



Bienvenido

Welcome



Hilton

MEXICO CITY REFORMA



CONCIERGE

Your Essentials

Need Something?

- Dial 0 for Guest Services
- Dial 3015 for Concierge
- Dial 5555 for Emergencies

Hungry?

Room service

🕒 24 hrs

Monday - Sunday

☎ Dial 0



Breakfast

6:30 am - 11:00 am



Check-Out Time

11:00 am



Guest Services

Guest Services

During
your
Stay





Important Numbers

Who to Call

Dial

Emergency

5555

Only for emergencies during your stay

Concierge

3015

Help with luggage and information about the city

Front Desk

3 0 0 0

For assistance during your stay

Guest Services

0

Hotel Operator, room service, security, lost and found, valet parking

Gym and Spa

4 6 0 0

Information about services and schedules

Sales and Events

4916

Assistance with groups, events, meetings, and catering sales

Useful Numbers

Airport

Benito Juarez International Airport (MEX)

55 2482 2424

Airlines

Aeromexico

55 5133 4010

Air France

55 5571 6150

American

55 5209 1400

Avianca

55 5762 4921

Copa

55 5241 2000

Delta

55 5279 0909

Iberia

55 2599 0226

K L M

55 5571 6150

Lufthansa

55 5091 3140

United

55 5283 5500

Volaris

55 1102 8000

Drug Stores

San Pablo

55 5354 9000

Del Ahorro

55 55934 0 0 0

Eat And Drink At The Hotel

Los Dones Restaurant

Breakfast

Ⓣ Every day

7:00am to 11:30am

Lunch And Dinner

Ⓣ Every day

Ⓣ 12:00pm to 11:00pm



Taste homely Mexican cuisine dishes at Los Dones, where we offer breakfast buffet, lunch and dinner a la carte every day in a relaxed atmosphere.

📍 1st Floor

☎ Dial 0

Lobby Bar

Snacks And Drinks

Ⓣ Every day

9:00pm to 10:00am



Sit back and relax after a long day and enjoy the laid-back ambience of the lobby bar. We serve light meals and drinks. Watch your favorite sporting events broadcast on the big screen.

📍 Lobby Level ☎ Dial 0

*The sale of alcoholic beverages is only with food

Eat And Drink At The Hotel

El Cardenal

Mexican Cuisine to please every plate

Monday to Sunday

8:00 am - 6:00 pm



Created for diners with fine tastes. El Cardenal's distinctive menu features cutting-edge high Mexican and colonial dishes. The atmosphere is informal but the focus is on serious flavor.

Note: El Cardenal is a restaurant owned and operated by a third-party Company. The Hotel is not responsible and will not be liable for any service provided by El Cardenal restaurant

 Lobby Level

 Dial 0

Sonora Grill Prime

Mexican Steakhouse

Monday to Wednesday

12:00 pm - 11:00 pm

Thursday a Saturday

12:00 pm - 1:00 am

Sunday

12:00 pm - 9:00 pm



A cosmopolitan Mexican steakhouse where our Guests can enjoy the highest quality beef cuts and other exclusive dishes. Enjoy our premium mixology and wine list in a sophisticated environment that provides our guests a with top class experience.

Note: Sonora Grill Prime is a restaurant owned and operated by a third-party company. Its service and facilities are not under the hotel supervision.

 Lobby Level

 Dial 0

Good To Know

Banks

There is an ATM in the Lobby

Safe Deposit Boxes

For the safekeeping of your valuables and your comfort, each of our rooms has an electronic safe.

We have safe deposit boxes available in the hotel lobby, should you require one, approach the Front Desk.

Check-Out

Check-Out time is 11:00 am. Contact the Front Desk. Late Check Out is based on availability and an additional charge may apply. For more information or inquiries [Dial 0](#)

For an updated invoice, stop by the Front Desk

Concierge

Our Team can assist with restaurant reservations, sightseeing tours, and excursions.

[Dial 0](#) for information

Housekeeping

Upon request only. [Dial 0](#)

Maintenance

For special requests, information, or maintenance concerns with your room, an engineer will be sent to assist you.

[Dial 0](#)

Ice Machines

Enabled in the hallways

Catering / Event Services

Celebrate your special occasion in your versatile ballroom space. We offer lighting, sound, décor, entertainment packages, and custom menus.

Receive service from our Experienced Event Team.

[Dial 0](#) for information

Wake - Up Call

To take advantage of our automated Wake-Up Service.

[Dial 0](#)

Good To Know

Dry Cleaning Service

We provide fast and efficient laundry services. Service is daily. [Dial 0](#) to get information about operation hours and to arrange your dry cleaning, pressing, and valet services. For your convenience, there is a valet ticket and laundry bag in the closet of your room. Charges for these services will appear on your room's folio at the time of your departure.

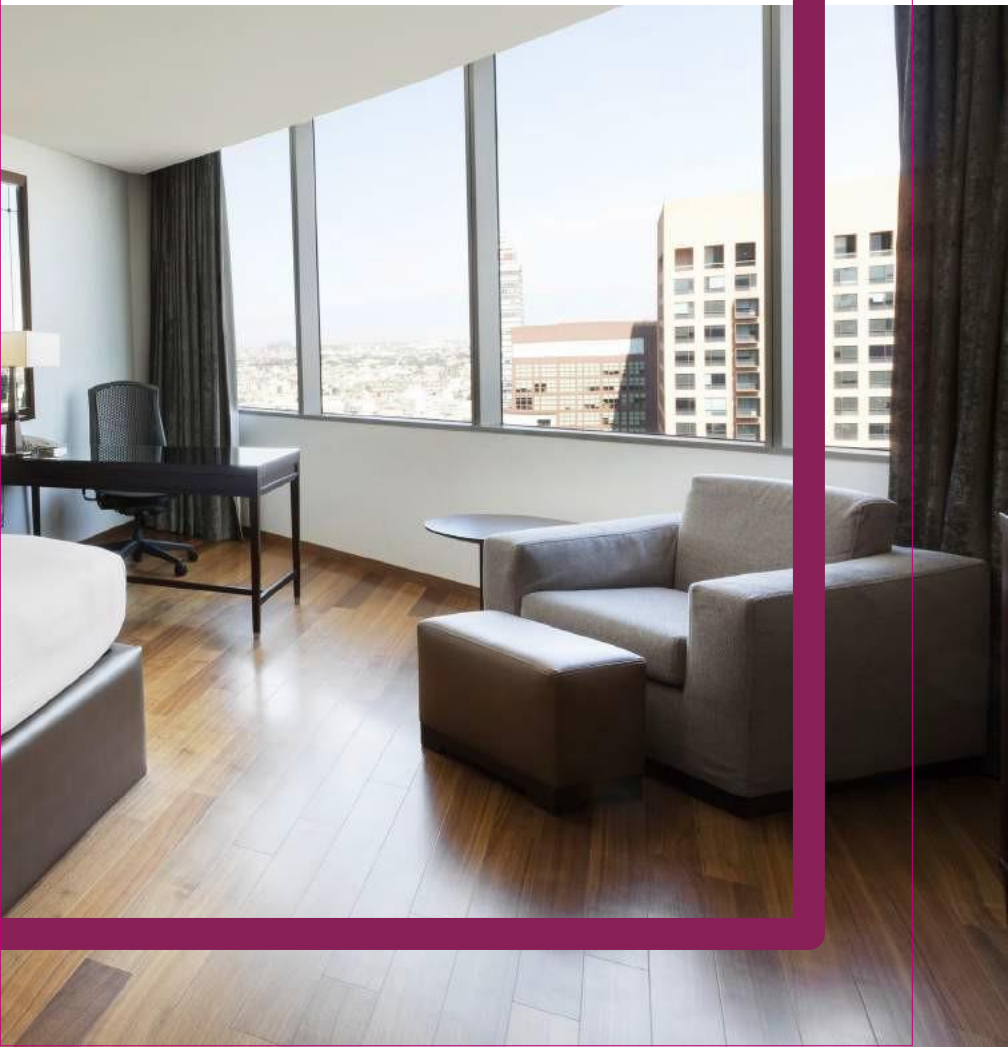
Taxi

For airport transfers, sightseeing, or travel to an appointment, contact the Concierge to arrange a taxi on your behalf. [Dial 0](#) to request service.

Transportation

Our Concierge will be happy to assist with your transportation needs. [Dial 0](#) for more information or to schedule transportation.

In your Room



Phone And Internet

Internet

Wireless Internet Access

Wireless internet is available throughout the hotel. Enjoy free internet with your Hilton Honors membership. [Dial 0](#) for assistance.

How To Dial

Type of Call	Rates [*]
Local	\$20.00
Long-Distance Domestic	\$20.00
Local and Domestic Cell Phone Numbers	\$20.00
Domestic 01 800 numbers	\$20.00
International 001 800 numbers	\$100.00
International 1-8XX numbers	\$30.00
Long-Distance USA & Canada	\$78.00
Long-Distance rest of the world	\$109.00

*Local, long distance domestic and local and domestic cell phone numbers have a charge per call as shown in the table. They have charge of \$20 MXN only if the call wasn't completed or lasted less than a minute. All phone rates are shown in Mexican Pesos and include a 16% VAT.

1-855/1-866/1-877/1-888 Please note that US 1800 numbers are not toll-free when called from outside of the United States.

001-880/001-881/001-882/001-883 These numbers will be billed per minute when dialed from Mexico

What's On?

- | | |
|-----------------------|----------------------|
| 31 HILTON | 36 DISCOVERY KIDS |
| 1 AZTECA UNO | 37 DISCOVERY CHANNEL |
| 2 LAS ESTRELLAS | 38 DISCOVERY H&H |
| 3 FOX SPORTS PREMIUM | 39 NATGEO |
| 4 AZTECA 7 | 40 ANIMAL PLANET |
| 5 CANAL 5 | 41 TNT SERIES |
| 7 INGENIO8 MVS TV | 42 UNIVERSAL |
| 9 EXCELSIOR | 43 AXN |
| 10 TVC | 44 SONY |
| 11 CNN | 45 WARNER |
| 12 MILENIO | 46 TNT |
| 13 ESPN | 47 PANICO |
| 14 FIBASPORTS | 49 NICK |
| 15 FOX SPORTS 1 | 50 STAR CHANNEL |
| 16 ESPN 2 | 51 CINEMAX |
| 17 TVCD | 52 HBO W |
| 18 AYM | 53 HBO 2 |
| 19 NBA TV HD | 54 HBO PLUS |
| 20 NFL HD | 55 HBO FME |
| 21 BLOOMBERG TV | 56 HBO MUNDI |
| 22 ESPN 3 HD | 57 HBO POP |
| 23 FOX SPORTS 2 | 58 HBO EXTREME |
| 24 CINEMA PLATINO | 59 ID |
| 25 PARAMOUNT | 60 SYFY |
| 26 UNIVERSAL STUDIO | 61 A&E |
| 27 CINE MEXICANO | 62 E! |
| 28 MTV | 63 TOONCAST |
| 29 MTV 00'S | 64 BABY TV |
| 30 DISCOVERY WORLD HD | 65 153 TELEFORMULA |
| 31 HISTORY HD | 66 TVE |
| 32 ESPN EXTRA HD | 67 TV5 |
| 33 FOX SPORTS HD | 68 DW |
| 34 SPACE | 69 DW AMERIKA |
| 35 CARTOON | 70 FOX NEWS |
| | 71 BBC WORLD NEWS |

*Byclicking the "MTS" or "SAP" button on the remote control, you can change the language between Spanish and English

Here
On
Business

Here On Business



Here on Business

Business Center

Stay connected with the office or prepare for presentations at Hilton Mexico City Reforma's Business Center, furnished with state-of-the-art technology including:

- Computers and WIFI
- Printers
- Photocopies
- Eight private rooms to hold up to 20 people in the same place
- Food and drink are available upon request

Monday to Friday from 9:00am-18:00pm and Saturday to Sunday from 9:00am - 13:00pm If you wish to use the Business Center outside of these hours, contact Guest Services

Note: services mentioned above have an extra charge which can be provided directly at the Business Center.

 1st Floor  Dial 3850

Convention Center

Where meetings mean business and special events are truly special. At Hilton Mexico City Reforma we specialize in all kinds of meetings. We have the largest convention center within a hotel in all of Mexico City: 15 meeting rooms featuring 52,000 sq.ft of meeting space on two floors.

We operate in an environmentally-friendly way by using recyclable materials, and by reducing the use of water and energy in our meeting spaces.

 2nd and 4th Floors

At Your Leisure

At Your Leisure





Out And About

Attractions

Bellas Artes Palace

One of the most important cultural centers of Mexico. It hosts notable events in music, dance, theater and opera, as well as important exhibitions in painting, sculpture, and photography.

Museo Mural Diego Rivera

This museum preserves “Dream of a Sunday Afternoon in the Alameda Central”, one of Diego Rivera’s most famous works. It is just steps away from the hotel.

Zocalo

The Zocalo is surrounded by some of the most iconic sites in the city, including the Metropolitan Cathedral, Templo Mayor, the National Palace, and more.

Downtown Mexico City

One of the most vibrant neighborhoods in the city. Here you can find mezcalerias, restaurants, and terraces with stunning views of the city in addition to cultural activities and events such as the Day of the Dead on September 15th.

Roma and Condesa Neighborhoods

Galleries, restaurants, parks, designer stores and some of the most vibrant neighborhoods in the city.

Polanco

Cosmopolitan and fashion-forward, Polanco is famous for its shopping stores and restaurants.

Your
Safety

Your Safety

Regulations of the Hilton Mexico City Reforma Hotel, located at Avenida Juarez 70, Col. Centro, del Cuauhtémoc, CDMX, CP.06010 and hereinafter the "Hotel".

Article 1 Registration & Check-in – Upon guest arrival to the Hotel, every person occupying a room shall register at Hotel Reception, personally sign the Registration Card established for such effect and shall exhibit its current official identification. Check-in starts from 1500 hours and ends at 2359 hours on the day of registration. – **Article 1 Bis Room Delivery** – Hotel Rooms will be available at 1500 hours, at the latest, on the day of reservation and upon the delivery of the same, the Guest is inalienably bound to pay the rate for the use of the room(s) he occupies and all the services he receives at the Hotel, enlisting but not restricted to Food & Beverage Room Delivery Service "Room Service" (these might have an additional charge which will be informed to the Guest on the Service Menu), consumption at Hotel Bars and Restaurants, Hall rentals or Internet access services. – **Article 1 Ter. "No Show"** – In case the Guest does not register during the schedule detailed in first Article, the Hotel can freely use the Guest previously reserved room (s) and will apply the charges (No Show sanctions), as beforehand agreed upon on the reservation made by the Guest. – **Article 1 Quater. "Early Departure"** – If the Guest wishes to depart before the reserved date, the Hotel will apply a sanction which is equivalent to the missing nights from the original booking, thereby, the Hotel can insure the payment and can freely use the room(s) reserved by the Guest.

Article 2 Vacating Rooms. "Check Out" – Check Out must be done at 100 hours, at the latest, on the departure date and the Guest will have a tolerance of 60 minutes; if the Guest does not leave the room between 1200 and 1800 hours on his departure day, the Hotel can apply a current half-rate additional charge on the day of his departure per room. Guests that vacate their room after 1800 hours on their departure day will be subject to the application of an entire night, according to the current rate on the effective day of their departure. – **Article 2 Bis. "Absences"** – Once the Guest is registered at the Hotel, but becomes absent for more than 72 hours, without previously having notified the Hotel, the latter can terminate the lodging service without any responsibility and collect the total amount agreed as detailed in the Law (Art. 2669 CC), and at all times, the luggage and the rest of the Guest's belongings existing inside the room, shall be kept as guarantee and under Hotel custody, until and upon full settlement of his debt.

Article 3 Changes to Guest stay length at Hotel – If the Guest does not vacate his room on the day of his departure, or if he wishes to change his departure date, he shall ask at Front Desk about the availability of rooms, if so should be the case, he must pay the night room cost according to RACK rate published at Hotel front and continue covering all the expenses incurred into over his stay.

Article 4 100% smoke-free Hotel – It is forbidden to smoke all kinds of products at the Hotel and inside its rooms; if the Guest breaches this obligation, separately from the applicable sanctions, according to current legislation, he shall cover in favor of the Hotel a sanction in the amount of MXN \$6,000.00 (6% VAT included) or its equivalent in National Currency, at the corresponding exchange rate on the payment day, said charge can be per event.

Article 5 Guest Valuables Care – The Guest acknowledges and accepts that the Hotel has no responsibility for the care of articles, valuables, cash and jewel belonging to the Guest and the rest of people lodged at the Hotel. It is the Guest responsibility and his companionships to deposit their valuables in the safety boxes that are available in the rooms and at Hotel reception.

Article 6 Prohibitions – The Hotel forbids to: a) Introduce non registered people in the rooms; in any case, the Guest must notify the Hotel about any variation in the number and identification of the people that he originally registered, in case of registering more, and if the room so allows it he must pay the supplementary fee that for such effect, the Hotel establishes. b) In No case, the number of people lodged in each room can surpass the capacity assigned by the Hotel for each one of its rooms. c) Damage Hotel property, its assets, facilities, equipment, decoration, among others, or use them with different purposes than those initially designated for, including outlets or electric equipment at the facilities that might provoke a fire or any other type of risk for the installations. The Hotel can charge the Guest for damage and loss caused against it. d) Act in a certain manner that puts the Hotel at risk including its facilities, guests, visitors and collaborators. e) Cook inside the rooms. f) Cause excessive noise. g) Introduce weapons, forbidden substances or illegal ones (including its consumption). h) Consume food and beverages inside Hotel common areas. i) Use the rooms for gambling or any other activity that might disturb the order or infringe the present Bylaw or the Law. j) Cause disturbances, show morally offensive conduct or that go against good manners, including the use of music instruments and play them at high volume. k) Physically or verbally attack other guests or Hotel collaborators; in case of incurring into any of these violations, the Hotel can request the Client leave the premises without any responsibility. The Client will be responsible for a full payment in case of loss or damage against movable property provided in commodatum with the purpose of making each stay more pleasant one.

Article 7 Accidents – The Hotel is not responsible for any type of accident and/or injury (ies) that the Guest or his companionships might suffer inside Hotel facilities, imputable to negligence or lack of care by the Guest, enlisting but not restricted to falls, blows, animal bites, among others. The expenses that these types of events generate will be at the Guest expense, releasing the Hotel from any liability thereof. The use of the Hotel Pool, Gym and Jacuzzi inside the room is done at the Guest own risk.

Your Safety

Article 8. Civil Liability. – The Hotel has a Civil Liability current insurance issued by insurance company duly authorized by competent authorities, pursuant to Mexican Official Standard NOM-07-TUR-2002 and that covers the amount indicated in said NOM standard. – Article 9. Medical Service. – In case the Guest might need it, the Hotel can assist the Guest only with the purpose of getting professional medical attention (Art. 27 fraction III and 32 of the General Law of Health), professional fees thereof will be at the Guest own expense.

Article 9 Bis. Drug custody and/or products in Minibar. – The Guest obliges himself to avoid leaving in the Minibar, drugs and/or products of his own, and if such is the case, this will be under his own risk and the Hotel will not be responsible for the damage that those might suffer due to lack of care.

Article 10 Emergencies. – In case the Hotel has founded reasons to believe that in the rooms occupied by the Guest there have been acts or continue to be, which might put at risk the integrity of the rest of Guests or the Hotel facilities, then the latter can allow access into the rooms to the competent authorities or emergency services, without needing to have any prior authorization by the Guest.

Article 11 Poor Hygiene. – In case of a notorious lack of hygiene by the Guest or his companionships, or if this condition might put at risk the health of the rest of Guests or collaborators of the Hotel, the latter can terminate the Lodging and request the Guest to vacate his room with no liability for the Hotel.

Article 12 Admission of emotional support pets. – The Hotel is allowed to lodge pets inside its facilities; they shall always be in the company of the Guest, who shall previously sign the Agreement that for such effect is established. Equally, the Guest understands that his pet can only move in the common areas, from the entry of the Hotel to the Guest room, and at no time the pet can be at consumption centers, business center, Gym or Pool.

Article 13 Use of Common Areas. – Common areas, sport and recreational facilities, which management are under the Hotel charge can only be used by the Guest and his companionships in the form, terms and conditions indicated at the entry of each area and under the costs and restrictions applying thereof. Pool schedule is the one published on the signaling and the Guest cannot introduce into that area any glass items nor he can listen to personal sound devices at high volume. The Gym opens 24 hrs. It is strictly forbidden to have pets in common areas, Restaurants and Bars.

Article 14 Third Party Services. – The Hotel is not responsible for the costs and services rendered by third parties foreign to the Hotel, despite of said services are presented or commercialized inside Hotel facilities, such as taxi cabs, medical doctors, tourist agencies, car rentals, parking and valet parking.

Article 15 Children under age. – Guests accompanied by children under age will be the responsible ones for their care and shall not leave them alone in the rooms, or let them walk alone around public areas, pool, aisles, recreational areas, among others. Remember that in Mexico, it is a crime for minors under the age of 18 years old to consume alcoholic beverages; it is important to highlight that the people under special treatment or with different capabilities, before the law are considered adults, once they are 18 years old.

Article 16 Use of towels in the rooms. – Towels in the rooms cannot be removed from them; the Hotel provides for towel service in the pool area.

Article 17 Voltage. – Rooms electric current is alternate of 60 cycles and 110 volts. The Guest shall not use equipment of a different voltage, or overload the electric lines.

Article 18 Exchange Rate. – In case the prices of the offered services by the Hotel or the sanctions are expressed in foreign currency, the Guest shall liquidate them in National Currency and he will pay them at the exchange rate the Hotel might determine and that will be available at Front Desk.

Article 19 Breach. – In case the Guest or his companionships breach any of the articles in this Bylaw, he shall immediately vacate his room(s) and leave the Hotel without any responsibility for it. The Hotel can charge all consumption expenses and damages to Guest Credit Card used upon his Registration at the Hotel.

Article 20. DRONES USE. – It is strictly banned the use of drones at the Hotel, in case a Guest uses one, the rescission of the lodging contract might proceed and the Guest can be requested to leave the premises. Article 20. This Hotel committed with the National Code of Conduct for the protection of girls, boys and teenagers in the travel and tourism sector, thereby it rejects sexual exploitation and/or labor one imposed against girls, boys and teenagers. In case of detecting any related situation involving a Guest, this will be notified to the corresponding authorities immediately.

Your Safety

Article 21 Public Areas Schedules. – Public Areas schedules are: SPA: Monday through Fridays, 8:00am until 9:00pm. Saturdays, Sundays and holidays: 8:00am until 9:00pm, GYM: Open 24 hours a day, seven days a week, POOL: Monday through Friday, 7:00am until 9:00pm. Saturdays, Sundays and holidays 7:00am until 9:00pm.

Article 22. SAFETY AND HYGIENE.- Derived from the new hygiene measures, a search for the prevention of the Covid-19 virus, while you are staying at the property, you must: use mouth guards in common areas of the Hotel, which must cover nose and mouth. (2) Keep healthy distance between people. (in common areas of the hotel 15meters) (3) Use antibacterial gel that the Hotel will provide, when entering and leaving the Hotel, and for your comfort you will find a Disinfectant Kit.

(4) You must allow us to take the temperature when entering and leaving the Hotel; In case of being suspected for presenting symptoms of Covid-19 the previously established protocols will be applied, (5) We ask that you wash your hands frequently. (6) When coughing or sneezing, the nose and mouth should be covered with a disposable tissue or the internal corner of the arm.

(7) You must avoid the conglomeration of people in common areas, which may not exceed the limits allowed by the active traffic light. (8) In case of symptoms of Covid-19 immediately inform the Hotel staff and proceed to their isolation. In addition, you must allow us, where appropriate, the review of a doctor and if necessary notify the health authorities. If you do not comply with any of the points indicated above, you agree that the hotel stops providing the accommodation service, so you will have to immediately vacate the room and make the pending payments you have with us