

■ HÔTEL ICARE TOULOUSE

Your hotel in the heart of Toulouse

11 Boulevard Bonrepos, 31000 Toulouse • Tel: +33 (0)5 61 63 66 55 • contact@hotelicare.com • www.hotelicare.com

FREQUENTLY ASKED QUESTIONS — FAQ

■ LOCATION & ACCESS

■ Where is Hôtel Icare located?

Hôtel Icare is situated at **11 Boulevard Bonrepos, 31000 Toulouse**, right in the city centre, directly opposite Toulouse-Matabiau train station and alongside the Canal du Midi. The historic city centre (Place du Capitole) is just **10 minutes on foot**.

■ How do I get to the hotel from the airport?

Toulouse-Blagnac Airport is approximately **15 minutes by car**. You can also take the airport shuttle, which stops directly in front of the hotel, or use the metro (Line A, Marengo-SNCF station, a short walk from the hotel).

■ Is there parking at the hotel?

Yes, the hotel offers **private secured garages** located 100 m from the hotel (31 rue Bertrand de Born), available in limited numbers at **12 € per night**. We strongly recommend booking your garage in advance via the website or by phone. Reception will provide you with a remote control for access.

■ What public transport is nearby?

Marengo-SNCF metro station (Line A) is just a few metres away. The bus station and numerous bus lines are also within immediate reach.

■ ROOMS & AMENITIES

■ How many rooms does the hotel have?

Hôtel Icare offers **35 comfortable rooms**, available as Standard and Superior (single, double, twin).

■ What amenities are available in the rooms?

All rooms are **air-conditioned and soundproofed** (double glazing), with free Wi-Fi, flat-screen TV (TNT, Canal+, Canal+ Sport, Canal+ Cinéma, CNN), private bathroom with hairdryer, telephone and desk. Most rooms enjoy a **garden view**. From **Double Comfort rooms** upwards, rooms are also equipped with a **refrigerator, a safe** and a **courtesy tray** (kettle, tea, coffee).

■ Are the rooms really quiet despite being near the train station?

Yes, this is a priority for the hotel. Rooms feature **reinforced double-glazed windows** providing genuine sound insulation. Many guests highlight the absolute quiet of the rooms in their reviews.

■ Are baby cots or extra beds available?

Yes. **Extra beds** are available at **7 € per night** (Standard or Superior rooms). **Baby cots** are available at **5 € per night**, along with high chairs and baby baths.

■ SERVICES & FACILITIES

■ Is breakfast included?

A **buffet breakfast** is served every morning. It is complimentary when you book **directly on the official website [hotelicare.com](http://www.hotelicare.com) or by phone**. Breakfast can also be served in your room (room service) upon request.

■ Is Wi-Fi free?

Yes, **Wi-Fi is completely free** throughout all rooms and common areas. A high-speed wired broadband connection is also available at an additional charge.

■ Is there a bar or common area?

Yes, the hotel has a **private bar reserved for guests** (full licence), a private lounge and a **billiards table**. A warm and friendly atmosphere is guaranteed.

■ Is reception open 24/7?

Yes, **reception is open 24 hours a day, 7 days a week**. The team is multilingual: French, English, Spanish, Arabic and Polish. They are always happy to advise on the best ways to explore Toulouse.

■ Is there a laundry service?

Yes, an **external laundry service** is available (garments returned within 24 hours, extra charge). An iron is also available on request.

■ Are pets welcome?

Yes, **cats and small dogs** are welcome with a supplement of **7 € per night**.

■ Can I store my luggage at the hotel?

Yes, you can drop off and collect your luggage at reception **before or after your stay**, so you can explore Toulouse freely.

■ BOOKING & RATES

■ How do I book a room?

You can book **directly at www.hotelicare.com** or by phone at **+33 (0)5 61 63 66 55**. Booking direct guarantees you **complimentary breakfast** and the best availability.

■ Are there any special offers or promotions?

Yes, the hotel regularly offers **weekend deals and seasonal promotions** on its official website. A **20% weekend discount** is often available when booking directly.

■ What are the cancellation conditions?

Conditions vary depending on the rate chosen. Please consult the **General Terms and Conditions** at www.hotelicare.com/conditions or contact the hotel directly for further information.

■ ACCESSIBILITY & SEMINARS

■ Is the hotel accessible for guests with reduced mobility?

Yes, **Hôtel Icare is fully accessible for guests with reduced mobility**. The hotel offers **2 specially adapted PMR rooms on the ground floor**. It is also equipped with a lift and all necessary facilities to make your stay as comfortable as possible.

■ Can I organise a seminar or meeting at the hotel?

Yes, the hotel offers a **private air-conditioned seminar room**, equipped with a large flat-screen TV, DVD player, Wi-Fi, flipchart, fax and photocopier. Capacity: **15 people**. Day rental (10am–7pm): **100 €**, with optional coffee breaks at 3 € per person.

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FAQ Document — Welcome and see you soon!*