








SHERATON HANOI HOTEL FACILITIES SHEET

Hotel's Grade	★★★★★	Opening Year	2005	year	5	month	Latest Renovation	2018	year	8	month
Hotel Name	(JPN)	シェラトンハanoiホテル				(ENG)	SHERATON HANOI HOTEL				
Address	K5 Nghi Tam, 11 Xuan Dieu, Tay Ho District, Hanoi, Vietnam						Location	From Airport :by car 25 min :on foot min			
								From Train station :by car min :on foot min			
								To city center :by car 10 min :on foot min			
Tel	+84 (0) 24 3719 9000						Fax	+84 (0) 24 3719 9001			
Website	https://sheraton.hanoihotelsonline.com/en/										
Stories	18 stories			Total room no.	299 rooms			Guest Floor	4 Floor ~ 18 Floor		
Group check in	Show Passport at Reception			Check in Time	15:00 from			Check out Time	12:00 until		
Usable currency	<input checked="" type="checkbox"/> VND <input type="checkbox"/> JPY <input type="checkbox"/> USD <input type="checkbox"/> Others ()										
Credit Card	<input checked="" type="checkbox"/> VISA <input checked="" type="checkbox"/> Master <input checked="" type="checkbox"/> JCB <input checked="" type="checkbox"/> AMEX <input checked="" type="checkbox"/> Diners <input type="checkbox"/> Others ()										

Room information	Room Type・Category		Number of Rooms				Dimensions of a room	Maximum capacity									
			TWN		DBL												
			NO SM	Smoking	NO SM	Smoking											
	Deluxe		43	0	19	0	37 m ²	2AD+2CH pax./room									
<input type="checkbox"/> Balcony <input checked="" type="checkbox"/> Bath Tub <input checked="" type="checkbox"/> Shower booth <input checked="" type="checkbox"/> Washlet/Bidet <input checked="" type="checkbox"/> TRP room or TWN+Extra		<Note> Window with lake view, 4-6 F															
	Grand Deluxe		35	7	75	15	37 m ²	2AD+2CH pax./room									
<input type="checkbox"/> Balcony <input checked="" type="checkbox"/> Bath Tub <input checked="" type="checkbox"/> Shower room <input checked="" type="checkbox"/> Washlet/Bidet <input checked="" type="checkbox"/> TRP room or TWN+Extra		<Note> Window with lake view, 7-12F															
	Sheraton Club		19	0	70	0	37 m ²	2AD+2CH pax./room									
<input type="checkbox"/> Balcony <input checked="" type="checkbox"/> Bath Tub <input checked="" type="checkbox"/> Shower room <input checked="" type="checkbox"/> Washlet/Bidet <input checked="" type="checkbox"/> TRP room or TWN+Extra		<Note> Window with lake view, 14-18F															
	Executive Suites		0	0	11	1	67 m ²	2AD+2CH pax./room									
<input type="checkbox"/> Balcony <input checked="" type="checkbox"/> Bath Tub <input checked="" type="checkbox"/> Shower room <input checked="" type="checkbox"/> Washlet/Bidet <input checked="" type="checkbox"/> TRP room or Double +Extra		<Note> Window with lake view, 5-17F															
	Ambassador Suites		0	0	2	0	112 m ²	2AD+2CH pax./room									
<input checked="" type="checkbox"/> Balcony <input checked="" type="checkbox"/> Bath Tub <input checked="" type="checkbox"/> Shower room <input checked="" type="checkbox"/> Washlet/Bidet <input checked="" type="checkbox"/> TRP room or Double +Extra		<Note> Window with river/city view, 18F															
Number of Extra Bed		19 Beds															
Non-smoking floor		<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes (7 Floor ~ Floor)		Type of key		<input checked="" type="checkbox"/> Card <input type="checkbox"/> key											
<input checked="" type="checkbox"/> TV (<input checked="" type="checkbox"/> NHK World (Channel CH) <input checked="" type="checkbox"/> NHK Premium (Channel CH))																	
<input checked="" type="checkbox"/> Aircondition (<input checked="" type="checkbox"/> Air-conditioning and heating <input checked="" type="checkbox"/> Cooling only type <input type="checkbox"/> Heating only type)																	
<input checked="" type="checkbox"/> Refrigerator (<input checked="" type="checkbox"/> With contents - additional charge <input type="checkbox"/> Empty)																	
<input checked="" type="checkbox"/> Safety Box <input checked="" type="checkbox"/> Mini Bar <input checked="" type="checkbox"/> Free tea bag <input checked="" type="checkbox"/> Free coffee																	
<input checked="" type="checkbox"/> electric kettle <input checked="" type="checkbox"/> coffee maker-in Suite room <input checked="" type="checkbox"/> Alarm clock <input checked="" type="checkbox"/> Slippers																	
<input checked="" type="checkbox"/> Laundry service <input type="checkbox"/> Iron (<input checked="" type="checkbox"/> Lending) <input type="checkbox"/> Trouser presser <input type="checkbox"/> Shoe polishing cloth																	
<input checked="" type="checkbox"/> Hair Dryer <input checked="" type="checkbox"/> Bath towel <input checked="" type="checkbox"/> Face towel <input checked="" type="checkbox"/> Hand towel																	
<input checked="" type="checkbox"/> Bath Robe・Yukata <input checked="" type="checkbox"/> Shampoo <input checked="" type="checkbox"/> Soap <input checked="" type="checkbox"/> Tooth Brush・Tooth Paste																	
<input checked="" type="checkbox"/> Comb・hair brush <input checked="" type="checkbox"/> Razor upon request <input type="checkbox"/> Transformer (<input checked="" type="checkbox"/> Lending) <input type="checkbox"/> Other																	
<input checked="" type="checkbox"/> Complimentary water (Num: 2 btl. / Place where it is put: bedside table)																	
<input checked="" type="checkbox"/> Hotel guide in japanese <input checked="" type="checkbox"/> emergency evacuation map <input checked="" type="checkbox"/> Hotel Location Map																	
<input checked="" type="checkbox"/> Amenities(on request basis) (<input type="checkbox"/> charge <input checked="" type="checkbox"/> free Content :)																	
Other paid equipment		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes (<input type="checkbox"/> In the room/ <input type="checkbox"/> Bathroom/)															
Room Service		<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes (<input checked="" type="checkbox"/> 24hour <input type="checkbox"/> Time ~)															
How to make a phone call		front		0		Room to room		8		+ Room Number							
		local call		9		+ Number		toll call		9		+ Area code + Number					
		Int'l call		9		+ Country code + area code (excluding the first zero) + Number											
Voltage・Plug		<input type="checkbox"/> 110V <input type="checkbox"/> 120V <input checked="" type="checkbox"/> 220V <input type="checkbox"/> 230V <input type="checkbox"/> 240V															
		A type		B type		B3 type		C type		BF type		SE type		O type		Others	
																	
(O)		(O)		(x)		(O)		(x)		(x)		(x)					
USB port electrical outlet		No		<input checked="" type="checkbox"/> Yes													

	Function Room	Location	Area (LengthxWidth)	Celling Height (Meter)	Theater (Capacity)	Class room	Cocktail	Banquet	U shape
Banquet	The Song Hong Grand		19 x 30 m	7	700	350	700	432	250
	The Song Hong 1		19 x 10 m	7	200	100	200	120	70
	The Song Hong 2		19 x 10 m	7	200	100	200	120	70
	The Song Hong 3		19 x 10 m	7	200	100	200	120	70
	The Song Da Complete		8 x 24.6 m	3	200	110	200	144	80
	The Song Da		8.2 x 8.6 m	3	60	30	60	48	25
	The Song Thao		8.2 x 8.0 m	3	60	30	60	48	25
	The Song Lo		8.2 x 8.0 m	3	60	30	60	48	25
	Ballroom foyer		9.6 x 24 m		220	100	300	144	0

Hotel facilities	<input checked="" type="checkbox"/> Elevator for visitor 3 elevators (Whether a room key is needed <input checked="" type="checkbox"/> need <input type="checkbox"/> Unnecessary)					
	<input checked="" type="checkbox"/> Meeting Room 2 RM <input checked="" type="checkbox"/> Banquet 9 RM					
	<input checked="" type="checkbox"/> Resident Japanese Staff 1 P <input checked="" type="checkbox"/> Japanese Speaking Staff 1 P					
	<input checked="" type="checkbox"/> Pool OPEN 6:00 ~ 21:00 <input type="checkbox"/> Inside <input checked="" type="checkbox"/> Outside <input type="checkbox"/> Heated					
	<input checked="" type="checkbox"/> Gym*Fitness Center OPEN 6:00 ~ 22:00					
	<input type="checkbox"/> Spa*beauty salon OPEN 9:00 ~ 22:00 <input type="checkbox"/> Public bath OPEN ~					
	<input checked="" type="checkbox"/> Kids Space OPEN 9:00 ~ 18:00 <input checked="" type="checkbox"/> Business Center OPEN ~					
	<input type="checkbox"/> Kiosk OPEN ~ <input checked="" type="checkbox"/> Boutique*Gift shop OPEN 9:00 ~ 20:00					
	<input checked="" type="checkbox"/> Concierge Desk <input checked="" type="checkbox"/> Group check in counter <input checked="" type="checkbox"/> Safety deposit box <input checked="" type="checkbox"/> Parking lot					
	Restaurant & Lounge	Breakfast	FIT Oven D'or GRP Oven D'or	2 Floor	OPEN 6:00 ~ 10:30	
		Lunch Dinner	Oven D'or	International food	2 Floor	OPEN 11:30 ~ 22:00
			Hemispheres Steak & Seafood Grill	International food	2 Floor	OPEN 18:00 ~ 22:00
		Bar	Lobby Lounge (Capacity 33)	2 Floor	OPEN 7:00 ~ 23:00	
		<input type="checkbox"/> Karaoke	Floor	OPEN ~		
		<input type="checkbox"/> Casino	5 Floor	OPEN 11:00 ~ 6:00		
	Currency exchange	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes (<input checked="" type="checkbox"/> 24hour <input type="checkbox"/> ~) exchange <input checked="" type="checkbox"/> JPY <input checked="" type="checkbox"/> USD => VND Remarks VND => JPY/ USD= NG				
	Free shuttle	<input checked="" type="checkbox"/> No <input type="checkbox"/> Available Direction <input type="checkbox"/> coach bus 7 Parking available				
	Porch	<Drop off area> Yes <space> coach bus 7 Parking available				
	Smoking area	Courtyard				
	Medical office	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				
Security measures	<input checked="" type="checkbox"/> Surveillance camera (Lobby/Elevator/ Corridor)		<input checked="" type="checkbox"/> Night Doorman/ Security Guard			
	<input checked="" type="checkbox"/> Automatic entry/exit monitoring system (Guest room) <input type="checkbox"/> Other ()					
Fire prevention measures	<input checked="" type="checkbox"/> Fire hydrant*fire extinguisher <input checked="" type="checkbox"/> Sprinkler		<input checked="" type="checkbox"/> Smoke detector <input checked="" type="checkbox"/> Emergency exit 45 point			
	<input type="checkbox"/> Other ()					
Internet	Guest room	<input type="checkbox"/> Unable to connect <input checked="" type="checkbox"/> Connectable <input type="checkbox"/> Charge (fee: Free / 1H)				
	Type	<input checked="" type="checkbox"/> wifi (PW: No password) <input type="checkbox"/> Other ()				
	Business Center	Number of PC: 2 pc fee: Free / 1H				
Other facilities	Laundry services, Massage, Sauna, Jacuzzi, Outdoor Tennis Court					

Child Policy	A maximum of 2 child/children aged up to 11 years old may share a room with 1 or 2 adults at free of charge (room only), utilizing existing room bedding. E Children between 5-11 years old will be charged breakfast Children below 5 years old will be provided complimentary buffet meals at available restaurant when accompanying an adult who is having a full paying mea
Presentation Link	https://drive.google.com/file/d/12UhyQzIvbJfHHWNE6UrOQL9Z4yDDn19Y/view?usp=sharing
Hotel's Photo Link	https://drive.google.com/drive/folders/1-NFCsm0KICs3pelZOs-uNocz-bdyxdtM?usp=sharing
NOTE	We have 2 more rooms (Presidential Suite: 126 sqm, Imperial Suite: 176 sqm) 2 Desk Top Computers are available at Lobby Lounge. Washlet/Shower toilet have been set up with 89 rooms. Not all of our rooms.