

DIRECTORY



Welcome to **MAJESTIC HOTEL & SPA BARCELONA**.

It is an honour to count your presence and it is gratifying for us to offer all our services to you.

We wish your stay to be most satisfactory.

We will appreciate any helpful suggestion.

Yours sincerely,

Bienvenidos a **MAJESTIC HOTEL & SPA BARCELONA**.

Es un honor contar con su presencia y nos es grato poner a su disposición todos nuestros servicios.

Deseamos que su estancia sea muy satisfactoria.

Le rogamos nos comuniquen cualquier sugerencia que crea oportuna.

Cordialmente,

Benvinguts a **MAJESTIC HOTEL & SPA BARCELONA**.

És un honor tenir-lo aquí i estem encantats de posar a la seva disposició tots els nostres serveis.

Esperem que la seva estada sigui d'allò més satisfactòria.

Li preguem que ens faci arribar qualsevol suggeriment que consideri oportú.

Cordialment,

Добро пожаловать в **MAJESTIC HOTEL & SPA BARCELONA**.

Для меня большая честь считать ваше присутствие, и нам приятно предлагать вам все наши услуги. Мы желаем, чтобы ваше пребывание было наиболее удовлетворительным. Мы будем благодарны за любые полезные предложения.

Искренне Ваш,

欢迎来到 **MAJESTIC HOTEL & SPA BARCELONA**.

我们很荣幸能够为您提供服务，我们很高兴为您提供所有服务。我们希望您的逗留最令人满意。我们将感谢任何有用的建议。

此致，



Pascal BILLARD
General Manager

Contents

Telephones

- Programming the alarm clock
- Unsetting the alarm

Central services

- WIFI
- MajesticSpa
- Majestic Wellness
- Majestic Fitness

Room Service

- Pillow Selection
- Air conditioning
- Housekeeping Service
- Laundry Service and Shoe Cleaning

Groups and Events

- Meeting Rooms
- Majestic Catering by Nandu Jubany

Gastronomy

- Restaurant SOLC
- El Brunch Gourmet de SOLC
- Breakfast
- Room Service
- El Bar del Majestic and Sweet Majestic/Pastry Corner
- Rooftop “La Dolce Vitae” Restaurant & Bar

Others

- Procedure in case of fire
- Security
- Quality & Environmental Policy

Telephones

Exterior line 

International line 0 + 00

Other rooms 8 + habitación

Operator 

Front Desk 

Concierge 

Housekeeper 

Room Service 

Restaurant SOLC 

El Bar del Majestic 

Majestic Spa - Wellness - Fitness 

Guest Relations 

Messages 

Programming the alarm clock

- Pick up the telephone handset.
- Press *31 and wait to hear a voice asking you to set the time of the alarm.
- Set the alarm time by dialing the hour and minutes in XXYY format using 24 hour time, for example 1730.
- Wait until the voice confirms that your operation has been recorded and hang up.



Unsetting the alarm

- Pick up the telephone handset.
- Press *32.
- Wait until the voice confirms that your operation has been recorded and hang up.

* Do not hesitate to contact the operator for any questions or assistance.



General Services

- **Wireless Internet**

Dear Guest,

Please follow these instructions to be able to use the complimentary wifi:

1. By selecting the wi-fi named **Hotel Majestic** your device will connect to the Hotel's network.
2. At this point when the connection has been enabled, please go to Safari/Explorer/Chrome/Firefox and wait for the automatic page to be loaded.

If the page doesn't load automatically, please type in the "search bar" our website, which is www.hotelmajestic.es

3. The page that follows will ask you if you are staying at the hotel, your room number, your surname and your e-mail address.
4. By accepting the conditions you will now be able to use the Hotel's complimentary Internet access until check-out.

If you still cannot connect to our wi-fi or if you have any other technical issues, please do feel free to call us directly from your room or come to our front desk.



- **Majestic Spa**

An exclusive luxury experience for your senses.

10th floor

- **Plunge-pool / Solarium**

Exterior plunge-pool with panoramic views of the city.

Available from June till September.

10th floor

- **Majestic Wellness**

12-metre heated swimming pool and a 20m² hydromassage pool with relaxation beds equipped with jets.

-1 floor

- **Majestic Fitness**

We offer you a gymnasium with muscular and cardiovascular machines.

-1 floor

Timetable: 24 hours



Room Service

- **Pillow Selection**

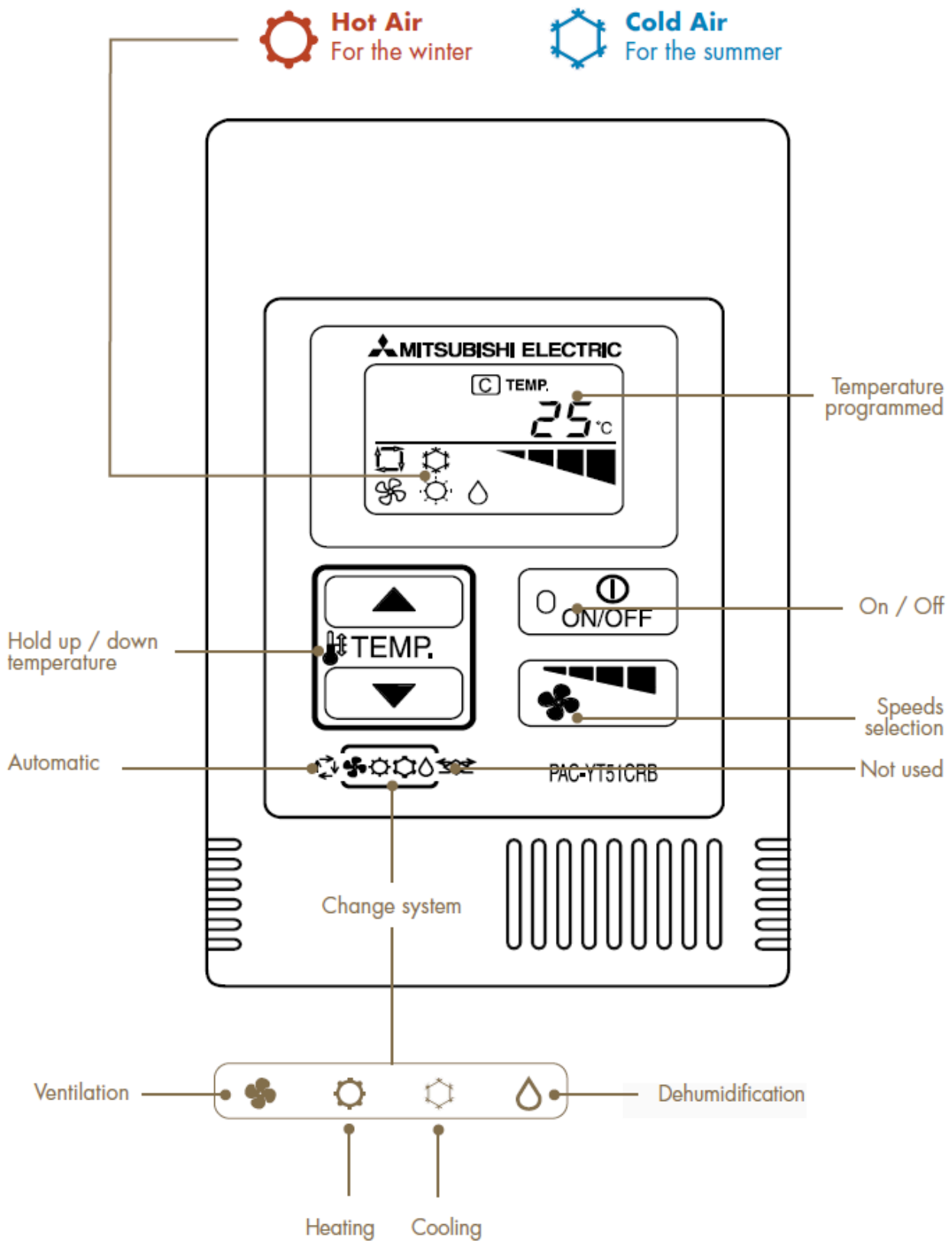
In your room you will find down filled pillows of medium firmness, height and softness. However, we also provide you with a choice of other types of pillows for your greater comfort.

- **High:** medium firmness.
- **Low:** very soft and not very firm.
- **Latex:** medium-high height. Anatomic. Quite firm.
- **Cervical:** soft touch. Medium firmness.
- **Hypoallergenic:** medium height. Soft touch. Medium firmness.

To request them, please call Housekeeping



- Aire Conditioner



- **Housekeeping / Gobernanta**

Key



Timetable: **24 horas**

Blankets

Bath articles

Towels

Bathrobes

Slippers

Pillows

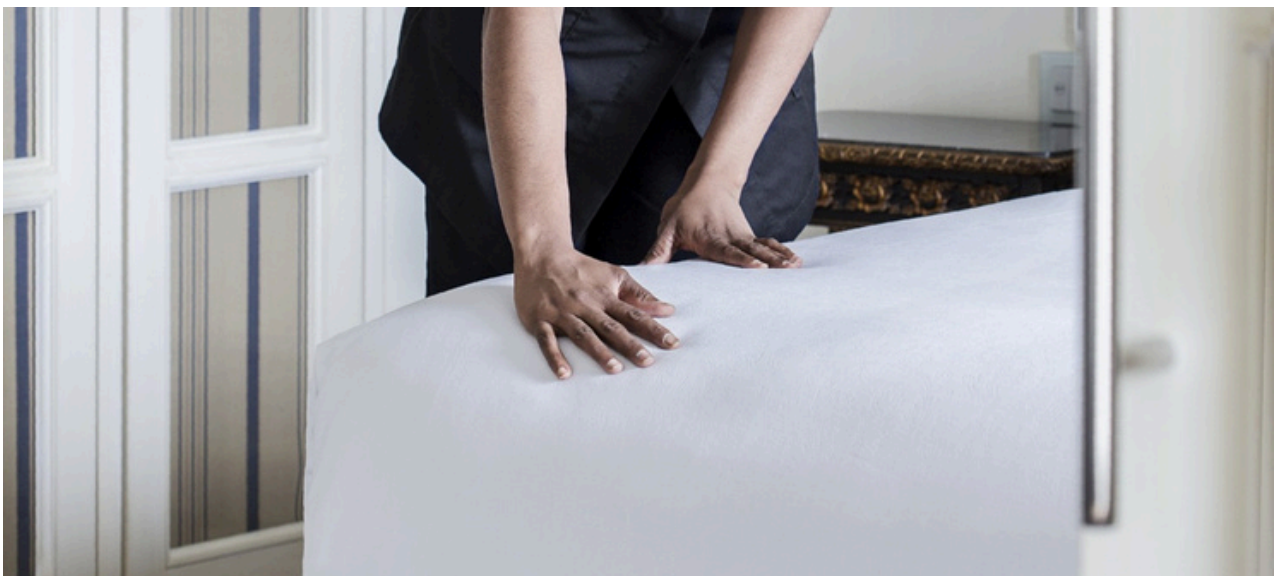
Cradles

Table and Ironing

- **Laundry service**

Fill in and sign the application form that you will find beside the laundry bag located in the wardrobe and

call Housekeeping



Groups and Events

- **Meeting Rooms**

Majestic Hotel & Spa Barcelona offers a wide range of functions rooms for events and meetings. The Mediterráneo meeting room is the major space created for conventions, banquets and business dinners in the heart of Barcelona. More than 600 m2 that can be divided into 6 rooms.

A surface with natural light and where elegance and comfort is combined with the most advanced technology.

For any additional information please contact the operator



or please contact us by e-mail at groups@hotelmajestic.es

- **Majestic Catering by Nandu Jubany**

Majestic Catering was born in 2016 as a result of the demand from guests staying at the Majestic Hotel & Spa Barcelona to extend the Majestic experience to events outside of the hotel. Jubany Events is our off-site consultancy catering, which allows us to offer the cuisine of Michelin star awarded Nandu Jubany. The Majestic Hotel & Spa Barcelona is distinguished by its offering of an authentic connection with Catalan culture. Through gastronomy, we transform your events into unforgettable memories through attentive service and the highest quality products. Our team, based in the Majestic Hotel & Spa Barcelona, will advise you on the selection of details including decorations, entertainment, and luxury set ups.

Gastronomy

- **Restaurant SOLC**

Restaurant SOLC, the gastronomic locale presented by Majestic Hotel & Spa Barcelona, receives its raw ingredients from its own kitchen garden in Maresme and its meat and fish from local producers. The restaurant was conceived as an homage to the products that the surrounding natural environment has provided towards Catalan cuisine since ancient times, based on recipes that respect and pay tribute to tradition. Immediacy, freshness, origin, and respect are the concepts linked to the hotel's new culinary initiative. Therefore, the establishment has its own property in the Maresme area (a few kilometers from the restaurant and just a few meters from the Mediterranean Sea).

1st floor

- **El Brunch Gourmet de SOLC**

The SOLC Gourmet Brunch has become a classic on Sundays in Barcelona. This formula devised by our consultant chef Nandu Jubany brings together a wide variety of dishes served at the table such as the famous “Benedictine” or the “Nandu Cannelloni” and a buffet of homemade desserts prepared by our pastry team. Brunch includes a glass of Moët & Chandon Champagne to welcome you.

It's a magnificent gastronomic experience to enjoy as a couple, with friends, or with family.

1st floor

- **Breakfast Restaurant SOLC**

The best way to begin the day is with a complete breakfast; enjoy the Majestic Breakfast Experience.

1st Floor

Timbletable: everyday from **07:00** am to **11:00** am.

- **Room Service**

At the Majestic Hotel & Spa Barcelona we know that the smells, flavors, and textures of our kitchen are one of the memories you will treasure from your stay. Consult the specially prepared Room Service Menu that you will find next to this directory.



If you wish to contact Room Service, dial



- **El Bar del Majestic**

An enjoyable and stylish place where you will enjoy having breakfast, lunch, the afternoon tea, sharing some “tapas”, dinner or trying the most sophisticated cocktails. A unique meeting point in the heart of Barcelona.



Ground floor 

- **La Dolce Vitae Terrace**

An exclusive place to enjoy the city views while having breakfast, tasting our snacks and “tapas” selection or a cocktail.

During summer nights, enjoy “La Dolce Vitae” at the rooftop terrace. Cocktails and Champagne with live music and the best views of Barcelona.

10th Floor

Others

- **In case of fire**

The information and recommendations this leaflet contains has been taken from expert sources in protection against fires. You must not assume that all the security measures are contained in this manual and that you do not have to take any kind of additional measures on determined or exceptional situations and circumstances.

This hotel has an automatic protection system against fire and a 24 h security service. In order to make your stay with us peaceful and safe.

Emergency exits

There are various well indicated emergency exits on your floor. You will be able to find them on the plan situated behind your room's door.

In an emergency, the first intervention team will come to your room to give you further instructions.

If you hear a loud alarm, it means that you must immediately abandon the room and go to the nearest emergency exit.

If you discover fire

Call the telephonist of the hotel immediately to  or the Reception  and do the following:

- Activate the nearest alarm
- If you feel capable of extinguishing it, do it without endangering yourself.
- Keep calm.
- Follow the indications of the Emergency System.
- Do not use the lifts.

Evacuations

If it is necessary to proceed with an evacuation of the hotel, do the following:

- Leave the room closing the front door.
- Do not worry about your luggage.
- Use the nearest emergency stairway.
- Follow the indications of the Emergency System.

In case of fire:

- If there is smoke, place your face as near as possible to the floor. Crawl if it is necessary.
- Try to use the nearest stairway.
- Do not use the lifts.

If you cannot get out of your room:

Always stay calm.

The auxiliary services will try to rescue you as soon as possible.

While waiting, do the following:

Call the operator of the hotel



or the Reception



- Block the doors junctions and the ventilation conducts with wet bedding or towels.
- Disconnect the air conditioning.
- Show yourself up by the balcony or the window.

If you need special help:

Let the reception staff know if your physical aptitudes are limited at your arrival or as soon as possible.

Remember:

The vast number of fatalities occur due to the inhalation of smoke and poisonous gases, and not due to burns. Always lie on the floor facing down when you detect smoke.

It will possibly never happen:

It would be good to avoid having to take these steps but be cautious.

Pay attention to the emergency exits and security rules in any building you visit.

- **Security**

Your security and the hotel's security has to be above everything. Please, do not take any actions or omissions that can put yourself or others in danger.

If you observe any anomaly or any suspicious person,
DO NOT HESITATE:

Notify Reception immediately.



We are ready to solve any problem.

Close your door when you abandon your room.
The hotel has a security service.

Remember that smoking and cooking is prohibited.

Smoke detectors are sensitive. The company reserves the right to apply a fee in case of non-compliance of these rules.

El Hotel no se hace responsable de los objetos de valor que no hayan sido entregados para su custodia. Disponemos de cajas fuertes en recepción.

Our responsibility of the objects kept in the security box of your room is limited.

We ask you to leave your room before **12:00** pm.



QUALITY AND ENVIRONMENTAL POLICY

Established for over 90 years, the Majestic Hotel & Spa Barcelona has all of the facilities and fittings expected of a functional yet luxurious modern hotel. The fact that we have managed to maintain our position as leaders in our sector, is due to a combination of reasons: Firstly, the high quality standard of our installations are complemented with an equally proficient service, resulting in overall guest satisfaction and for this reason Majestic Hotel & Spa Barcelona has recently become part of Leading Hotels of the World; secondly, we operate with an awareness of the need to ensure that all activities and services are carried out in an environmentally friendly manner. Bearing this in mind, we have developed and implemented an Environmental and Quality Management System that subscribes to the directives of UNE-EN ISO 9001:2015, UNE-EN ISO14001:2015 and the European Regulation 1221/2009 EMAS, thereby proving our commitment to corporate and social responsibility.

To attain our goals and objectives

We must all be involved, contributing in all ways possible and getting the relevant training to sustain and constantly improve the quality of both the organisation and wider environment. This is the best guarantee for our clients' continued satisfaction and confidence.

By getting members of different departments to work as a team and by encouraging inter-departmental communication we increase motivation, the quality of our products and services improves, and our commitment to environmental protection grows. Overall, we feel proud of our company and of being true professionals within our sector.

Our Business Commitment

We wish to create a work atmosphere where each and every one of us is satisfied with his or her role. This undoubtedly benefits not only our own wellbeing but that of our customers too, bearing in mind that they are all different in terms of interests, abilities, backgrounds and expectations, whilst sharing the same demand for high standards.

We wish to enable everyone to be well qualified in their area with our Internal Training Programme, so that we all can put forward ideas and come up with solutions to business problems. We aim to foster a caring attitude and awareness about environmental issues amongst employees and associates of the corporation, so that everyone feels involved in the project and works as a team.

We plan to increase the autonomy of every team promoting introspection, self-control, versatility, involvement in the problems of the business and empowering our present staff before recruiting from outside the organization.

We aim for a code of conduct that can be modified continuously in order to comply with the changing legislation and rules regarding quality and the environment as it specifically applies to us and the activities we carry out.

We will implement action plans, as well as control, prevention/correction plans to diminish any negative environmental impact, minimising the use of natural resources and raw materials and managing properly all environmental aspects (visual impact, generation of residues, atmospheric emissions, noise and waste water).

We will establish goals and objectives that guarantee sustainable quality and environmental improvement and to carry out both internal and external auditing to ensure that the system is working correctly, contributing to the preservation of the environment and the achievement of the highest standards.

We promise to keep our customers informed and to offer them incentives, so that they can work with us with in creating a special relationship for the sake of preserving our environment.

The responsibility for the execution of this Environmental and Quality Policy is shared amongst us all: the principles are revised periodically, paying great attention to the needs of all concerned, communicating news to both employees and customers, and being readily available for all parties concerned.

“Quality is made by people not by companies,
only we can guarantee our future to be brilliant”.

Barcelona, 2023.

Mr.Pascal Billard
General Manager



THE LEADING HOTELS
OF THE WORLD®

A MEMBER OF



THE LEADING HOTELS
OF THE WORLD®