

FLC GRAND HOTEL HA LONG

Hotel's Grade	★★★★★	Opening Year	2018	year	12	month	Latest Renovation	2024	year	9	month	
Hotel Name	(JPN)	FLC GRAND HOTEL HA LONG				(ENG)	FLC GRAND HOTEL HA LONG					
Address	Alley 16, Nguyen Van Cu Street, Hong Hai Ward, Ha Long City, Quang Ninh Province, Viet Nam						Location	From Airport :by car 45 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)2033628989						Fax					
Website	https://flchotelsresorts.com/complex/flc-ha-long											
Stories	21 stories				Total room no.	648 rooms		Guest Floor	4 FL. ~ 20 FL.			
Group check in	Show Passport at Reception				Check in	14:00 from		Check out	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		
	Triple room (Prestige Suite)		0	5	0	137m ² m ²	6AD+3C pax/room	
	<input type="checkbox"/> Balcony	<input type="checkbox"/> Bath Tub	<input checked="" type="checkbox"/> Shower booth	<input type="checkbox"/> Washlet/Bidet		<input type="checkbox"/> TRP room or TWN+Extra Bed		
	<i><Note> Window with golf/bay view</i>							
	Deluxe		285	0	274	48 m ² m ²	2AD+2C pax/room	
	<input type="checkbox"/> Balcony	<input checked="" type="checkbox"/> Bath Tub	<input checked="" type="checkbox"/> Shower booth	<input type="checkbox"/> Washlet/Bidet		<input type="checkbox"/> TRP room or TWN+Extra Bed		
	<i><Note> Window with golf/bay view 15 rooms with bathtub</i>							
	Suite		0	84	0	92 m ² m ²	4AD+2C pax/room	
	<input type="checkbox"/> Balcony	<input checked="" type="checkbox"/> Bath Tub	<input checked="" type="checkbox"/> Shower booth	<input type="checkbox"/> Washlet/Bidet		<input type="checkbox"/> TRP room or TWN+Extra Bed		
	<i><Note> Window with golf/bay view</i>							
	Non-smoking floor	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes	(4 Floor ~ 20 Floor)		Type of key	<input checked="" type="checkbox"/> Card <input type="checkbox"/> key	
	<input checked="" type="checkbox"/> TV	(<input type="checkbox"/> NHK World (Channel CH))		(<input type="checkbox"/> NHK Premium (Channel CH))				
	<input checked="" type="checkbox"/> Aircondition	(<input checked="" type="checkbox"/> Air-conditioning and heating <input type="checkbox"/> Cooling only type <input type="checkbox"/> Heating only type)						
	<input type="checkbox"/> Refrigerator	(<input checked="" type="checkbox"/> With contents - additional charge <input type="checkbox"/> Empty)						
	<input 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 type="checkbox"/> coffee maker-in Suite room	<input type="checkbox"/> Alarm clock	<input checked="" type="checkbox"/> Slippers				
	<input checked="" type="checkbox"/> Laundry service	<input type="checkbox"/> Iron <input 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 type="checkbox"/> Lending)	<input type="checkbox"/> Other				
	<input checked="" type="checkbox"/> Complimentary water	(Num: 2 btl. / Place where it is put: On the sink)						
	<input type="checkbox"/> Hotel guide in japanese	<input checked="" type="checkbox"/> emergency evacuation map	<input type="checkbox"/> Hotel Location Map					
	<input type="checkbox"/> Amenities(on request basis) (<input type="checkbox"/> charge <input 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	0 +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 O2 type	
	(O)	(O)	(X)	(O)	(X)	(X)	(X)	
	USB port electrical outlet		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes					

Banquet	Function Room	Location	Area (LengthxWidth)	Celling Height (Meter)	Theater (Capacity)	Class room	Cocktail	Banquet	U shape
	Bach Long Vy	Convention	58m x 34m	10m	1500 pax	700 pax		1080 pax	360 pax
	Lan Ha	Convention	12m x 13m	4m	60 pax	45 pax		50 pax	40 pax
	Co To	Convention	31m x 12m	4m	270 pax	156 pax		180 pax	132 pax
	Quan Lan	Convention	31m x 12m	4m	270 pax	156 pax		180 pax	132 pax
	Mat Rong	Convention	12m x 7m	4m	42 pax	30 pax		30 pax	20 pax
	Ngoc Vung	Convention	12m x 13m	4m	N/a	N/a		N/a	20 pax

Hotel facilities	<input checked="" type="checkbox"/> Elevator for visitor 8 elevators (Whether a room key is needed <input type="checkbox"/> need <input type="checkbox"/> Unnecessary)							
	<input checked="" type="checkbox"/> Meeting Room 7 RM <input checked="" type="checkbox"/> Banquet 6 RM							
	<input type="checkbox"/> Resident Japanese Staff P <input type="checkbox"/> Japanese Speaking Staff P							
	<input checked="" type="checkbox"/> Pool OPEN 7:00 ~ 19:00 <input type="checkbox"/> Inside <input checked="" type="checkbox"/> Outside <input type="checkbox"/> Heated							
	<input checked="" type="checkbox"/> Gym•Fitness Center OPEN 7:00 ~ 19:00							
	<input checked="" type="checkbox"/> Spa•beauty salon OPEN 10:00 ~ 22:00 <input type="checkbox"/> Public bath OPEN ~							
	<input checked="" type="checkbox"/> Kids Space OPEN 9:00 ~ 17:00 <input checked="" type="checkbox"/> Business Center OPEN ~							
	<input type="checkbox"/> kiosk OPEN ~ <input checked="" type="checkbox"/> Boutique•Gift shop OPEN 7:00 ~ 22:00							
	<input type="checkbox"/> Concierge Desk <input type="checkbox"/> Group check in counter <input checked="" type="checkbox"/> Safety deposit box <input checked="" type="checkbox"/> Parking lot							
	Restaurant & Lounge	Breakfast	FIT	Granduer Restaurant	3	FL	OPEN 6:00 ~ 10:00	
			GRP	Granduer Restaurant	3	FL	OPEN 6:00 ~ 10:00	
		Lunch dinner	Olive Restaurant		Western/ Vietnamese food	2	FL	OPEN 11:00 ~ 22:00
			Koto Restaurant		Sea food	~ 400m	FL	OPEN 11:00 ~ 21:30
		Bar	Sky Bar (Capacity 40)			21	FL	OPEN 16:00 ~ Midnight
			<input checked="" type="checkbox"/> Karaoke	21	FL	OPEN	~	
		<input type="checkbox"/> Casino		FL	OPEN	~		
	Currency exchange	<input type="checkbox"/> No exchange	<input checked="" type="checkbox"/> Yes	(<input type="checkbox"/> 24hour <input type="checkbox"/> ~)				
			<input type="checkbox"/> JPY	<input type="checkbox"/> USD	⇒	VND	Remarks VND ⇒ JPY/ USD= NG	
	Free shuttle	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Available	Direction				
	Porch	<Drop off area>		<space>	coach bus		Parking available	
Smoking area	Entrance door – Cigar lounge							
Medical office	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No							
Security measures	<input checked="" type="checkbox"/> Surveillance camera (Lobby/Elevator/ Corridor)			<input type="checkbox"/> Night Doorman/ Security Guard				
	<input 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 point			
	<input type="checkbox"/> Other ()							
Internet	Guest room	<input type="checkbox"/> Unable to connect		<input 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:	1 pc	fee:	Free	/ 1H		
Other facilities	Laundry services, Sauna, Spa							

Child Policy	Children from 6–11 years old will be charge without extrabeda and including extrabed Children under 6 years old will be free Children 11 years old and older charge including extrabed
Presentation Link	https://docs.google.com/presentation/d/1NUMyRUqdNvd-UIH CUETwPR-HzgxikW9/edit#slide=id.p28
Hotel's Photo Link	https://drive.google.com/drive/folders/1Q494tIFLyWh0tzj7eT8emo3a3dmL_38q?usp=sharing
NOTE	