Desk to pay their Bill within the agreed period, it is accepted that the Hotel is authorized to deduct the amount from the guaranty left at the Front Desk..
- Check-in is from 3:00pm. The Guest agrees to vacate the room on the date given in the registration card before 1:00pm.
- In case of incompliance by the Guest of the check-out time (1:00pm), the Guest authorizes the Hotel to remove their belongings from the room. For your convenience, a storeroom is available for luggage (free of charge) in case of a late check-out.
- Due to Hygiene and Safety regulations, as we do not have a suitable place, pets shall not be accepted in the rooms or other areas of the Hotel.
- The Hotel has areas for social gatherings and entertainment. We ask our guests to kindly abstain from having gatherings in their rooms.
- Anyone with access to a Guest's room must be registered at the Front Desk, with the understanding that this will result in changes to the rate for the kind of occupancy of the room..
- Any damages caused by the Guest to the Hotel premises will be charged to their account.

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# SATISFACTION SURVEY

Dear Guest:

Your opinion is very important to us. We invite you to share your experience with us in the following link:

[Encuesta de Satisfacción Hotel CCT](#)