

GENERAL  
INFORMATION



SOFITEL  
HOTELS & RESORTS

Dear Guest,

Ia Ora na ! Welcome to the Sofitel Kia Ora Moorea Beach Resort !

We wish you a pleasant stay in this magnificent place bordering the lagoon of Moorea, the only classified and protected site in Polynesia.

All our teams are at your disposal to make your stay as pleasant as possible and to meet your expectations.

In the current context of the COVID-19 pandemic, we have put in place reinforced hygiene and security measures grouped under the ALLSAFE label, a system developed by the Accor group for all its hotels worldwide. For your information, all of these measures as well as barrier gestures are recalled in various documentations present in the hotel.

Maeva E Manava !

Stephane Sogliuzzo  
General Manager



# ROOM DIRECTORY

## HOTEL MAP

## SOFITNESS

Course for jogging

## COVID-19 RELATED MEASURES

« ALL SAFE » Label  
Reminder of the Covid-19 barrier gestures

## USEFUL INFORMATION

## POLYNESIAN INFORMATION

Animals  
Swimming  
Corals  
Environment / Water / Electric Power

## SOFITEL MYBED™ EXPERIENCE – SLEEP MENU

Sleep amenities  
SPA products  
Hot drinks

## FIRE SAFETY

## PHONE & COMMUNICATION



## PLAN DE L'HÔTEL | HOTEL MAP SOFITEL KIA ORA MOOREA BEACH RESORT



- 1 Reception
- 2 Boutiques
- 3 Concierge
- 4 Piscine | swimming pool
- 5 Spa
- 6 Centre d'activités nautiques & centre de plongées  
la Ora Diving | Water activities & la Ora Diving center
- 7 Restaurant « Pure »
- 8 Restaurant « K »
- 9 Bar « Vue »
- 10 Ahimaa Four Polynésien | Polynesian Oven
- 11 Deck « Tahiti »
- 12 Entrée | Entrance
- 13 Parking
- 14 Bar « Plage » | Beach Bar
- 15 Chapelle éphémère pour mariage traditionnels  
| Ephemere Chapel for Traditional Weddings
- 6 Equipé pour personne à mobilité réduite  
| Equipped for disabled guests

### BUNGALOWS

- Bungalow deluxe avec vue jardin  
| Luxury Bungalow with Garden View
- Bungalow supérieur avec vue lagon  
| Superior Bungalow, Ocean View
- Bungalow deluxe sur la plage  
| Luxury Bungalow, Beach Front
- Bungalow sur pilotis supérieur  
| Superior Overwater Bungalow
- Bungalow sur pilotis deluxe  
| Luxury Overwater Bungalow
- Bungalow sur pilotis supérieur, Horizon  
| Superior Overwater Bungalow, Horizon
- Bungalow sur pilotis deluxe, Horizon  
| Luxury Overwater Bungalow, Horizon
- Villa deluxe avec vue lagon  
| Luxury Villa, Ocean View

## Parcours de jogging Course for Jogging



**Attention :** L'hôtel n'est pas responsable des accidents et des blessures pouvant survenir durant cette course à pied.

**Warning :** The hotel is not responsible for accidents and injuries that could occur during your jog on this course.



## COVID-19 AWARENESS

### THE "ALL SAFE" LABEL

The Accor Group has established hygiene and cleaning standards and operational procedures to guarantee your safety during your stay. Social distancing measures are in place throughout the hotel.

All of these procedures are guarantee in the ALLSAFE label.



### ENHANCED CLEANLINESS PROTOCOLS & NEW SOCIAL DISTANCIATION MEASURES

#### B

##### BEDROOMS

An enhanced in room-cleaning program using specific disinfection products. Make sure you are NOT present in the room during the cleaning service.

---

#### C

##### COMMON SPACES

A reinforced cleaning program is implemented with frequent disinfection of all sensitive areas such as reception, bar and public toilets...

---

#### S

##### SOCIAL DISTANCING

Signage on the ground is present at reception to secure your movements.  
Seats and tables at restaurants and bars comply with government-specified distancing measures.

---

#### W

##### WASTE

Please throw all you waste in the room recycle bin.

## REMINDER OF THE COVID-19 BARRIER GESTURES

### C

#### COUGH OR SNEEZE

Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze.

---

### H

#### HANDS

Don't shake hands and hug when saying hello.  
Wash your hands very often with soap and water.

#### HAND-SANITIZER

Hand-sanitizer is available in all common areas of the hotel.

---

### M

#### MASK

Wearing a mask is MANDATORY throughout the hotel.

---

### S

#### SYMPTOMS

If you show any sign of sickness during your stay, **please contact immediately the front desk from your room (9)**, then stay isolated while waiting for medical instructions.

---

### T

#### TISSUE

Use a disposable tissue and throw it in the bin.

## ROOM DIRECTORY

### A

#### AIR CONDITIONING

To adjust the temperature of your room, a remote control is located on your nightstand.

#### ARRIVALS & DEPARTURES

The rooms are available to you from 2 p.m. They must be vacated by 11:00 am on the day of your departure. The night before, you will receive a departure letter with various information, as well as the invoice for your stay in order to verify its accuracy. For an early departure, you can anticipate the payment of your bill. For a late check-out, reception will inform you about availability and prices. [Call 9 for any request.](#)

---

### B

#### BANKS

Banks are located in Maharepa and are open Monday through Friday, and for one of them, Saturday until 11:45 am. You can also change money at the reception.

---

### C

#### CONCIERGE

Our concierge service is available to assist you during your stay with numerous services including :

- Romantic services
- Nautical Center reservations
- Taxi reservations

[Dial 155 to contact them.](#)

#### CAR PARK

The hotel has free unguarded parking. We recommend that you do not leave valuables in your vehicle.

---

### D

#### DOCTOR

A doctor, dentist or physiotherapist can be consulted at their respective office. At an additional cost, the doctor can come to the hotel at your request.

[The reception at 9 will assist you.](#)

---

### G

#### GOVERNESS

Our room service is available for additional linen or pillows.



## ROOM DIRECTORY

### H

#### HAIR DRYER

Each room is equipped with a hairdryer in the bathroom. You will find it either on its wall bracket or in a "Hairdryer" bag provided for this purpose.

#### HOSPITAL

In the event of a serious problem, call immediately **Reception at 9**. We will assist you with any transfer to the hospital, located 8 km from the hotel.

#### HOUSEKEEPING

Your room is cleaned between 8:00 a.m. and 4:00 p.m. If you want the service to be done at a specific time, **please contact Reception by dialing 9**.

---

### I

#### INTERNET

Internet access is free. The access code is given upon your arrival.

---

### L

#### LIBRARY

Books and board games are available in the library at reception. We ask you to be kind enough to bring them back at the end of the activity.

#### LUGGAGE

A porter is available on call, **contact reception on 9**

---

### M

#### MAINTENANCE

For any technical assistance, **please contact reception on 9**.

#### MINI BAR

A mini bar is available in your room. It is included in the service and filled once a day.

---

### N

#### NO SMOKING

The hotel is completely non-smoking.

#### DO NOT DISTURB

"Do not disturb" sign is available. When the sign is on the exterior handle of your bungalow, our teams will not knock at your door.

## ROOM DIRECTORY

### P

#### PHARMACY

Our Reception will show you the nearest pharmacy. We have a first aid kit at your disposal.

---

### R

#### RECEPTION

The Reception is available 24 hours a day, and will be happy to provide you with the best service during your stay. **Do not hesitate to call 9.**

---

### S

#### SAFE

A combination safe is located in the dressing room of your bedroom. The hotel cannot be held responsible for the disappearance of valuables or cash left in your room and/or on the terrace. Remember to close doors and windows.

#### SHOPS

The "Pearl Romance" Shop welcomes you in the refined world of pearls. Discover, around a cocktail, the Tahitian pearl every Monday and Thursday at 5:30 pm at Bar Vue. Your challenge: find the weight and size of the biggest pearl in the store! Finally, every Friday at 6:00 p.m., the boutique presents its latest collections during a fashion show. Open daily from 8:30 a.m. to 12:30 p.m. and from 2:00 p.m. to 7:30 p.m.

The Boutique "Maimiti Shop" offers you various souvenirs to bring back from your vacation: Polynesian sculptures (TIKI), traditional clothes, souvenir or essential items. The boutique is open every day from 8 a.m. to 12 p.m. and from 2 p.m. to 6 p.m.

#### SWIMMING POOL

We inform you that the swimming pool is unsupervised, with a bar service provided from 9:00 a.m. to 5:00 p.m. Children are under the supervision of their parents. Beach towels are available there, as well as in your bungalow and at reception. Please do not use the towels in your bathroom.

---

### U

#### UMBRELLA

Two umbrellas are available in you dressing room.

## POLYNESIAN INFORMATION

### A

#### ANIMALS

##### MOSQUITOES

There are 3,534 species of mosquitoes. They have an extremely important role in ecosystems. It is recommended to use mosquito repellent to avoid bites, although our property is regularly treated against these insects with biodegradable products. An anti-mosquito plug is available in each of the bungalows.

##### LIZARDS / GECKOS / MARGOUILATS

In Polynesia, these animals are considered sacred and bring good luck. They are harmless, live in clean places and are very appreciated because they eat harmful insects (mosquitoes...). They have a very good hearing, a good eyesight and can emit sounds (clacking or short loud calls).

##### COCKS

Cocks are a part of the daily life in French Polynesia. They are wild and belong to nobody ! The urban legend tells that they are still under the jet-lag and that is why you can hear them sing from morning till night!

### B

#### SWIMMING

To help us preserve the beauty of the lagoon, please avoid contact with the corals. We recommend that you wear water shoes to protect yourself from cuts from coral or sea urchins.

### C

#### CORALS

The lagoon is protected and we are engaged in the restoration of the coral, so you can discover areas of rehabilitation. We offer you a coral cuttings activity. [Dial 1245 for more information.](#)

### E

#### ELECTRIC POWER

In Polynesia, the electricity current is 220 volts. For any device that needs a transformer or an adapter, [contact reception.](#)

## POLYNESIAN INFORMATION

### ENVIRONMENT

Sofitel Moorea is committed to doing everything in its power to preserve and respect our natural resources. Our Planet 21 program includes different actions such as water conservation. You will find in your bungalow the actions concerning the bath and bed linen. Water is precious on a tropical island: help us save it.

---

### T

#### TIPS

Tipping in French Polynesia is not compulsory; we leave this international practice to your discretion.

---

### W

#### WATER

Tap water from the island is drinkable; however, as a precaution we suggest that you consume bottled water.

## SOFITEL MYBÊD™ EXPERIENCE

THE SLEEP MENU - MYBED™ EXPERIENCE features a wide range of offerings; all designed to provide a luxurious and customized Sofitel sleep experience.

### SLEEP AMENITIES

#### SLEEP MASK

Achieve a deeper level of sleep with our soft sleep mask.

#### EAR PLUGS

Escape the outside world and drift off into a soothing silence.

---

### SPA PRODUCTS \*

Prepare for a blissful night's sleep with our range of Spa products:

- Virgin Coconut Oil : ... 60 ml / 2000 XPF; 125 ml / 3000 XPF
- Monoi Oil Tiare fragrance : ..... 60 ml / 1,500 XPF; 125 ml / 2,500 XPF
- « Coqui Coqui » Eau de Parfum ..... 100 ml / 12,300 XPF
- « Coqui Coqui » linen water ..... 100 ml / 7,200 XPF
- Room diffuser ..... 375 ml / 17,000 XPF

---

### HOT DRINKS

#### SIGNATURE CALMING TEA

Enjoy a herbal tea to relax before you fall asleep.

#### HOT CHOCOLATE & HOMEMADE COOKIES \*

Get ready to go to bed with hot chocolate and cookies..... 1,200 XPF

Please contact 1255 for more information.

Items marked with an asterisk (\*) are charged.

Some products on the Sleep Menu are available for sale.

For more information, visit [sofitelboutique.com](https://sofitelboutique.com)

## FIRE / SECURITY

The hotel is equipped with a fire detection system in each room. All the different areas of the hotel are equipped with audible alarms, fire extinguishers and firehoses.

If a fire starts in your room, trigger the nearest alarm or call reception (9).

- STAY CALM
- Behind your bedroom door is posted an evacuation plan
- Check where the fire extinguisher is at the entrance to your room
- Identify on the map, your location and, if necessary, the meeting place indicated by green signs
- Always keep your room key on the nightstand

### IF YOU DETECT A FIRE?

- STAY CALM
- Call Reception (9) and indicate your position and the precise location where the fire started.
- If it is a small fire, there are fire extinguishers at each room entrance
- Activate the nearest fire alarm

### WHAT TO DO IF YOU HEAR AN AUDIBLE ALARM?

- STAY CALM
- Take your key, look at the evacuation plan
- And go to the nearest evacuation point.

### WHAT TO DO IF YOU HAVE TO EVACUATE?

- STAY CALM
- Take your key
- Take your valuables and identity document and join the assembly areas
- Identify the nearest evacuation point on the map behind your door

If you need special assistance or if you are inconvenienced in your movements, notify the reception staff (9) upon arrival or during your stay.

## PHONE & COMMUNICATION

Your phone is located on your nightstand. To make a national call, dial 0 and wait for the dial tone, then dial the number of your correspondent (in Polynesia only 8 digits: 40 for landline + 6 digits and 87 or 89 for cell phone then 6 digits).

### TO MAKE AN INTERNATIONAL CALL

Dial 0 +00 + country code + area code + number code.

### TO REACH THE HOTEL

Telephone: (689) 40 55 12 12

E-mail [H0566@sofitel.com](mailto:H0566@sofitel.com)

Website: [www.accorhotels.com](http://www.accorhotels.com) or [www.sofitel.com](http://www.sofitel.com)

### LIST OF INTERNATIONAL TELEPHONE INDICATIVES

COUNTRY	CODED	COUNTRY	CODED	COUNTRY	CODED
Argentina	54	Nicaragua	505	Russia	7
Australia	61	Norway	47	Singapore	65
Chile	56	New Caledonia	687	Sweden	46
Brazil	55	New Zealand	64	Swiss	41
Belgium	32	Panama	507	Taiwan	886
Canada	1	Netherlands	31	Thailand	66
China	86	Peru	51	Tonga	676
France	33	Philippines	63	Ukraine	380
Italy	39	French Polynesia	689	Uruguay	598
Japan	81	Portugal	351	United States of America	1
Mexico	52	The meeting	262	Venezuela	58
Monaco	377	UK	44	Viet nam	84

We remind you that any internal or external call to Polynesia made from your room phone will be charged.