



We are delighted to welcome you to our hotel, our home. We hope you will share the same excitement as we once did when you cross our threshold for the first time and discover this building which one cannot help but think is full of memories.

Those memories have faded over the years and we are left with very few traces of its past. One story tells that one of its owners lost it in a game of poker, another that the General de Gaulle stayed during his convalescence.

We have given a new life to the hotel with a contemporary design whilst remaining respectful to its ancient architecture.

The magnificent building Hotel François Premier, whose construction began in 1860, is ideally located in the heart of Cognac, a town with so much to discover.

In addition to this, almost all of its bright and spacious rooms offer a unique view of the town... even surprising the locals.

We have made this new hotel a calm and warm place dedicated to relaxation and well-being.

Whether you want to relax by the swimming pool, purify yourself in the steam room, enjoy a relaxing massage, enjoy the tranquility of our Secret Garden or whether you prefer to browse through the bar's menu and discover its amazing cocktails, the staff of the Hotel François Premier will ensure your stay with us is memorable.

Welcome to our Home!

Please do not hesitate to make suggestions which will be carefully listened to, helping us to improve our quality of service.

Amaury Legrand et Joackim Noblot



Introduction

The hotel is open all year round, 24 hours a day and offers:

- A private covered and private car park with 4 charging points.
- Disabled access and two disabled bedrooms.
- A lobby with front desk, lounge and breakfast room.
- Bar Louise, our cocktail bar, open from 5pm to 1am, Tuesday to Saturday.
- "Les Cariatides", our Conference Rooms can offer from 35 to 105 m² depending on your requirements and can fit up to 100 people.
- 26 bedrooms and 4 suites each with programmable air conditioning, free wireless internet access, a flat screen TV, a minibar and a personal safe.
- A fitness room, a Wellness Centre with indoor pool, steam room and massage room (massage only available on booking)
- A private garden.

From your room,

- To call the front desk or the room service, dial 9.
- To call Bar Louise, dial 40.
- To call another room, dial the room number (or 57 for room#7 and 58 for room #8).
- For outside calls, dial 0 for the line, then the number (you would like to reach).

For international calls, dial 0+00+country code + the number without the first digit.
ex : 0 00 44 6.12.34.56.78

Country codes :

Germany :	49	Spain :	34	France :	33
Belgium :	32	United States :	1	Netherlands :	31
Australia :	61	Italy :	39	United Kingdom :	44
Canada :	1	Japan :	81	Russia :	7
China :	86	Norway :	47	Sueden :	46
For other codes please contact the Reception				Switzerland :	41

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On your day of departure the latest check out is 12 o'clock -noon

After this time without prior agreement of the Reception you could be charged an extra night.

Welcome to your room

The Reception team is at your disposal to help you feel comfortable in your room
Do not hesitate to call them when needed (dial 9).

Electricity :

Once you open the door insert your key card in the box located next to the door so you can use the switches and electrical appliances.

To use your own devices with English or American plugs, please ask the Reception for an adaptor if required (a refundable deposit of 20€ will be charged).

Heating and air conditioning :

Instructions for the heating air conditioning





Welcome to your room

Television :

The TV has thirty French and International free channels.

You can access services, news and radios too.

Instructions:

With the remote control switch the TV on and choose your channel from the hotel front page.

Here is the list of channels you will find on the TV :

- | | |
|------------------------|---------------------------|
| 1- TF1 | 20 - TF1 Séries Film |
| 2 - FRANCE 2 | 21 - EQUIPE 21 |
| 3 - FRANCE 3 | 22 - 6 TER |
| 4 - CANAL + (en clair) | 23 - Numéro 23 |
| 5 - FRANCE 5 | 24 - RMC DECOUVERTE |
| 6 - M6 | 25 - Chérie 25 |
| 7 - ARTE | 26 - LCI |
| 8 - C8 | 29 - TV5 monde (FR-BE-CH) |
| 9 - W9 | 30 - France 24 (FR) |
| 10 - TMC | 33 - France 24 (English) |
| 11 - TFX | 41 - ZDF HD |
| 12 - NRJ 12 | 42 - ZDF Info HD |
| 13 - LCP | 43 - ZDF Neo |
| 15 - BFM TV | 44 - Eurosport Germany |
| 16 - CNEWS | 45 - RTL |
| 17 - CStar | 46 - SUPER RTL |
| 18 - GULLI | 47 - VOX |
| 19 - Franceinfo | 48 - 3sat AD |
| | 49 - KIKA |



Welcome to your room

Minibar :

The minibar is in the cupboard below the TV, the mineral and sparkling water is free, for any other drinks, please call the bar (40) between 5:00 pm and 1:00 am or the reception desk (between 1:00 am and 5:00 pm).

Personal Safe :

A personal safe is in the wardrobe.

Instructions:

To close: dial your 4 digit code, keep the door closed and press "#"

To open: dial your code.

On departure remember to take your personal belongings and leave the door open for the next guest.

Bathroom Heating :

The heater in the bathroom can be individually adjusted and is equipped with a timer.



Reception

We are at your disposal 24 hours a day, do not hesitate to contact us for any needs or any questions about your stay. It is with pleasure that we will make every effort to ensure your complete satisfaction.

For example we can book:

- a table in a restaurant,
- a visit of a cognac house,
- a taxi,
- a baby-sitter,
- a hairdresser,
- ...

In collaboration with the Tourist Office and the "Etapas du Cognac", we will also offer tours, outings for families, cruises on the river Charente.

All pets are accepted in the hotel for an extra 20€ fee per night.

We offer a wake-up call on demand, simply let the receptionist know the time you would like to be woken up.

You can also program an alarm on your TV in the service Menu.

Instructions :

- Power
- Down arrow
- Mes services
- Ok
- Enter the ... started time
- Select TV or radio mode
- Ok

At the programmed, the TV will turn on (light alarm for hearing ...) and the selected ringtone (TV, radio) will start.

The volume will gradually increase for a gentle wake up call. This sound clock is therefore surbable for the visually impaired.



Other Services

Available at Reception

- Electrical adaptors,
- Extra towels,
- Ironing boards & irons,
- Shaving sets (foam & razor),
- Dental kits (toothbrushes & toothpaste),
- Ladies sets,
- Combs,
- Baby equipments (cots, changing mats, bottle warmers, baby bath),
(to be requested on reselection if possible)
- Board games,
- Printing service,
- Business corner
- Nail files,
- Sewing kits,
- Paper tissues,
- Deodorant,
- Make up remover,
- Nappies (also for swimming pool),
- Hair spray,
- Nail varnish remover,
- Condoms,
- ...

Cleaning service :

A laundry bag is available in the wardrobe of your bedroom.

Please drop it off at Reception with the completed form, our team does the rest !

Laundry handed in before 10:00 am is returned the next day around midday.

A shoes cleaning machine is available on the landing of 2nd and 3rd floors, you also have a shoes mitt in your room.

Your satisfaction is our priority :

A satisfaction questionnaire is available in each room.

Your comments are very important and the best way for us to improve our service.



Breakfast

The buffet :

To start your day well we recommend our buffet breakfast from 7am to 10am on weekdays, and from 7:00am to 10:30am on week-ends and bank holidays.

Our breakfast includes pastries (croissants, pains au chocolat, pains aux raisins) breads (baguette and special breads), butter, jams, cereals, yoghurts, selection of cold meats, cheese, hot dishes, fruits, dried fruits, fruit juices and hot drinks.

Rate: € 19,00 per person

Quiet Morning :

If you prefer to have your breakfast in your room please complete the form provided and hang it on your outside door handle by 4am.

This service is available in the week from 7 to 10 am, and from 7 to 10:30am on the week-ends and bank holidays.

Rate: € 19,00 per person

The Express :

One fruit juice, one hot drink with viennoiseries and baguette (bread) with butter and jam.

This service is available in the week from 7 to 10 am, and from 7 to 10:30am on the week and bank holidays.

Rate: € 12,00 euros per person

If you would like your breakfast On-The-Go, please ask the reception the day before.



Our Wellness Center

Swimming Pool and Steam room

Our SPA area is open from 8:00 am to 8:00 pm.

The "Spa set" will be charged if not found by the cleaners when they clean your room.

You have bathrobes available in your cupboard and pool towels at reception.

Any missing bathrobe or towel will be charged at :

Bath robe : 50.00 €

Towel : 30.00 €

There is no changing room in the SPA area so please change in your room and use the lift to go directly to the Spa level (-1).

Rules and regulations of the swimming pool are displayed at the entrance of the pool.

Access to the swimming pool is forbidden to children under the age of 12, unless accompanied by an adult able to supervise them.

The hammam(steam room) is forbidden to children under 18. It is not recommended to pregnant women or people suffering from any heart or skin diseases without having consulted with doctor prior to the activity.

The relaxation massages

The list of massages and treatments is available following this link :

<https://www.spapremier.fr/>

Once you have chosen your massage, please ask the reception to book the appointment.

Spa Premier



Our wellness center

The gym

The gym is open 24/7 for the clients of our hotel.

At your disposal : a cross trainer, rowing machine, trellis and ground mats.

Water bottles and towels are at your disposal.

The gym


On request at the reception, it is possible to have the following services provided within the establishment :

- Hairdresser*
- Sports coach*
- Masseur,*
- Childcare*
- ...*


Dishes Available at the Reception

24h/24


Mineral water soup :

	Vegetable Soup Vegetables (49,9%), organic potato, organic carrots, organic leek, organic tomato, organic zucchini; ...	11.40 €
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Fresh Pasta :

	Half moon salmon pasta in a creamy chive sauce Water, cream, grilled salmon half moon (12%), ricotta, egg, smoked salmon, tomato, shallots, ...	18.80 €
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The Classics


	Basque style chicken Tender real chicken aiguillettes simmered in a Basquaise piperade	18.10 €
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Vegetarian option

	Vegetarian chili Water, kidney beans, organic carrots, chickpeas, red pepper, corn, organic tomato	16.40 €
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Manon's desserts :

	The cream Illy coffee The intensity of Illy coffee in a smooth cream GLUTEN-FREE	7.80 €
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	Vanilla pineapple cream The exoticism and freshness of pineapple with a touch of vanilla GLUTEN-FREE	7.60 €
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You can go to the reception of your hotel or use the telephone in your room (9) to place an order.



Bar

• est 2012 •

BAR LOUISE

COGNAC

We invite you to spend some time at "Louise" our beautiful Cocktail Bar on the ground floor which holds wonderful surprises...

Our Cocktail Menu is full of surprises and we are sure to have something to tickle your taste buds!

A must do during your stay!

Here are a few classics you will be able to find in the bar Louise.

SIDE CAR

Cognac, Triple sec, Jus de citron jaune

OLD FASHIONED

Spiritueux au choix, Bitter, Sucre

AUTUMN FALLS

Cognac, Rye Sarrazin Torréfié, Sirop de figue

SMOOTH HEAT

Rhum Ambré, Triple Sec, Jus de citron vert, Sirop passion piment, Ginger Beer

CREATION PERSONNALISEE

Also, you can discover our creations of the moment, or let yourself be carried by our inspirations.

You also have the possibility to discover our cognathèque and find the Cognac that will delight your palate. You have the choice between more than 200 bottles that we offer you to taste by the cl (always with moderation).



Our Restaurants

La Belle Époque



The Hotel Heritage and our restaurant La Belle Époque welcome you all year round in the center of Cognac.

In sunny times, enjoy its exceptional patio, shaded by wisteria and a fish pond, only steps away from the place François Premier square.

In the off season, the majestic dining room style... beautiful are allows you to savor the fine and balanced cuisine of its Chef.

La Belle Époque offers well balanced cuisine, local fresh produce full of flavors and in harmony with the seasons.

Open Tuesday to Saturday from 12:00 to 2:00 pm and from 7:30 to 9:00 pm.

*25 rue d'Angoulême, 16100 Cognac
+33 (0)5 45 82 01 26
labeledpoque@hotelheritage.fr*



Nos Restaurants

La Maison



All year round, come and enjoy a gourmet and greedy cuisine.

Get together and enjoy a tasty meal in a town house with a trendy musical atmosphere.

*You will appreciate the fresh and seasonal produce that our homemade dishes are made of.
Treat yourself to moments of indulgence in our gastronomic restaurant in Cognac, a few steps from the Hôtel François Premier.*

Open Monday to Friday from 12:00 to 2:00 pm and from 7:00 to 9:00 pm.

*1 rue du 14 Juillet, 16100 Cognac
05 45 35 21 77
contact@restaurant-lamaison-cognac.fr*

Our conference rooms
"Les Cariatides"



A convertible space of 105 m² (up to 2 separate spaces), entirely climate controlled, with all the equipment necessary to make your experience comfortable.

Equipments at your disposal :

- *A large led projection screen with HDMI Cable*
- *Sound system*
- *Mineral water*
- *Note pads and pens for all participants*
- *a paperboard*

We offer three different types of bookings :

- *Study day*
- *Residential conference*
- *Semi-Residential conference*

Our conference rooms are available only on reservation depending on their availability.



Getting around Cognac :

Let's use means of transport with low environmental impact

- Bus : Transcom Network
 - The regular network

It operates from Monday to Saturday (excluding public holidays) and includes 6 urban bus lines (A, B, C, D, E and F).

The 5 lines from A to E provide the links between:

. Cognac :

- Le Centre-ville
- Quartiers de Crouin, La Chaudronne, Saint-Jacques, Saint-Martin

. Châteaubernard:

- Le Centre-ville
- Le centre aquatique X'Eau
- La base aérienne

. Merpins:

- Le centre-bourg
- La zone d'activités

Line F provides connections between:

. Jarnac :

- Le Centre-ville

. Gondeville-Mainxe:

- La gare
- Le bourg de Mainxe

. Segonzac :

- Le Centre-ville

Getting around Cognac :

Let's use means of transport with low environmental impact

- Prices :

1 hour ticket (available on the Modalis and Tixipass apps): 1 €

10-ticket card for 1 hour (available on the Modalis and Tixipass apps): 8 €

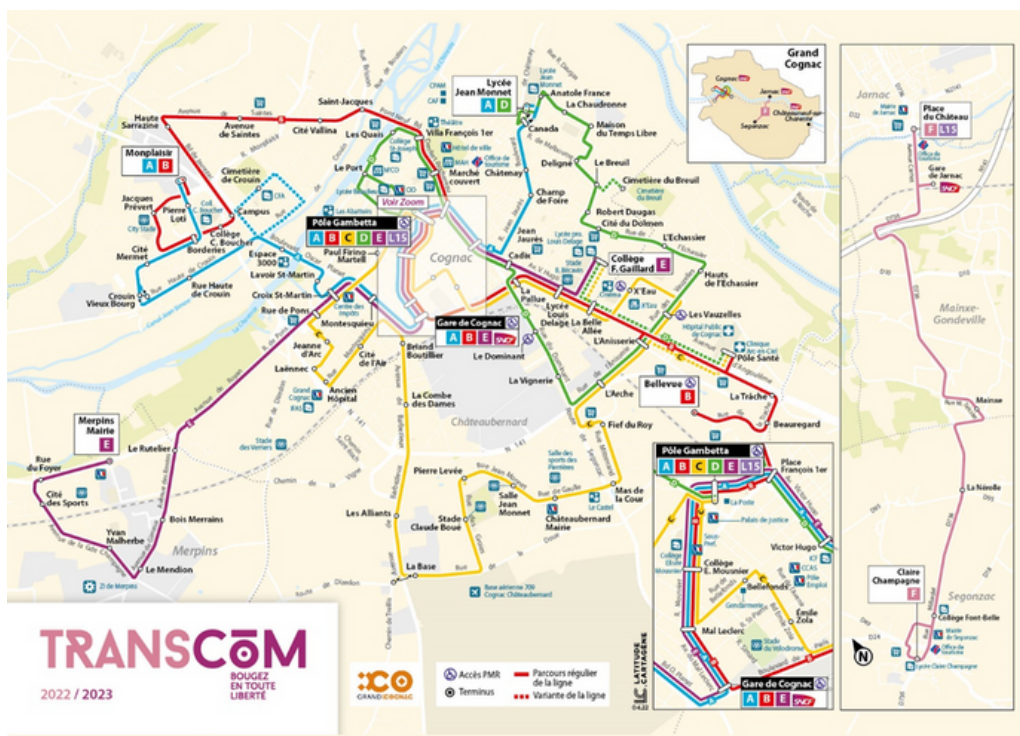
24-hour pass (available on the Modalis and Tixipass apps): 3€

Other rates: <https://www.transcom.fr/tarifs/>

For any information:
AGENCE TRANSCOM
Place Gambetta
16100 Cognac

Opening hours of the agency during school term: from 8.30 a.m. to 12.30 p.m. and from 1.30 p.m. to 6 p.m. from Monday to Friday; from 9:00 a.m. to 12:30 p.m. on Saturday mornings.

Opening hours of the agency during school holidays: from 9:00 a.m. to 12:30 a.m. and from 2:00 p.m. to 5:30 p.m. from Monday to Friday; from 9:00 a.m. to 12:30 a.m. on Saturday mornings



You will find all schedules on the site <https://www.transcom.fr/timetable/>



Getting around Cognac :

Let's use means of transport with low environmental impact

- Bike rental online:

<https://location-velo-charente.lokki.rent/>

- On foot

Discover our beautiful city and its historic district with two pedestrian paths that make you discover the major buildings of Cognac through a signage in the city. The maps of these routes are available at reception or at the tourist office.