

WELCOME TO PUDONG SHANGRI-LA, EAST SHANGHAI

欢迎入住浦东香格里拉大酒店

Ni Hao, welcome to Shanghai!

Nestled within the vibrant financial district of Lujiazui, in a prime location at the very heart of modern Shanghai's commercial hub, Pudong Shangri-La, East Shanghai is located directly opposite the historical Bund, offering breathtaking views across the Huangpu River and Shanghai's magnificent skyline. The hotel is seamlessly connected to Shanghai's major business and leisure destinations with convenient access to Pudong and Hongqiao International Airports, home to the iconic Oriental Pearl Tower, Shanghai Ocean Aquarium and in close proximity to some of Shanghai's preferred upscale shopping.

Since the hotel's opening in 1998, Pudong Shangri-La, East Shanghai has been offering high levels of hospitality, services and facilities to discerning travellers, encapsulating the legendary service and tranquility for which Shangri-La is renowned for worldwide.

During your stay with us, I hope you will have the opportunity to dine at our restaurants and bars, offering myriad choices ranging from buffet delight, to modern European cuisine and authentic Chinese specialties prepared by our talented culinary team.

Please feel free to contact our staff should you require any assistance during your visit. We wish you a pleasant and enjoyable stay with us.

您好，欢迎来到上海！

浦东香格里拉大酒店位于浦江之滨、地处陆家嘴金融贸易区的中心，与历史悠久的外滩隔江相望。优越的地理位置可便捷通达浦东或虹桥国际机场、地标性建筑东方明珠电视塔、上海海洋水族馆以及城中新尚购物中心。

自1998年开业以来，浦东香格里拉大酒店始终为宾客提供高水准服务与设施，缔造更至臻奢华的舒适享受，以其热情周到的香格里拉式服务而享誉盛名。

在入住期间，酒店各间餐厅、酒廊及酒吧随时恭候您的光临。精英美厨团队为您悉心奉上丰盛自助、欧系珍馐抑或地道中餐等各陆美肴，为您的旅程锦上添花。

如需帮助，请与我们的员工联系。我们衷心祝愿您在上海度过愉快时光，并期待您的再次光临。

Yours sincerely
您真诚的



Gregor Wateler
General Manager
吴俊杰
总经理

ENVIRONMENTAL POLICY

环境保护政策

Pudong Shangri-La, East Shanghai was certified with the ISO 14001 by Lloyd's Register from February 2001 - an environmentally responsible entity that incorporates environmental management in daily activities whilst maintaining its high standards of customer service.

Committed to the upkeep of this worthy certification, Pudong Shangri-La, East Shanghai will continue to be environmental-friendly and to promote awareness internally, as well as within the local and international communities.

上海浦东香格里拉大酒店于2001年2月起，获得劳氏质量认证有限公司ISO 14001认证的酒店。酒店以环境保护为己任，在保证高水准服务客户的同时，积极推行日常工作中的环保管理。

酒店将把认证的荣誉保持下去，继续施行环境保护策略，并提高酒店内部、上海本地和国际社会的环保意识。

RESTAURANTS AND BARS

餐厅和酒吧



LOCATION : Level 2, Grand Tower
TOUCH : 210
HOURS OF OPERATION : Breakfast 06:00 ~ 10:30
Lunch Monday ~ Friday 11:30 ~ 14:30
Lunch Saturday ~ Sunday 12:00 ~ 15:00
Dinner 17:30 ~ 22:00

With 11 culinary theatres featuring local and international buffet including Chinese, Western, South-East Asian, Japanese and European cuisine delights in an interactive market place environment, YICAFE is a vibrant all-day dining restaurant for discerning diners.

位置 : 紫金楼2层
分机 : 210
营业时间 : 早餐 06:00 ~ 10:30
午餐 周一至周五 11:30 ~ 14:30
午餐 周六至周日 12:00 ~ 15:00
晚餐 17:30 ~ 22:00

全日制餐厅怡咖啡设11间开放式厨房，将中式、西餐、东南亚、日式及欧陆等各地美食尽收盘中，带领食客徜徉精彩纷呈的环球美食之旅。



LOCATION : Level 1, River Wing
TOUCH : 220
HOURS OF OPERATION : Lunch Monday ~ Sunday 11:30 ~ 14:30
Dinner Monday ~ Sunday 17:30 ~ 22:00

Gui Hua Lou, an award-winning Chinese restaurant, offers an authentic taste of Huai Yang cuisine.

位置 : 浦江楼1层
分机 : 220
营业时间 : 午餐 周一至周日 11:30 ~ 14:30
晚餐 周一至周日 17:30 ~ 22:00

屡获殊荣的“桂花楼”中餐厅，主营淮扬风味美食，刀工精致、追求食材的原汁原味，口感更清新淡雅。

RESTAURANTS AND BARS

餐厅和酒吧



LOCATION : Level 2, Grand Tower
TOUCH : 260
HOURS OF OPERATION : Lunch 11:30 ~ 14:30
Dinner 17:30 ~ 22:00

Enjoy time-honoured Japanese specialities such as Ramen, Sukiyaki, Seafood and Teppanyaki. The selection is playfully innovative and reworks Japanese classics with a modern twist and bold flavors.

位置 : 紫金楼2层
分机 : 260
营业时间 : 午餐 11:30 ~ 14:30
晚餐 17:30 ~ 22:00

秉承正宗的日本料理特色，致力于甄选优质新鲜食材，融合传统日式料理与创意理念，为饕客们提供丰富多样的日式美食选择。



LOCATION : Level 1, Grand Tower
TOUCH : 261
HOURS OF OPERATION : Lunch 11:30 ~ 14:30
Dinner 17:30 ~ 22:00

Savour fresh sushi crafted with meticulous detail by our master chefs in an intimate and contemporary setting.

位置 : 紫金楼1层
分机 : 261
营业时间 : 午餐 11:30 ~ 14:30
晚餐 17:30 ~ 22:00

在滩万寿司餐厅可品尝精致新鲜的日本传统寿司。日本主厨精心准备的寿司口味纯正，即便是挑剔的食客也流连忘返。

RESTAURANTS AND BARS

餐厅和酒吧

Lobby Lounge

LOCATION : Level 1, River Wing
TOUCH : 6441
HOURS OF OPERATION : 07:00 ~ 24:00
Afternoon Tea Monday ~ Sunday 14:00 ~ 18:00

Featuring magnificent chandeliers and floor-to-ceiling windows, The Lobby Lounge is an elegant and charming space in which to enjoy a leisurely afternoon tea or an evening wind-down over cocktails complemented by live music.

位置 : 浦江楼1层
分机 : 6441
营业时间 : 07:00 ~ 24:00
下午茶 周一至周日 14:00 ~ 18:00

大堂酒廊饰以华丽水晶吊灯与大型落地窗，环境优雅舒适。伴随着舒缓旋律，您可在此悠享曼妙下午茶，抑或在晚间时分浅尝鸡尾酒或佳酿。

RESTAURANTS AND BARS

餐厅和酒吧



JADE 翡翠36

Jade on 36 Bar 翡翠36酒吧

LOCATION : Level 36, Grand Tower
TOUCH : 7814
HOURS OF OPERATION : Sunday ~ Thursday 17:00 ~ 01:00
Friday ~ Saturday 17:00 ~ 02:00

A chic destination for sipping cocktails, fine wines and champagne while taking in breathtaking views of the Huangpu River and the iconic Bund. Jade on 36 Bar offers a superb setting for an intimate get-together.

位置 : 紫金楼36层
分机 : 7814
营业时间 : 周日至周四 17:00 ~ 01:00
周五至周六 17:00 ~ 02:00

置身现代时尚的翡翠36酒吧，既可品尝别出心裁的特调饮品、欣赏上海璀璨夜景。



JADE 翡翠36

Jade on 36 Restaurant 翡翠36餐厅

LOCATION : Level 36, Grand Tower
TOUCH : 280
HOURS OF OPERATION : Lunch Monday ~ Sunday 11:30 ~ 14:00
Dinner Monday ~ Sunday 18:00 ~ 22:00

Jade on 36 is one of Shanghai's most iconic establishments. A high-rise restaurant with spectacular views of the bund and the dazzling Pudong cityscape, European-Asia fusion served as an elegant and unique sharing experience, which encourages guests to taste a wide range of flavours and ingredients. The in-house sommelier can help pair dishes with an exceptional selection of handpicked wines, promising to be an experience not soon forgotten.

位置 : 紫金楼36层
分机 : 280
营业时间 : 午餐 周一至周日 11:30 ~ 14:00
晚餐 周一至周日 18:00 ~ 22:00

坐拥外滩旖旎美景和城市繁华景致，为您奉上欧洲与亚洲特色的饕餮美肴。独特的分享式菜单设计理念，为宾客提供更多缤纷选择。搭配侍酒师臻选佳酿，在您欣赏外滩亮丽天际线的同时，乐享珍馐美饌。

RESTAURANTS AND BARS

餐厅和酒吧



LOCATION : Level 1, Grand Tower
TOUCH : 270
HOURS OF OPERATION : 08:00 ~ 20:00

Gourmet offers an extensive selection of artisanal bread, pastries, premium coffee, salads and panini – perfect for dine-in or a quick bite on the go. For a sweet treat, a range of gourmet chocolates, cakes and ice-creams are also available.

位置 : 紫金楼1层
分机 : 270
营业时间 : 08:00 ~ 20:00

时尚西点坊，适合堂吃或外带。精美蛋糕、甜蜜巧克力、爽心冰淇淋和特色面包一应俱全，不妨再尝试一下口味独特的特色咖啡或西点坊特制奶昔。

HOTEL SERVICES

Touch

GUEST SERVICE CENTRE

The Guest Service Centre has been established to ensure a quick response to telephone requests for the following areas:

- Concierge
- Duty Manager
- Housekeeping
- Laundry / Valet
- Reception / Cashier



ADAPTORS AND TRANSFORMERS

Please contact our Guest Service Centre.



AIR-CONDITIONING

Your room is fully air-conditioned. You may adjust the ventilation and the temperature level on wall mounted thermostat. Please contact our Guest Service Centre for further assistance.



CONFIRMATION OF AIRLINE TICKETS

For confirmation of airline tickets, please contact our Guest Service Centre.



BABY COT

Available upon request from our Housekeeping Department.



BABY-SITTING

Please contact our Guest Service Centre. Three hours advance notice is required.



BANQUET ARRANGEMENTS

7410

BUSINESS CENTRE

428

Located on Level 2, River Wing. Please refer to the Business Centre section in this directory.

CHECK-OUT TIME

Check-out time is 12:00 noon. Please contact our Guest Service Centre should you require an extension. Late check-out is subject to room availability and a minimal charge request.



CHI, THE SPA AT SHANGRI-LA

460

Spa treatments inspired by Asian healing philosophies, designed to help restore balance and harmony to mind and body.

COURIER SERVICE

428

Please contact Business Centre on Level 2, River Wing.

CREDIT ARRANGEMENTS

Please contact our Credit Manager or Duty Manager.



HOTEL SERVICES

Touch

CREDIT CARDS

We accept the following credit cards:

American Express

Diners Club

JCB

Mastercard

VISA

Union Pay Card



DRINKING WATER

Bottled water is replenished daily as a courtesy. For hot water, please use the electric kettle provided in the room.

LAUNDRY AND VALET

Professional laundry, dry cleaning and pressing services are available in the hotel. Laundry collected before 12:00 noon will be returned on the same day. An express service is available with additional charge. Laundry lists and bags are available inside the guestroom closet.

DUTY MANAGER

Our Duty Managers are available 24 hours a day.



ELECTRIC CURRENT

Bedrooms are equipped with 220 VOLT/50 WATT outlets located at the writing desk. Adaptors and transformers are available from our Guest Service Centre. In the interest of your safety, the use of private heating or cooking appliances is not permitted in accordance with local regulations.

FACSIMILE - INCOMING

Please contact our Guest Service Centre.



FACSIMILE - OUTGOING

Please contact our Business Centre located on Level 2, River Wing.

428

FOREIGN EXCHANGE

Available at the Front Desk.



GIFT SHOP

Please visit the Gift Shop located on Level 1, Grand Tower, for a range of souvenirs available.

7195

HAIR DRYER

Available in the guest room.



HAIR SALON

Located on Level 5, Grand Tower

6691

HOTEL SERVICES

Touch

HEALTH CLUBS

The Health Club offers a range of recreational and leisure facilities including a well-equipped fitness centre. Please refer to the Health Club section in this directory for more information.



HOUSEKEEPING

For extra pillows, blankets or other amenities to make your stay more comfortable, please contact our Guest Service Centre. Baby cribs and playpens can also be made available.



INTERPRETATION SERVICE

Interpreters can be arranged through our Business Centre located on Level 2, River Wing. Please refer to the Business Centre section in this directory.

428

INTERNET SERVICE

Wi-Fi is available as a guest amenity in the hotel's guestrooms and public areas.

428

IN-ROOM DINING

In-room dining is available 24 hours a day offering breakfast, lunch, dinner and a selection of snacks. Please refer to the In-Room Dining section in this directory.



LOST AND FOUND

Please contact our Guest Service Centre for assistance. The Hotel will keep lost and found items for a period of three months. Perishable items will be retained for three days only. The Hotel reserves the absolute right to dispose of the items if they are not claimed within this period.



LUGGAGE SERVICE

Please contact our Concierge for assistance.



MAIL

Incoming mail is delivered to all guest rooms. For outgoing mail, please contact the Concierge. Postage stamps are available for purchase at the Concierge Desk.



MASSAGE SERVICE

CHI, The Spa, located on Level 6, Grand Tower, offers a range of treatments including massages. Please call to make an appointment. Alternatively, you may visit the Health Club located on Level 4, River Wing or Level 5, Grand Tower.

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MESSAGES

A red flashing light on your telephone indicates that a message has been left for you. To retrieve your voice message, please refer to the Telecommunications section in this directory.



HOTEL SERVICES

Touch

RESERVATIONS

Please call our Guest Service Centre for reservations at any other Shangri-La Hotel, Resort, Kerry Hotel, Traders Hotel and Hotel Jen.



PAGING

Please contact our Concierge.



PARCEL WRAPPING SERVICE

Please contact our Business Centre located on Level 2, River Wing.

428

PETS

Pets are not allowed on the premises.



PHOTOGRAPHER

Please contact Concierge to arrange.

PILLOWS

A wide range of comfortable pillows is available to suit your needs, featuring contour, polyester, feather (soft/firm), herbal and buckwheat.



POSTAGE STAMPS

Available at Concierge.

PRIVACY

Press the "Do Not Disturb" button by the entrance should you wish privacy. We will honour your "privacy sign" until 15:00 at which time we will contact your room. Should there be no response, the Housekeeping Department will enter to check the room and ensure your safety and security. Please advise our Guest Service Centre if you wish to decline Housekeeping service, to screen or hold your telephone calls.



SAFETY LOCKERS

Safes are available free of charge at the Front Desk in the Lobby, 24 hours a day.



SECURITY

Guests are advised to make use of the room door safety chain or latch before they retire. For further details, please refer to the Safety and Security section of this directory.



SHOPPING ARCADE

Please refer to the section on Shops in this directory.



SPORTS AND RECREATION

Please refer to the Health Club section of this directory.



HOTEL SERVICES

Touch

SWIMMING POOLS

Located on Level 4, River Wing and Level 5, Grand Tower. Towels are available at the swimming pools.



TAXI SERVICE

Please contact our Concierge.



TOURS AND SIGHTSEEING

For tour information and arrangements, please contact our Concierge.



TRANSPORTATION

For your transportation requirements, to and from the airports as well as car hire, please contact our Concierge.



VISITORS

In the interest of hotel security, all visitors are requested to leave guest rooms by 23:00. According to local laws, anyone visiting or staying with you in your guest room must register at the Front Desk.



WAKE-UP CALL SERVICE

Please contact our Guest Service Centre.



WHEELCHAIR

Available from our Concierge.



WORSHIP

Our Concierge can provide you with information on places of worship.



酒店服务

宾客服务中心

当您来电要求提供以下方面的服务时，宾客服务中心将迅速给予您回应：

- 礼宾部
- 客房部
- 前台接待/结帐
- 值班经理
- 洗衣服务



电源适配器和变压器

请联系客服中心。



空调

客房内安装了完备的空调设施。客人可使用墙上的温度调节装置调节通风和室内温度。如需要更多帮助，请联系客服中心。



机票确认

请联系客服中心确认机票。



婴儿床

客房部提供婴儿床。



保姆服务

请提前三小时联系客服中心。



宴会安排

7410

商务中心

位于浦江楼2层，请查阅本目录内的商务中心部分。

428

退房时间

退房时间为中午12点。如需延时，需视客房入住情况而定，且需支付相关费用。



香格里拉CHI水疗

以亚洲传统养生古方为本的水疗项目，有助于平衡肌体、放松身心。位于紫金楼6层。

460

快递服务

请联系浦江楼2层的商务中心。

428

信贷服务

请联系值班经理或信贷经理。



信用卡

我们接受以下信用卡：

美国运通卡

万事达卡

大莱卡

维萨卡

JCB

银联标识信用卡



酒店服务

饮用水
每日提供瓶装水。如需热水，请使用客房内的电水壶。

洗衣服务
酒店提供专业的湿洗、干洗以及熨烫服务。中午12时前收洗的衣物可在当日送返，可提供加急洗衣服务。衣橱内备有洗衣价目表及洗衣袋。

值班经理
值班经理全天24小时为您服务 

电源
卧室写字台旁配有220伏/50瓦特的电插座，客服中心另外提供适配器和变压器。出于安全考虑，当地法规不允许在房内使用私人的加热或烹饪电器。

接收传真
请联系宾客服务中心。 

发送传真 428
请联浦江楼2层的商务中心。

兑换外币
可在前台兑换。 

礼品店 7195
位于紫金楼一层，提供多款纪念品可供选择。

吹风机
客房内备有吹风机。 

美发厅 6691
位于紫金楼5层的健身中心内。

健身中心
健身中心提供先进的健身设备、能够满足各阶段使用者的需要。请参阅本目录内健身中心部分。 

客房服务
如需要额外的枕头、毯子或客用品，请联系宾客服务中心。此外还应需求提供婴儿围栏床和游戏围栏。 

翻译服务 428
可通过位于浦江楼2层的商务中心安排翻译服务，请参阅本目录内的商务中心部分。

酒店服务

上网服务 您可在客房和酒店公共区域享用无线上网服务。	428	
客房送餐 全天24小时提供客房送餐服务，可享用早餐、中餐、晚餐和各种点心。请查阅本目录内的客房送餐部分。		
失物招领 请联系客服中心寻求帮助。对于找到的失物，酒店将保存三个月，易腐烂物品只保存三天。在此期间内如无人认领，酒店有权对物品做出处置。		
行李服务 如需帮助，请联系礼宾部。		
邮件服务 酒店接收的邮件被分发给相应客房。如需发送邮件，请联系礼宾部。邮票可在礼宾部柜台购买。		
按摩服务 紫金楼六层的CHI水疗提供多款护理理疗可供选择，其中包括舒适按摩服务，敬请提前致电预约。此外，还可选择至浦江楼四层或紫金楼五层的健身中心。	460	
留言 电话机上红灯闪烁表明有留言，要听取留言，请查阅本目录内的电信服务部分。		
酒店预订 如需预订任何其他香格里拉、嘉里及度假酒店，抑或是商贸饭店及今旅酒店，请致电服务中心。		
传呼服务 请联系礼宾部。		
包裹包装服务 如需包裹包装服务，请联系浦江楼2层的商务中心。	428	
宠物 无特殊情况，不允许宠物入内。		
摄影服务 礼宾部将为您安排此类服务。		
枕头 为满足客人的不同需要，酒店提供各种舒适的枕头，包括体型枕、聚酯纤维枕、羽毛枕（软毛/硬毛）、药枕和荞麦枕。		
邮票 可在礼宾部柜台购买。		

酒店服务

隐私

如不想受到打扰，请按下房间入口处的“请勿打扰”按钮。酒店充分尊重客人的“隐私”，在下午3点前不会前来打扰。3点之后酒店将致电联系您，若无人应答，客房部宾客服务员将入室查看，以确保您的安全。如不需要客房清洁服务，或希望屏蔽或不接入任何电话，请通知客服中心。



保险箱

大堂前台全天24小时提供保险箱服务。



安全措施

建议客人就寝前使用客房门安全链或门搭。具体信息，请参阅本目录内的安全保障部分。



商场服务

位于紫金楼1层和2层。请参阅本目录内的商店部分。



体育和娱乐

请参阅本目录内的健身中心部分。



游泳池

位于浦江楼4层和紫金楼5层。游泳池提供毛巾。



出租车

请联系礼宾部。



观光旅游服务

如需要旅游信息或旅游安排，请联系礼宾部。



租车服务

礼宾部将满足客人的各种交通需求，包括飞机场接送和租车服务。



访客

出于酒店安全考虑，所有来访客人必须在23:00前离开客房。根据本地法律规定，任何来访或留宿者必须在前台接待处登记



叫醒服务

请联系客服中心。



轮椅服务

礼宾部柜台提供轮椅。



宗教礼拜

礼宾部提供各种礼拜地点的信息。



HORIZON CLUB

HORIZON CLUB LOUNGE : Level 21, River Wing
Level 29, Grand Tower
TOUCH : 421, River Wing
429, Grand Tower
OPEN DAILY : 06:30 ~ 24:00

We provide busy international travellers with a 'home away from home'. Our Horizon Club Lounge offers personalised guest services as well as an extensive list of privileges:

CLUB CONCIERGE SERVICE

A full range of concierge services are provided by the Club Concierge.

ALL-DAY REFRESHMENTS

A selection of beverages and snacks are provided throughout the day in the Club Lounge.

BREAKFAST

A la carte and buffet breakfast are served every morning in the Club Lounge.

SUIT PRESSING

Guest is entitled to a pressing of one suit upon arrival.

INTERNET ACCESS

Wired and wireless Internet connectivity.

EVENING COCKTAIL HOUR

A selection of drinks, cocktails and hors d'oeuvres are provided in the Club Lounge for two hours every evening.

LOUNGE FACILITIES

Use of the Club Lounge and all its facilities.

MEETING ROOM USAGE

Enjoy two hours usage of the Club Lounge meeting room daily, based on availability, arranged through the Club Concierge.

NEWSPAPER AND FRESH FRUIT

Everyday a selection of fresh seasonal fruit is replenished and delivered to Club rooms and suites with guest's preferred newspaper.

PRIVATE CHECK-IN AND CHECK-OUT

Exclusive check-in and check-out are available out in the Club Lounge.

SECRETARIAL SERVICE

A full range of secretarial services are provided by the Club Concierge.

豪华阁

豪华阁贵宾廊：浦江楼 21层
紫金楼 29层
电话：浦江楼 421分机
紫金楼 429分机
营业时间：06:30 ~ 24:00

我们旨在为商务客人营造舒适安静的家园环境。豪华阁贵宾廊为您全力提供个性化服务及诸多附加享受：

豪华阁礼宾服务

豪华阁礼宾部为您提供全套礼宾服务

饮料及点心全天供应

豪华阁贵宾廊全天提供各款饮料及点心

早餐

豪华阁贵宾廊提供零点及自助早餐

西服熨烫

客人入住当日享受一套西服免费熨烫

上网服务

豪华阁贵宾廊及客房提供宽带和无线上网服务

欢乐时光

每日傍晚豪华阁贵宾廊提供两小时畅享饮料、鸡尾酒及餐前小食

豪华阁贵宾廊设施

豪华阁客人有权享用贵宾廊及其设施

会议室使用

每日使用两小时豪华阁会议室，视具体情况，由豪华阁礼宾部为您安排

报纸及水果

每日为您送上新鲜时令水果及您喜爱的报纸

私密入住及退房服务

可在豪华阁贵宾廊办理专属登记入住及退房手续

秘书服务

豪华阁礼宾部为您提供全套文秘服务

MEETING & BANQUET

With a total over 8,000 square metres of versatile indoor and outdoor event space, Pudong Shangri-La, East Shanghai boasts as one of the largest hotel banquet and meeting venue in Shanghai. The Grand Collection comprises two pillar-free ballrooms, the Grand Ballroom and China Hall, which can accommodate 1,500 and 1,700 guests respectively for cocktail receptions.

- Complimentary broadband Internet access
- In-house simultaneous translation system
- Laptop / personal computer
- Multi-microphone system with recording service
- Multi-system VCR
- Overhead projector / slide projector
- Digital Screen
- Video / teleconferencing
- Video / data projector
- Onsite AV Specialist

Please contact our Events Management team at Ext. 7410 for a tour of the Hotel's Meeting and Banquet facilities.

酒店总共能够提供高达8,000平方米（86,111平方英尺）的室内外活动场所，可满足各类活动的需求。其中两间无柱式宴会厅大宴会厅和盛事堂分别可容纳1500人和1700人进行鸡尾酒会。最新推出的盛典厅同样是举办时尚私人派对、高层会议及奢华晚宴的绝佳场地。同时10间大小不一的会议室可满足不同活动的要求。

所有的宴会厅都配备了先进的影音系统，如：

- 免费宽带使用
- 同声翻译系统
- 笔记本电脑/台式电脑
- 多功能麦克风系统带录音功能
- 多功能录像系统
- LED数字屏幕
- 高射投影仪/幻灯机
- 视屏电话系统
- 数码投影机
- 专业视听系统支持团队

如需查询或预定，请联系浦东香格里拉大酒店宴会与会议统筹团队，分机7410。

AIRLINES

航空公司

Shanghai/上海

Air Canada (AC)
Rm 3901, United Plaza, 1468 Nanjing (W) Rd
加拿大航空公司
南京西路1468号中欣大厦3901室
Tel: 6279 2999
www.aircanada.ca

Air China (CA)
Rm 307, Kerry Centre, 1515 Nanjing (W) Rd
中国国际航空公司
南京西路1515号嘉里中心307室
Tel: 4008 100999 / 5298 6021
www.airchina.com.cn

Air France (AF)
Rm 3901/B, The Sound Square, 388 Nanjing (W) Rd
法国航空公司
南京西路388号仙乐斯广场3901-B室
Tel: 4008 808808
www.airfrance.com.cn

Air India (AI)
Room 1002, No. 841 Yan'an (M) Rd
印度航空公司
延安中路841号1002室
Tel: 5298 5698
www.airindia.com

Air Macau (NX)
Rm 806, Hotel Equatorial, 65 Yan'an (W) Rd
澳门航空公司
延安西路65号贵都大酒店806室
Tel: 6248 1110
www.airmacau.com.mo

Alitalia (AZ)
Rm 3607, 989 Changle Rd
意大利航空公司
长乐路989号3607室
Tel: 6103 1133
www.alitalia.it

AIRLINES

航空公司

All Nippon Airways (NH)
Level 2, East Tower, Shanghai Centre, 1376 Nanjing (W) Rd
全日空航空公司
南京西路1376号, 上海商城东楼2楼
Tel: 8008 201122
www.ana.co.jp

Asiana Airlines (OZ)
Level 2, Rainbow Hotel, 2000 Yanan (W) Rd
韩亚航空公司
延安西路2000号虹桥饭店2楼
Tel: 4006 508000
www.flyasiana.com

Austrian Airlines (OS)
Unit 2904, Office Tower Raffles City, 268 Xizang (M) Rd
奥地利航空公司
西藏中路268号来福士广场2904室
Tel: 6340 3411
www.aua.com

British Airways (BA)
Room 703, The Central Plaza, No.227 Huangpi (N) Rd
英国航空公司
黄陂北路227号中区广场703室
Tel: 6375 8387
www.britishairways.com

China Eastern Airlines (MU)
No. 258 Weihai Rd
中国东方航空公司
威海路258号
Tel: 95808
www.ce-air.com

China Southern Airlines (CZ)
227 Jiangsu Rd
中国南方航空公司
江苏路227号
Tel: 95539
www.cs-air.com

AIRLINES

航空公司

Dragon Air (KA)
Rm 2101-2104, Shanghai Plaza, 138 Huaihai (M) Rd
港龙航空公司
淮海中路138号上海广场2101-2104室
Tel: 6375 6375
www.dragonair.com

Emirates (EK)
33F, United Plaza No. 1468, Nanjing (W) Rd
阿联酋航空公司
南京西路1468号中欣大厦
Tel: 3222 9999
www.skycargo.com

Eva Airways (BR)
Rm 3801, Level 38, Raffles City, 268 Xizang (M) Rd
长荣航空公司
西藏中路268号来福士广场3801室
Tel: 3861 3999
www.evaair.com.tw

Garuda Indonesia (GA)
No. 618 Yan An (E) Rd
印度尼西亚航空公司
延安东路618号
Tel: 5385 5399
www.garuda-indonesia.com

Japan Airlines (JL)
Huaihai International Square, 1045 Huaihai (M) Rd
日本航空公司
淮海中路1045号淮海国际广场
Tel: 6288 3000
www.jal.com

KLM Airlines (KL)
Rm 3901-3908, The Sound Square, 388 Nanjing (W) Rd
荷兰航空公司
南京西路388号仙乐斯广场3901-3908室
Tel: 4008 808222
www.klm.cm

AIRLINES

航空公司

Korean Air (KE)
Level 34, Wandu Center, 8 Xingyi Rd
大韩航空公司
兴义路8号34楼万都中心
Tel: 4006 588888
www.koreanair.com

Lufthansa (LH)
Level 3, 1st Building, 222 Hubin Rd
汉莎航空公司
湖滨路222号企业天地I号楼3楼
Tel: 5352 4999
www.lufthansa.com

Malaysia Airlines (MH)
Rm 209, Level 2, East Wing, Shanghai Centre, 1376 Nanjing (W) Rd
马来西亚航空公司
南京西路1376号上海商城东楼209室
Tel: 6279 8607
www.malaysiaairlines.com.my

Northwest Airlines (NW)
Suite 207, East Tower, Shanghai Centre, 1376 Nanjing (W) Rd
美国西北航空公司
南京西路1376号上海商城东楼207室
Tel: 4008 140081
www.nwa.com

Qantas Airways (QF)
Rm 3202, Jia Hua Centre, 1010 Middle Huanhai Rd
澳大利亚航空公司
淮海中路1010号嘉华中心3202室
Tel: 6145 0188
www.qantas.com

Nepal Airlines (RA)
Rm 405, Building B, 1 Wanhangu Rd
尼泊尔航空公司
万航渡路1号B栋405室
Tel: 3214 0717
www.nepalairlines.com.np

AIRLINES

航空公司

Scandinavian Airlines (SK)
Room 3901, 580 Nanjing (W) Rd
北欧航空公司
南京西路580号3901室
Tel: 5228 5001
www.sas.se

Shanghai Airlines (SM)
212 Jiangning Rd
上海航空公司
江宁路212号
Tel: 8006 208888
www.shanghai-air.com

Singapore Airlines (SQ)
Rm 1106-1110, Tower 1, PLAZA 66, 266 Nanjing (W) Rd
新加坡航空公司
南京西路266号恒隆广场1座1106-1110室
Tel: 6288 7999
www.singaporeair.com

Swiss Airlines (LX)
Rm 2602, Westgate Tower, 1038 Nanjing (W) Rd
瑞士航空公司
南京西路1038号梅龙镇广场2602室
Tel: 4008 820880
www.swiss.com

Thai Airways (TG)
Unit 105, Shanghai Kerry Centre, 1515 Nanjing (W) Rd
泰国航空公司
南京西路1515号上海嘉里中心105单元
Tel: 3366 4111
www.thaiairways.com

Turkish Airlines (TK)
Rm 211, Shanghai Centre, 1376 Nanjing (W) Rd
土耳其航空公司
南京西路1376号上海商城211室
Tel: 3222 0022
www.thy.com

AIRLINES

航空公司

United Airlines (UA)
Rm 3301-3317, Level 33, Shanghai Central Plaza, 381 Huaihai (M) Rd
美国联合航空公司
淮海中路381号中环广场3301-3317
Tel: 3311 4567
www.united.com

Vietnam Airlines (VN)
531A, West Building Shanghai Centre, No. 1376 Nanjing (W) Rd
越南航空公司
南京西路1376号上海商城东楼531室
Tel: 6279 7777
www.vietnamairlines.com

Virgin Atlantic Airlines (VS)
Suite 221, 12 Zhongshan No. 1 (E) Rd
维珍航空公司
中山东一路12号221座
Tel: 5353 4600
www.virgin-atlantic.com

Beijing/北京

Air Israel (LY)	以色列航空公司	(10) 6597 4512
Alitalia (AZ)	意大利航空公司	(10) 6501 4861
American Airlines (AA)	美国航空公司	(10) 5879 7600
Finnair (AY)	芬兰航空公司	(10) 6512 7180
Iran Air (IR)	伊朗航空公司	(10) 6512 4945
Pakistan Airlines (PK)	巴基斯坦航空公司	(10) 6505 1681
Polish Airlines (PK)	波兰航空公司	(10) 6505 0136
Royal Brunei Airlines (BI)	文莱航空公司	(10) 6465 1625
Yugoslav Airlines (JU)	南斯拉夫航空公司	(10) 6590 3166

CONSULATE

领事馆

Shanghai/上海

Consulate General of Argentina

Room 402, West Tower, Sun Plaza, 88 Xian Xia Road 200336

Tel: 6278 0300 Fax: 6295 8539

阿根廷驻上海总领事馆

仙霞路88号太阳广场西楼402室 200336

电话: 6278 0300 传真: 6295 8539

Consulate General of Australia

22F, CITIC Square, 1168 Nanjing Road West 200041

Tel: 5292 5500 Fax: 5292 5511

澳大利亚驻上海总领事馆

南京西路1168号中信泰富广场22F 200041

电话: 5292 5500 传真: 5292 5511

Consulate General of the Republic of Austria

3A Qi Hua Tower, 1375 Huai Hai Road Middle 200031

Tel: 6474 0268 Fax: 6471 1554

奥地利驻上海总领事馆

淮海中路1375号启华大厦3A 200031

电话: 6474 0268 传真: 6471 1554

Consulate General of Belgium

127 Wu Yi Road 200050

Tel: 6437 6579 Fax: 6437 7041

比利时驻上海总领事馆

武夷路127号 200050

电话: 6437 6579 传真: 6437 7041

Consulate General of Brazil

10AB, Qi Hua Tower, 1375 Huai Hai Road Middle 200031

Tel: 6437 0110 Fax: 6437 0610

巴西驻上海总领事馆

淮海中路1375号启华大厦10AB 200031

电话: 6437 0110 传真: 6437 0610

Consulate General of Cambodia

No.267 Tian Mu Road Middle

Tel: 5101 5850 Fax: 5101 5855

柬埔寨驻上海总领事馆

天目中路267号

电话: 5101 5850 传真: 5101 5855

CONSULATE

领事馆

Consulate General of Canada

Suite 604, Four Shanghai Center, 1376 Nanjing Road West 200040

Tel: 6279 8400 Fax: 6279 8401

加拿大驻上海总领事馆

南京西路1376号上海商城四区604室 200040

电话: 6279 8400 传真: 6279 8401

Consulate General of Chile

2299 Yan An Road West 200336

Tel: 6236 0770 Fax: 6236 1318

智利驻上海总领事馆

延安西路2299号 200336

电话: 6236 0770 传真: 6236 1318

Consulate General of Republic De Cuba

Room 501, New Town Mansion, 55 Lou Shan Guan Road 200336

Tel: 6275 3078 Fax: 6275 3147

古巴驻上海总领事馆

娄山关路55号新虹桥大厦501室 200336

电话: 6275 3078 传真: 6275 3147

Consulate General of Czech Republic

Room 808, 83 Lou Shan Guan Road 200002

Tel: 6236 9925 Fax: 6236 9920

捷克共和国驻上海总领事馆

娄山关路83号808室 200002

电话: 6236 9925 传真: 6236 9920

Consulate General of Denmark

Room 701, Shanghai International Trade Centre, 2201 Yan An Road West 203336

Tel: 6209 0500 Fax: 6209 0504

丹麦驻上海总领事馆

延安西路2201号上海国际贸易中心701室 203336

电话: 6209 0500 传真: 6209 0504

Consulate General of Egypt

19A, Qi Hua Tower, 1375 Huai Hai Road Middle 200031

Tel: 6433 1020 Fax: 6433 0049

埃及共和国驻上海总领事馆

淮海中路1375号启华大厦19A 200031

电话: 6433 1020 传真: 6433 0049

CONSULATE

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Consulate General of Finland

Room 2501, CITIC Square, 1168 Nanjing Road West 200041

Tel: 5292 9900 Fax: 5292 9880

芬兰驻上海总领事馆

南京西路1168号中信泰富广场2501室 200041

电话: 5292 9900 传真: 5292 9880

Consulate General of France

2F, Haitong Securities Building, 689 Guangdong Road 200001

Tel: 6103 2200 Fax: 6135 2089

法国驻上海总领事馆

广东路689号海难证券大厦2楼 200001

电话: 6103 2200 传真: 6135 2089

Consulate General of Germany

181 Yong Fu Road 200031

Tel: 3401 0106 Fax: 6471 4448

德国驻上海总领事馆

永福路181号 200031

电话: 3401 0106 传真: 6471 4448

Consulate General of India

Room 1008, Shanghai International Trade Centre, 2201 Yan An Road West 203336

Tel: 6275 8885 Fax: 6275 8881

印度驻上海总领事馆

延安西路2201号上海国际贸易中心1008室 203336

电话: 6275 8885 传真: 6275 8881

Consulate General of Iran

17 Fu Xing Road West 200031

Tel: 6433 2997 Fax: 6433 6826

伊朗驻上海总领事馆

复兴西路17号 200031

电话: 6433 2997 传真: 6433 6826

Consulate General of Ireland

Room 700A, West Tower, Shanghai Center, 1376 Nanjing Road West 200040

Tel: 6279 8729 Fax: 6279 8739

爱尔兰驻上海总领事馆

南京西路1376号上海商城西峰700A 200040

电话: 6279 8729 传真: 6279 8739

CONSULATE

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Consulate General of Israel

Room 703, New Town Mansion, No. 55 Lou Shan Guan Road 200336

Tel: 6126 4500 Fax: 6126 4555

以色列驻上海总领事馆

娄山关路55号新虹桥大厦703室 200336

电话: 6126 4500 传真: 6126 4555

Consulate General of Italy

19F, 998 Chang Le Road 200031

Tel: 5407 5588 Fax: 5407 5179

意大利驻上海总领事馆

长乐路998号19楼 200001

电话: 5407 5588 传真: 5407 5179

Consulate General of Japan

8 Wan Shan Road 200336

Tel: 5257 4766 Fax: 6209 9110

日本国驻上海总领事馆

万山路8号 200336

电话: 5257 4766 传真: 6209 9110

Consulate General of Korea

60 Wan Shan Road

Tel: 6295 5000 Fax: 6295 5191

大韩民国驻上海总领事馆

万山路60号

电话: 6295 5000 传真: 6295 5191

Consulate General of Malaysia

11F, CITIC Square, 1168 Nanjing Road West 200041

Tel: 5292 5424 Fax: 5292 5951

马来西亚驻上海总领事馆

南京西路1168号中信泰富广场11F 200041

电话: 5292 5424 传真: 5292 5951

Consulate General of Mexico

9A-B, Qi Hua Tower, 1375 Huai Hai Road Middle 200031

Tel: 4437 3451 Fax: 6437 2397

墨西哥驻上海总领事馆

淮海中路1375号启华大厦9A-B 200031

电话: 4437 3451 传真: 6437 2397

CONSULATE

领事馆

Consulate General of The Netherlands
4/F, East Tower, Sun Plaza, 88 Xian Xia Road 200336
Tel: 6209 9076 Fax: 6209 9079
荷兰王国驻上海总领事馆
仙霞路88号太阳广场东楼4楼 200336
电话: 6209 9076 传真: 6209 9079

Consulate General of New Zealand
16F, Century Trade Square, 989 Chang Le Road 200031
Tel: 5407 5858 Fax: 5407 5068
新西兰驻上海总领事馆
长乐路989号海世纪商贸广场16楼 200031
电话: 5407 5858 传真: 5407 5068

Consulate General of Norway
12 Zhong Shan Dong Yi Road 200002
Tel: 6323 9988 Fax: 6323 3938
挪威驻上海总领事馆
中山东一路12号 200002
电话: 6323 9988 传真: 6323 3938

Consulate General of Romania
Room 305, West Tower, Sun Plaza, 88 Xian Xia Road 200336
Tel: 6270 1146 Fax: 6208 5105
罗马尼亚共和国驻上海总领事馆
仙霞路88号太阳广场西楼305室 200336
电话: 6270 1146 传真: 6208 5105

Consulate General of Russian Federation
20 Huang Pu Road 200080
Tel: 6324 8383 Fax: 6306 9982
俄罗斯驻上海总领事馆
黄浦路20号 200080
电话: 6324 8383 传真: 6306 9982

Consulate General of Serbia and Montenegro
Room 801 Lyon Garden, No 1, Lane 60, Rong Hua Road East Gu Bei New Area 201103
Tel: 6208 1388 Fax: 6208 7412
塞尔维亚和黑山驻上海总领事馆
古北新区荣华东道60弄1号里昂花园801室 201103
电话: 6208 1388 传真: 6208 7412

CONSULATE

领事馆

Consulate General of Republic of Singapore

89 Wan Shan Road 200336

Tel: 6278 5566 Fax: 6208 6544

新加坡驻上海总领事馆

万山路89号 200336

电话: 6278 5566 传真: 6208 6544

Consulate General of Spain

Room 303, 12 Zhong Shan Dong Yi Road 200002

Tel: 6321 3543 Fax: 6321 1396

西班牙共和国上海总领事馆

中山东一路12号303号 200002

电话: 6321 3543 传真: 6321 1396

Consulate General of Sweden

Room 1530-1541, Central Plaza, 381 Huai Hai Road Middle 200020

Tel: 5359 9610 Fax: 5359 9633

瑞典驻上海总领事馆

淮海中路381号中环广场1530-1541 200020

电话: 5359 9610 传真: 5359 9633

Consulate General of Switzerland

22F, Building A Far Eastern Tower, 319 Xian Xia Road 200051

Tel: 6270 0519 Fax: 6270 0522

瑞士驻上海总领事馆

仙霞路319号远东国际广场A栋22楼 200051

电话: 6270 0519 传真: 6270 0522

Consulate General of Thailand

15F, Jingcai Century Building, 567 Weihai Road 200002

Tel: 6288 3030 Fax: 6288 9072

马来西亚驻上海总领事馆

威海路567号晶彩世纪大厦15楼 200002

电话: 6288 3030 传真: 6288 9072

Consulate General of Republic of Turkey

13B, Qi Hua Tower, 1375 Huai Hai Road Middle 200031

Tel: 6474 6838 Fax: 6471 9896

墨西哥驻上海总领事馆

淮海中路1375号启华大厦13B 200031

电话: 6474 6838 传真: 6471 9896

CONSULATE

领事馆

Consulate General of United Kingdom
Suite 301, West Tower, Shanghai Center, 1376 Nanjing Road West 200040
Tel: 6279 7650 Fax: 6279 7651
英国驻上海总领事馆
南京西路1376号上海商城西301室 200040
电话: 6279 7650 传真: 6279 7651

Consulate General of United States of America
1469 Huai Hai Road Middle 200031
Tel: 6433 6880 Fax: 6433 4122
美国驻上海总领事馆
淮海中路1469号 200031
电话: 6433 6880 传真: 6433 4122

Embassies Represented in Beijing

大使馆 (北京)

Hungary	匈牙利	(10) 6532 1431
Indonesia	印度尼西亚	(10) 6532 5486
Kuwait	科威特	(10) 6532 2374
Mongolia	蒙古	(10) 6532 1203
North Korea	朝鲜	(10) 6532 1186
Philippines	菲律宾	(10) 6532 2451
Poland	波兰	(10) 6532 1235
Portugal	葡萄牙	(10) 6532 3497
Saudi Arabia	沙特阿拉伯	(10) 6532 5325
Vietnam	越南	(10) 6532 1155

BUSINESS CENTRE

LOCATION : Level 2, River Wing
TOUCH : 428
OPEN DAILY : Monday ~ Friday 08:00 ~ 20:00
Saturday & Sunday 10:00 ~ 19:00

We provide busy international travellers with an office away from the office. Our Business Centre offers professional secretarial services, facsimile, photocopying, meeting rooms and offices for rent, conference facilities and equipment, name card printing, courier service and personal computer rental for your convenience.

Rental of Business Centre facilities and equipment is available on an hourly or daily basis.

BOARDROOM AND MEETING ROOMS

One small meeting room for 2 to 4 persons, one Executive Boardroom for 12 to 16 persons and two Meeting Rooms accommodating between 8 and 10 persons are available.

BUSINESS REFERENCE LIBRARY

Current business magazines, dictionary and other indexes are available.

COURIER SERVICE

Worldwide and local express delivery services are available.

EQUIPMENT RENTAL

Conference phone, computer, electric typewriter, fax machine, flipchart, laptop computer, laser printer, LCD projector, mobile phone, overhead projector.

FACSIMILE

Prompt facsimile to destinations all over the world.

INTERNET SERVICE

Wired and wireless Internet connectivity.

MAILING SERVICE

All items are carefully handled and professionally processed by our experienced team.

PHOTOCOPY

For urgent requests during non-operational hours, please call the Duty Manager at Ext. 3.

PRINTING

Printing of business cards, personalised stationery and other printing requirements can be arranged. Book binding service is available.

SECRETARIAL SERVICE

Experienced secretaries are available for assistance with word processing and printing. Prior arrangements can be made for full-time secretarial support.

TRANSLATION AND INTERPRETATION SERVICES

These services are available upon request. Advance notice is required.

WORKSTATIONS

Individual workstations are equipped with desktop computers, laser printer, scanner, colour printer, telephone and modem.

商务中心

位置 : 浦江楼2层
电话 : 428
营业时间 : 周一至周五 08:00 - 20:00
周六及周日 10:00 - 19:00

作为商务旅客拥有的“办公室外的办公室”，商务中心提供专业秘书、传真、复印、快递、名片印刷服务以及会议室、会议设施和个人电脑租赁业务。商务中心的租用以小时或天为单位。

会议室

小会议室可容纳2至4人，大会议室可容纳12至16人，其余两间会议室则可供8至10人使用。

报刊阅览

提供商务杂志、字典等。

快递服务

本地和全球快递服务。

设备租赁

各类设备一应俱全，包括会议电话、计算机、电动打字机、传真机、白板、手提电脑、激光打印机、LCD投影机、手机、投影仪、电视和DVD。

传真

快递传真，直达世界各地。

互联网服务

提供宽带和无线上网服务。

邮递服务

邮递人员经验丰富，将认真专业地处理每一份投递物品。

复印

非营业时段，请拨分机3联系值班经理。

印制服务

可根据要求印刷名片、个人信纸及其他物品。另外还提供装订服务。

秘书服务

专业秘书经验丰富，能够协助进行文字处理和打印业务。如需要全职秘书服务，可提前安排。

翻译和口译服务

如有需要，请提前预约此类服务。

电脑工作台

个人工作台配备有台式电脑、激光打印机、扫描仪、彩色打印机、电话和调制解调器。

CHI, The Spa at Shangri-La

LOCATION : Level 6, Grand Tower
TOUCH : 460
HOURS OF OPERATION : 10:00 ~ 24:00

CHI, The Spa at Shangri-La, draws inspiration from the origins of the Shangri-La legend, a place of personal peace, enchantment and well-being. Internationally acclaimed for its award-winning spa treatments and interior design, choose from a range of spa treatments including relaxing massages, revitalising facial therapies or pampering body treatments based on the Chinese philosophy of “Qi” and the ancient healing traditions and rituals of Asia.

Awaken your senses, soothe your body and revitalize your spirit with the CHI Balance Signature Massage,, which incorporates the Chinese philosophy of releasing blockages in meridian points throughout the body to bring about harmony and balance.

Our team of highly qualified therapists are on hand to recommend treatments to suit your individual needs, using thoughtfully selected essential oils and aromatic herbs to provide a restorative experience that will leave you feeling refreshed.

Leave your stress behind and retreat to a tranquil haven at CHI, The Spa.

“You will achieve calmness and profundity, ripeness and wisdom. And the clear enchantment of memory. And, most of all, you will have Time...”

Lost Horizon, by James Hilton

香格里拉CHI水疗

位置 ： 紫金楼6层
电话 ： 460
营业时间 ： 10:00 ~ 24:00

香格里拉CHI水疗的理念是营造一个犹如“香格里拉”传说般宁静怡人的世外桃源。得益于亚洲传统养生哲学，屡获殊荣的CHI水疗为您奉上多款舒适按摩、经典面部或身体护理，让您放松身心，体验由内而外的怡神活气。

经典理疗气平衡特色按摩以全掌顺推经络抚推，从而舒缓肌肤，放松身心，恢复体内平衡与和谐。

我们的专业理疗师手法娴熟，对每位客人呵护备至，体贴入微。辅以芳香精油与草本植物，让您尽享尊奢焕活的全新体验。

享受静谧舒压之旅，尽在CHI水疗。

“你将获得安宁与顿悟，成熟与智慧，还有记忆犹新的难忘记忆。这一切，更珍贵的是您将拥有心灵的静驻，享受时光悠然而过……”

《消失的地平线》詹姆斯·希尔顿

HEALTH CLUB & RECREATION

LOCATION : Level 4, River Wing
Level 5, Grand Tower
TOUCH : 450/451
HOURS OF OPERATION : 06:00 ~ 23:00 daily (Health Club)
Open 24 hours daily (Gymnasium)

Whether you are looking to stay active, or unwind with a spa treatment, we have everything you need to indulge your senses, sooth your body and revitalise your spirit.

GYMNASIUM

Our gymnasium offers a state-of-the-art range of exercise and health equipment for your fitness regime. Both gymnasiums in the Grand Tower and River Wing open 24 hours daily, accessible using your room keycard.

HAIR SALON BY TONI & GUY

Located at Level 5, Grand Tower. Opens from 10:00 to 22:00 daily.

SAUNA

Relax and enjoy our sauna, steam-bath and Jacuzzi from 06:00 to 23:00. Separate facilities for men and women.

SPORTS EQUIPMENT AND BEAUTY SUPPLIES

The Health Clubs provide towel, slippers and the necessary toiletries. A range of health and sports gear is also available for purchase.

SWIMMING POOLS

Enjoy our heated indoor swimming pools located at the Health Clubs from 06:00 to 23:00.

OUTDOOR TENNIS COURT

Prior reservation is recommended.

健身中心

位置 : 浦江楼4层
紫金楼5层
电话 : 450/451
营业时间 : 06:00 ~ 23:00 (健身中心)
24小时开放 (健身房)

在健身中心挥汗如雨，体验畅快锻炼的乐趣；或是放松身心，享受健身按摩服务。

健身房

紫金楼和浦江楼健身房均24小时开放，使用房卡即可进入，这里提供一系列健身锻炼器材，另有单独的力量训练区域。

美发沙龙 - 汤尼英盖

位于紫金楼5层，每日开放时间为10:00至22:00。

桑拿

提供男女单独桑拿、蒸汽浴及水力按摩池，开放时间06:00至23:00。

健身设施和个人用品

健身中心提供浴巾、拖鞋和必要的梳洗用品，另有各种健康和体育用品出售。

游泳池

室内恒温游泳池，开放时间06:00至23:00。

室外网球场

请提前预约。

SAFETY & SECURITY

SECURITY

As your host, Pudong Shangri-La feels a very special responsibility and concern for your safety and for the security of your possessions during your stay with us. We urge you to take advantage of the following services we offer to assure you of a pleasant stay.

ASSISTANCE AND INFORMATION

Our desire is to make your visit enjoyable and free from unpleasant incidents. The Hotel is patrolled regularly by our Security personnel. If you notice suspicious activity or have need for special assistance, please contact our Guest Service Centre.

DOOR LOCKS

Although the style of lock for your guestroom door may vary from hotel to hotel, our rooms are fitted with an additional security chain or door latch. This chain or latch is activated from inside your room. It is recommended that you use this feature whenever you are inside your room especially upon retiring.

EMERGENCY LINE

Press  and your call will be answered immediately.

KEY CARDS

Please remember to return your key cards at check-out. For security purposes, key cards are programmed to be deactivated by 4pm on the day of check-out.

OBSERVATION PORT

Your guest room door is equipped with an observation port that permits you to see the corridor outside your room without opening the door. Before answering a knock, please use the observation port to determine who is seeking entry. Please be aware of confident tricksters who may gain entry into guest rooms to commit theft by posing as Hotel staff under the pretext of explaining the use of room facilities. Your co-operation is sought in ensuring that you allow entry only to Shangri-La Hotel staff who can be identified by their uniforms, name tags and identification cards. If you are in doubt of anyone's identity, please contact our Guest Service Centre.

ROOM NUMBER

To ensure privacy, Hotel personnel are instructed not to give out room numbers of registered guests. You may be connected directly to another party's room by giving the name to the Hotel operator.

VALUABLES

We regret that the Hotel cannot be responsible for jewellery, camera, money or other valuables left in the room. Safe deposit boxes are provided free of charge at our Front Desk. For the safe box in your room, please do not use simple numbers like '1234' as a combination.

FIRE SAFETY

The Hotel is fully equipped with sophisticated fire preventing and detection systems. Please study the fire escape plan mounted behind your room door as a precautionary measure. We assure you that every precaution is constantly made to ensure your safety at all times.

SAFETY & SECURITY

SAFETY

- * Do note exits and emergency procedures found on the back of your door
- * The fire exits on your floor are clearly marked
- * Count the number of doorways between your door and the nearest emergency exit
- * Check the location of the fire extinguisher / hose and alarm along the corridor of your floor

If you find a fire:

- * Activate the nearest fire alarm
- * Call the Hotel operator by pressing the emergency line 
- * Leave the building by using the exit staircase. Close the door(s) against the fire. Do not use the elevators and please take your room key with you

If a fire starts in your room:

- * Evacuate your room immediately. Take your room key with you
- * Close the door securely behind you
- * Activate a fire alarm and notify your immediate neighbours
- * Call the Hotel operator on the nearest telephone and walk to safety via the emergency exit
- * Do not use the elevator

If evacuating upon hearing a fire alarm:

- * Take your room key and move cautiously
- * Feel the door handle with the back of your hand. If the door handle is hot or abnormally warm, do not open it
- * If the door handle is not hot, open it carefully, but be ready to close it immediately if necessary
- * Proceed to the nearest emergency exit
- * Do not use the elevator
- * Most fatalities occur from the inhalation of smoke and poisonous gases, not from burning. Always stay low to the ground if there is any smoke present. Never use the elevator

If you must remain in your room:

- * Do not panic. You can stay in your room and still survive a fire
- * Turn off the air conditioning
- * Fill the bathtub with water (as a water reserve only)
- * Inform your location to the Hotel operator
- * Use wet towels and sheets to seal up door gaps and air vents
- * Use the waste basket to bail water from your bathtub if smoke seeps in
- * Remove drapes from the window
- * If smoke still enters your room, cover your mouth and nose with a wet towel
- * If the air becomes too smoke-laden, it may be necessary to open your window slightly. If the windows do not open, break one with a chair or a drawer. Do not open or break a window if smoke or flames are rising outside from a lower floor

PLEASE NOTE

The information and recommendations pertaining to safety & security have been compiled from different sources believed to be reliable. There is no warranty, guarantee or representation as to the absolute correctness or sufficiency of any representation contained therein. It must not be assumed that all acceptable safety measures are contained in this directory, or that other additional measures may be required under particular or exceptional conditions or circumstances.

安全保障

保安工作

在您入住期间，香格里拉大酒店将特别关注保护您的人身和财产安全。我们强烈建议您使用以下服务，以确保您在酒店度过愉快的时光。

帮助与信息

我们希望您能愉快度过在这里的分分秒秒，没有任何意外发生。酒店有安保部人员不间断地巡视。如果您留意到任何异常状况或需要特别帮助，请联系客服中心。

门锁

虽然不同酒店的客房门锁式样各异，但我们的房门都配有安全门链或插销，可从房间内插上。建议您在房内时插上门链或插销，尤其是在就寝时。

紧急热线

拨打紧急热线<☎>，将有员工立即回应。

钥匙卡

请在退房时返还钥匙卡。出于安全考虑，钥匙卡在退房当天下午4点后无效。

观察孔

客房门上有观察孔，可以看到走廊。如有人敲门，在开门前先使用观察孔确定来人身份。请注意，有些骗子会谎称为酒店员工，借口要解释房间设施的使用而进入客房行窃。希望您配合我们的工作，只允许身着制服、佩戴名牌和身份卡的香格里拉酒店员工进入房间。您对该人员有所怀疑，请联系客服中心。

房间号

为保障客人的隐私，酒店人员不得泄露入住房间号。如要接通房内客人的电话，请把客人的姓名告诉酒店接线员。

贵重物品

很遗憾酒店无法对在房间内的珠宝、相机、钱物或其他贵重物品的安全负责。请使用酒店前台的免费保险箱。对于客房内的免费保险箱，注意不要设置“1234”这样简单的数字密码。

安全保障

安全措施

- * 请仔细阅读门背后的消防疏散示意图和紧急逃生步骤。
- * 各楼层的安全出口都有清晰的标示。
- * 弄清楚入住房间和最近的紧急出口之间的房间数。
- * 检查您所处楼层走廊内灭火器/灭火水龙带及报警的位置。
- * 酒店配备有先进的火警预防与感应系统。为以防万一，请仔细阅读门背后的安全通道平面图。我们采取各种预防措施，以保证客人的绝对安全。

如果发现火情：

- * 启动最近的火警报警装置。
- * 拨打急救热线<☎>，向酒店接线员报告火警。
- * 从紧急出口楼梯离开大厦。关闭房门，挡住火源。不要使用电梯，离开时请带上房间钥匙。

如果房间内起火：

- * 立刻离开房间，带上房间钥匙。
- * 关上房门。
- * 启动火警报警装置，立即通知旁边客房的客人。
- * 用最近的电话通知酒店接线员，从紧急出口走到安全区域。
- * 不要使用电梯。

听到报警撤离时：

- * 带上房间钥匙，小心地离开。
- * 用手背触摸门把手，如果感觉烫或者过热，不要开门。
- * 如果门把手不烫，慢慢打开门，准备好必要时随时关门。
- * 走到最近的紧急出口处。
- * 不要使用电梯。
- * 火灾中大部分的死亡是由于吸入烟和毒气。如果现场有烟，请伏低身体，不要使用电梯。

如果必须留在房间内：

- * 不要慌张，因为在房间内也可以躲过火灾。
- * 关闭空调。
- * 在浴缸内放满水（作为储备）。
- * 通知酒店接线员你的位置。
- * 用湿毛巾和床单封住门缝和通气孔。
- * 如仍有烟渗入，用垃圾桶从浴缸内舀水泼撒。
- * 卸下窗帘。
- * 如果烟继续渗入房间，用湿毛巾捂住鼻口。
- * 如果空气中烟尘过多，将窗户稍稍打开。如果是封闭窗户，用椅子或抽屉砸碎窗户。如果室外可见从下面楼层上升的烟尘或火焰，不要打开或砸碎窗户。

请注意：

以上所列的信息和建议来源可靠，供您参考。但不能保证文中所陈述信息的绝对正确和充足性。不能据此认为该目录已包含了所有可接受的安全措施，或在特殊情况下可能要求采取额外措施。

SHOPS
商店



LOCATION : Level 1, Grand Tower
TOUCH : 7196
HOURS OF OPERATION : 10:00 ~ 22:00

With multiple stores across Hong Kong, Japan, Singapore, Korea, Beijing and Shanghai, La Club is the choice purveyor of fine cigars, committed to offering a wide selection to discerning customers.

位置 : 紫金楼1层
分机 : 7196
营业时间 : 10:00 ~ 22:00

精品雪茄店夏湾拿为您提供品质上乘的雪茄，在香港、日本、新加坡、韩国、北京、上海等地均获认可与亲睐。

Bola Family
高级定制

LOCATION : Level 1, Grand Tower
TOUCH : 0
HOURS OF OPERATION : 09:30 ~ 22:00

Bola Family is a brand coming from Hong Kong, it is specially designed for the high-end custom-tailored leather shoes and leather goods brand. Excellent brand and quality, as well as the elegant design style get the high praise and favor of high-end people.

保莱世家是一个专为高端人士量身高级手工定制皮鞋、皮具的品牌。出色的品味与品质。以及大气而优雅的设计风格使品牌获得了广大高端人士的好评与青睐。

位置 : 紫金楼1层
分机 : 0
营业时间 : 09:30 ~ 22:00

SHOPS
商店

Porro&Porro
Custom Tailor

LOCATION : Level 2, River Wing
TOUCH : 6246
HOURS OF OPERATION : 09:30 ~ 21:00

Precisely measured and meticulously tailored men's suits and shirts stitched to the finest detail.

位置 : 浦江楼2层
分机 : 6246
营业时间 : 09:30 ~ 21:00

量身定做，手工制造，打造男士西服及衬衫精品。



TELECOMMUNICATIONS GUIDE

FACSIMILE

Personal facsimile machines are available upon request, at a fee.

Alternatively, please use the facsimile machines at the Business Centre, located on Level 2, River Wing.

The Hotel shall not be responsible for any loss or damage howsoever arising from the provision of this facsimile service and I/we shall indemnify the Hotel for any claims by any third party against the Hotel for loss or damage suffered by the Hotel howsoever caused by or in connection with the provision of this service.

INTERNET ACCESS

Broadband and wireless access are available in the guest room:

To connect to broadband Internet:

- * Plug in the broadband cable in the room in your laptop.
- * Launch Internet browser. Key in website address (e.g. www.shangri-la.com) and a log-in page will appear.
- * Click on "I Agree" in the welcome page to connect to the Internet, and "I Do Not Agree" if otherwise.

To connect to wireless Internet:

- * Select "Shangri-La" to access Wi-Fi.
- * Please key in your four-digit room number, followed by the first five alphabets of your last name as password, and click on "I Agree" to connect to the Internet.

Please be advised that some websites such as google, facebook and youtube are prohibited in the People's Republic of China and are blocked by China Telecom. Thank you for your kind understanding. We recommend Yahoo! as alternative search engine. Should you require further assistance, please touch "0" to speak with our service centre agent.

Personal Voice Mail

Our personal voice mail is an alternative way for you to receive telephone messages when you are absent from your room.

Voice Mail operates in the same way as a telephone answering machine and you can retrieve your messages from within your room, from a house telephone in the Hotel or from outside the Hotel.

To Access Your Voice Mail Message From Your Room

Touch <  >

To play message, touch 2.

To skip to previous message, touch 4.

To skip to next message, touch 6.

To Delete Message From Your Voice Mail System

To delete message, touch 3.

To personalise Your Voice Mail Box

To record a personal greeting, touch 5.

Room To Room Call

Please touch 8 followed by the room number.

Help

For assistance, touch '*' at any time while using the Voice Mail system or touch 0 to contact the Hotel Operator.

TELECOMMUNICATIONS GUIDE

TELEPHONE CHARGES

Local calls, Domestic Direct Dialing (DDD) and International Direct Dialing (IDD) are charged at cost, subject to 10% service charge and 6% value-added tax.

For local calls, touch 9 before the telephone number.

For DDD, touch 90 before the area code, followed by the telephone number.

For IDD, touch 900 before the country code, followed by area code, then the telephone number.

Home country direct calls are charged at local call rates.

For AT&T, touch 9 10811 8000 111 111

For Sprint, touch 9 10811 8000 177 177

For MCI, touch 9 10811 8000 112 112

Please note that Shanghai Telecommunications Bureau charges for unsuccessful calls.

Person-to-person, collect and telephone credit card calls can only be made through the assistance of the Hotel Operator; please touch "0" for these services. A surcharge will be levied.

电信服务指南

传真

如有需要，可提供个人传真机，收取象征性费用。

客人也可在浦江楼2层的商务中心内发送传真。

对于传真服务中发生的任何损失或损坏，酒店概不负责。如果因为使用该服务而造成酒店的任何损失或损坏，结果导致第三方向酒店提出赔偿要求，客人将予以赔偿。

互联网接入服务

浦东香格里拉大酒店为宾客提供互联网服务。

接入有线网络：

- * 将房间内的网线与您的手提电脑连接；
- * 请打开浏览器，在地址栏中输入任意网址，如：www.shangri-la.com，将出现欢迎页面；
- * 在欢迎主页点击“我同意”按钮，进入下一界面，点击“我不同意”退出。

接入无线网络：

- * 在手机设置Wi-Fi中，选择“Shangri-La”。
- * 请输入您的房间号码，登录密码为您的姓氏拼音（前五位），然后点击“我同意”即可接入无线网。

受中华人民共和国互联网出口安全政策影响，部分网站如google、facebook及youtube等网站已被中国电信限制。由此引起的诸多不便我们深表歉意。我们建议您使用雅虎搜索引擎浏览网页。如果在操作过程中遇到任何问题，或者需要任何帮助，请拨打分机“0”与服务中心联系。

个人语音邮件

客人可以使用个人语音邮件，在离开房间时接收电话信息。

语音邮件的工作方法同电话答录机一样，客人可在房间或用酒店内的固定电话取回信息。

从房间获取语音邮件信息

按<>键

播放信息，按2键

回到上一个信息，按4键

跳到下一个信息，按6键

在语音邮件系统中删除信息

删除信息，按3键

个人化语音信箱

录制信息，按5键

房间之间通话

请按“8”键加房间号。

帮助

需要帮助，可在使用语音邮件系统任何时间按“*”键，或按“0”键接通酒店接线员。

电信服务指南

电话费用

本地电话、国内直拨（DDD）和国际直拨（IDD）收取成本费，另加10%服务费及6%增值税。

本地电话，请先拨9；

国内直拨电话，请先拨90，接地区号和电话号码。

国际直拨电话，请先拨900，接国家代码、地区号和电话号码。

本国直拨电话以本地电话价格收取费用。

拨打AT&T，请拨9 10811 8000 111 111；

拨打Sprint，请拨9 10811 8000 177 177；

拨打MCI，请拨9 10811 8000 112 112。

请注意：根据上海电信局的规定，未接通的电话也要收取费用。

要拨打私人电话、对方付费电话或电话卡电话，必须通过酒店接线员。请拨“0”键接通服务，需收取额外费用。

TELEPHONE

Domestic Direct Dialing (DDD) and International Direct Dialing (IDD) are available from your room telephone.

Person-to-person, collect and telephone credit card calls can only be made through the Hotel's Operator. Please contact our Operator by dialing "0" for these services. A surcharge will be levied.

Room to Room Call:

Please dial "8" followed by the room number.

How to make a local Call:

1. Dial "9" to get an outside line.
2. Dial the telephone number of called party.

How to make a Domestic Direct Dial (DDD) Call:

1. Commence dialing only after you hear the dialing tone.
2. Dial "9".
3. Dial "0".
4. Followed by area code of city required.
5. Dial the telephone number of called party.

How to make an International Direct Dial (IDD) Call:

1. Commence dialing only after you hear the dialing tone.
2. Dial "9".
3. Dial "00".
4. Followed by the country code.
5. Followed by area code.
6. Dial the telephone number of called party.

There may be a waiting period of up to 10 seconds before your line is connected.

It is advisable to write down the complete number before dialing to avoid errors.

After completing your call, please replace the handset securely on the telephone set.

If you are unable to find the code for the city you require, please dial "0" for Operator's assistance.

TELEPHONE

COUNTRY	TIME DIFFERENCE	IDD CODE	COUNTRY CODE		AREA CODE
ARGENTINA	-11	900	54	BUENOS AIRES	1
				CORDOBA	51
				ROSARIO	41
				SANTIAGO	85
AUSTRALIA	+0~+2	900	61	ADELAIDE	8
				BRISBANE	73
				CAIRNS	70
				CANBERRA	62
				DARWIN	89
				MELBOURNE	39
				NEWCASTLE	49
				PERTH	89
				SYDNEY	2
AUSTRIA	-7	900	43	SALZBURG	662
				VIENNA	1
BELGIUM	-7	900	32	BRUSSELS	2
BRAZIL	-11	900	55	BRAZILIA	61
				RIO DE JANEIRO	21
				SAO PAULO	11
CANADA	-13~-16	900	1	CALGARY	403
				EDMONTON	403
				HAMILTON	416
				MONTREAL	514
				OTTAWA	613
				TORONTO	416
				VANCOUVER	604
				WINNIPEG	204
CHINA	+0	900	86	MAINLAND	
			852	HONG KONG	
			853	MACAU	
DENMARK	-7	900	45	COPENHAGEN	
				(INNER AREA)	1
				(OUTER AREA)	2
EGYPT	-6	900	20	HOVER	7
				ALEXANDRIA	3
				CAIRO	2

TELEPHONE

COUNTRY	TIME DIFFERENCE	IDD CODE	COUNTRY CODE		AREA CODE
Fiji	+4	900	679		
FRANCE	-7	900	33	LYON MARSEILLE MONTE CARLO NICE PARIS	4 91 93 93 1
GERMANY	-7	900	49	BONN COLOGNE DUSSELDORF FRANKFURT HAMBURG MUNICH BERLIN	228 221 211 69 40 89 30
INDONESIA	+0	900	62	BANDUNG JAKARTA SURABAYA	22 21 31
IRELAND	-8	900	353	CORK DUBLIN	21 1
ITALY	-7	900	39	FLORENCE GENOVA MILAN ROME VENICE	55 10 2 6 41
JAPAN	+1	900	81	FUKUOKA KAGOSHIMA KOBE KUMAMOTO KYOTO NAGOYA OSAKA SAPPORO TOKYO YOKOHAMA	92 992 78 96 75 52 6 11 3 45
KOREA(South)	+1	900	82	SEOUL GYEONGGI INCHEON DAEJEON DAEGU GWANGJU BUSAN	2 31 32 42 53 62 51

TELEPHONE

COUNTRY	TIME DIFFERENCE	IDD CODE	COUNTRY CODE		AREA CODE
MALAYSIA	+0	900	60	IPOH	5
				JOHOR BAHRU	7
				KOTA KINABALU	88
				KUCHING	82
				KUALA LUMPUR	3
				MALACCA	6
				MIRI	85
				PENANG	4
				SANDAKAN	89
				SIBU	84
NETHERLANDS	-7	900	31	AMSTERDAM	20
				ROTTERDAM	10
NEW ZEALAND	+4	900	64	AUCKLAND	9
				CHRISTCHURCH	3
				WELLINGTON	4
NORTH KOREA	+1	900	850		
PHILIPPINES	+0	900	63	MAKATI	2
				MANILA	2
				QUEZON CITY	1
PORTUGAL	-8	900	351	LISBON	1
				PORTO	2
RUSSIA	-5	900	7	MOSCOW	95
SAUDI ARABIA	-5	900	966	JEDDAH	2
				RIYADH	1
SINGAPORE	+0	900	65		
SOUTH AFRICA	-6	900	27	CAPE TOWN	21
				JOHANNESBURG	11
				PRETORIA	12
SPAIN	-8	900	34	BARCELONA	3
				BILBAO	4
				MADRID	1
SWEDEN	-7	900	46	GOTEBORG	31
				STOCKHOLM	8

TELEPHONE

COUNTRY	TIME DIFFERENCE	IDD CODE	COUNTRY CODE		AREA CODE
SWITZERLAND	-7	900	41	BERN	31
				GENEVA	22
				LAUSANNE	21
				ZURICH	1
THAILAND	-1	900	66	BANGKOK	2
				CHIANG MAI	53
				PATTAYA	38
				PHUKET	76
UNITED STATES OF AMERICA	-13~-19	900	1	CHICAGO	312
				HAWAII	71
				LOS ANGELES	81
				MIAMI	305
				NEW YORK	212
UNITED KINGDOM	-8	900	44	BIRMINGHAM	121
				EDINBURGH	131
				LONDON	
				(INNER)	171
				(OUTER)	181
				MANCHESTER	161

电话指南

阁下房间的电话已设有国际与国内直拨电话服务。

叫人电话和电话信用卡等需通过酒店总机，请按“0”联系此项服务，需收附加费。

房间直拨：

请拨“8”再加房间号码。

如何拨市内电话：

1. 请先拨“9”外线。
2. 再拨电话号码。

如何拨打国内电话：

1. 拿起话筒，听到拨号音后再开始拨号。
2. 先拨“9”。
3. 然后拨“0”。
4. 接着拨地区编码。
5. 再拨对方电话号码。

如何直拨国际电话：

1. 拿起话筒，听到拨号音后再开始拨号。
2. 先拨“9”。
3. 然后拨“00”。
4. 接着拨国家编码。
5. 再拨地区编码。
6. 最后拨对方电话号码。

- * 当阁下拨完号码后，或需等待10秒电话方能接通。
- * 为了避免拨错号码，请写下阁下欲拨的电话号码。
- * 通话完毕，请确定将电话挂好。

阁下需知的区域编码，若不在本册内，请拨“0”向酒店总机询问。

电话指南

国家	时差 (HRS)	直拨号	国家编号		城市编号
阿根廷	-11	900	54	布宜诺斯艾利斯	11
				科尔多瓦	51
				罗萨里奥	41
				圣地亚哥	85
澳大利亚	+0~+2	900	61	阿得莱德	8
				布里斯班	73
				凯恩斯	70
				堪培拉	62
				达尔文	89
				墨尔本	39
				纽卡斯尔	49
				珀斯	89
				悉尼	2
奥地利	-7	900	43	萨尔茨堡	662
				维也纳	1
比利时	-7	900	32	布鲁塞尔	2
巴西	-11	900	55	巴西利亚	61
				里约热内卢	21
				圣保罗	11
加拿大	-13~-16	900	1	卡尔加里	403
				埃德蒙顿	403
				汉密尔顿	416
				蒙特利尔	514
				渥太华	613
				多伦多	416
				温哥华	604
				温尼伯	204
中国	+0	900	86	中国大陆	
			852	香港	
			853	澳门	
丹麦	-7	900	45	哥本哈根	
				(内区)	1
				(外区)	2
埃及	-6	900	20	霍沃	7
				亚历山大	3
				开罗	2

电话指南

国家	时差 (HRS)	直拨号	国家编号	城市编号
斐济	+4	900	679	
法国	-7	900	33	里昂 马赛 蒙特卡罗 尼斯 巴黎
德国	-7	900	49	波恩 科隆 杜塞尔多夫 法兰克福 汉堡 慕尼黑 柏林
印度尼西亚	-0.5	900	62	万隆 雅加达 泗水
爱尔兰	-8	900	353	科克 都柏林
意大利	-7	900	39	佛罗伦萨 热那亚 米兰 罗马 威尼斯
日本	+1	900	81	福冈 鹿尔岛 神户 熊本 京都 名古屋 大阪 札幌 东京 横滨
韩国	+1	900	82	首尔 京畿 仁川 大田 大邱 光州 釜山

电话指南

国家	时差（HRS）	直拨号	国家编号		城市编号
马来西亚	+0	900	60	怡保	5
				新山	7
				哥达基纳巴鲁	88
				古晋	82
				吉隆坡	3
				马六甲	6
				米里	85
				槟城	4
				山打根	89
				泗务	84
荷兰	-7	900	31	阿姆斯特丹	20
				鹿特丹	10
新西兰	+4	900	64	奥克兰	9
				基督堂市	3
				惠灵顿	4
朝鲜	+1	900	850		
菲律宾	+0	900	63	麦卡蒂	2
				马尼拉	2
				奎松城	1
葡萄牙	-8	900	351	里斯本	1
				波尔图	2
俄罗斯	-5	900	7	莫斯科	95
沙特阿拉伯	-5	900	966	吉达	2
				利雅达	1
新加坡	+0	900	65		
南非	-6	900	27	开普顿	21
				约翰内斯堡	11
				比勒陀利亚	12
西班牙	-8	900	34	巴塞罗纳	3
				毕尔巴鄂	4
				马德里	1
瑞典	-7	900	46	哥德堡	31
				斯特哥尔摩	8

电话指南

国家	时差 (HRS)	直拨号	国家编号		城市编号
瑞士	-7	900	41	伯尔尼	31
				日内瓦	22
				洛桑	21
				苏黎世	1
泰国	-1	900	66	曼谷	2
				清迈	53
				巴提亚	38
				普吉	76
美国	-13~-19	900	1	芝加哥	312
				夏威夷	71
				洛杉矶	81
				迈阿密	305
				纽约	312
英国	-8	900	44	伯明翰	121
				爱丁堡	131
				伦敦	
				市区	171
				外区	181
				曼彻斯特	161

TELEPHONE

国内电话

CITY	城市	DDD CODE	AREA CODE
BEIJING	北京	90	10
CHANGSHA	长沙	90	731
CHENGDU	成都	90	28
CHONGQING	重庆	90	23
DALIAN	大连	90	411
FUZHOU	福州	90	591
GUANGZHOU	广州	90	20
GUILIN	桂林	90	773
GUIYANG	贵阳	90	851
HARBIN	哈尔滨	90	451
HAIKOU	海口	90	898
HANGZHOU	杭州	90	571
HEFEI	合肥	90	551
HONG KONG	香港	(IDD)900	852
HUHHOT	呼和浩特	90	471
JILIN	吉林	90	432
JINAN	济南	90	531
KUNMING	昆明	90	871
LANZHOU	兰州	90	931
LASA	拉萨	90	891
MACAU	澳门	(IDD)900	853
NANCHANG	南昌	90	791
NANNING	南宁	90	771
NANJING	南京	90	25
QINGDAO	青岛	90	532
QINHUANGDAO	秦皇岛	90	335
SANYA	三亚	90	898
SHANGHAI	上海	90	21
SHENYANG	沈阳	90	24
SHENZHEN	深圳	90	755
SHIJIAZHUANG	石家庄	90	311
SUZHOU	苏州	90	512
TAIYUAN	太原	90	351
TIANJIN	天津	90	22
WUHAN	武汉	90	27
URUMQI	乌鲁木齐	90	991
XIAMEN	厦门	90	592
XIAN	西安	90	29
XINING	西宁	90	971
YINCHUAN	银川	90	951
ZHENZHOU	郑州	90	371
ZHUHAI	珠海	90	756

CORPORATE SOCIAL RESPONSIBILITY



Shangri-La Hotels and Resorts has unified all initiatives within five (5) key areas of corporate social responsibility (CSR), namely the Environment, Supply Chain, Stakeholder Relations, Employees and Health and Safety under the umbrella brand of “sustainability”. This campaign aims to help educate its stakeholders, inspire and engage its employees, enjoin its business partners and align with local community initiatives so that CSR can be used as a platform for social development.

Our Mission Statement

We envision a community of responsible and educated citizens who are environmentally conscious, practice social responsibility in their daily lives and inspire others to do the same.

We commit to operating in an economically, socially and environmentally responsible manner whilst balancing the interests of diverse stakeholders.

We strive to be a leader in corporate citizenship and sustainable development, caring for our employees and customers, seeking to enrich the quality of life for the communities in which we do business and serving as good stewards of society and the environment.

Environment

Shangri-La is committed to serving as a good steward of the environment in the areas of climate change mitigation, biodiversity conservation/habitat restoration, ozone depletion, water use management, waste disposal management and indoor air quality.

Shangri-La mitigates impacts on the environment by ensuring that our day-to-day operations promote and implement responsible environmental practices and continual improvement.

All employees are responsible and accountable for operating and working in an environmentally responsible manner.

Health and Safety

Shangri-La is committed to protecting the health and safety of our customers, employees, suppliers and the public by providing a safe and healthy environment based on international standards.

All Security and Fire & Life/Safety staff in every hotel are thoroughly trained for emergency situations.

Security and safety initiatives are implemented by each hotel based on timely assessments of the local situations.

Apart from the commitment to food safety management systems, Shangri-La has embarked upon OHSAS18001 Certification for Occupational Health and Safety Management System. It is intended to help an organisation to control occupational health and safety risks and prioritise overall safety and welfare. It aims to reduce the exposure of employees and other parties to occupational health and safety risks associated with business operations while demonstrating this conformance to others. Through demonstrating diligence and gaining assurance, it likewise aims to manage potential reductions in resultant costs of risk management.

Employees

Hospitality from the heart is exemplified with our every smile and our every gesture. Our employees are our partners in delivering high standards of service and comfort and Shangri-La ensures that employees are consistently treated fairly and with dignity. We cultivate an environment where they become better individuals, able to achieve their personal and professional goals with ample guidance.

As a family, Shangri-La embraces diversity in the workplace and gives equal opportunity to every individual who is committed to his/ her work. We do not engage in or tolerate unlawful workplace conduct, discrimination, intimidation, or harassment. Fair labor practices are applied across all employees, exceeding local standards and regulations. Shangri-La highly encourages employment from local communities in order to contribute to the overall residents' quality of life.

2% of every hotel's headcount is made up of colleagues who have various mental and / or physical challenges. Shangri-La acknowledges talents and skills amongst people with disabilities and endeavor to match operational and administrative work areas with what may be realistic for them.

Supply Chain

Shangri-La is strongly committed to working with business partners who share the values of corporate citizenship, respect for the environment, human rights and social justice. Whenever possible, Shangri-La prefers local community-based suppliers and eco-friendly products so as to promote growth and development in the communities in which it operates.

Stakeholder Relations

Shangri-La is committed to meaningful communication and relevant actions with all its stakeholders and will always engage them in a clear, honest, and respectful way. Regular dialogue is conducted with corporate and preferred clients, suppliers, concessionaires and the local community to better address issues that confront our properties.



Shangri-La strongly believes in investing in and empowering people. How we care for others today will enable them to extend themselves even more tomorrow, and pay it forward. Our hotels and resorts are working on various projects in Education and Health, all geared towards skills training and healthcare that will enable members of our communities to be productive citizens in the future.

Pudong Shangri-La, East Shanghai collaborates with the Children's Hospital of Fudan University by extending full support for the medical needs of six children requiring chemotherapy. Through the Kuok Foundation, the hotel established the Big Friend Project where hotel volunteers spend quality time with children of migrant workers. The hotel also conducts educational and fun events with children from the Shanghai Special Education School.



All our resorts are natural habitats for flourishing biodiversity. Sanctuary is Shangri-La's programme for ensuring the high standards in marine and terrestrial habitat restoration and environmental conservation.

企业社会责任



香格里拉酒店集团在其“社会责任计划”的倡议下，为环境事业，供应链管理，利益相关方，员工和健康及安全这五大企业社会责任领域中制定了统一的行动计划。此计划旨在为利益相关方提供适当的教育指导，激励员工积极参与，对商业伙伴提出商业要求，响应当地社区倡议，使企业社会责任成为更有意义的发展工具。

使命宣言

我们希望营造一个社会，所有负责的和受过教育的公民都拥有良好的环保意识，在日常生活中实施其社会责任，并激励其他人共同努力。

我们将努力以经济、社会和环境可持续性的方式进行经营，同时平衡各利益相关方之关系。

我们会努力成为企业公民和可持续发展方面的领导者，关心员工与顾客，丰富我们所在社区的生活，努力成为优秀的安全及环保企业。

环境事业

香格里拉积极致力于在减缓气候变化，保护生物多样性/恢复生物栖息地，减少对臭氧层的破坏，水资源利用管理，废物排放治理及改善室内空气质量等方面为环保事业做出优秀表率。

香格里拉通过在日常经营中推广与实施环境责任实践并不断改善在环保方面的表现，减少对环境造成的影响。

环保责任制明确了所有员工在经营与工作中的环保责任，并可对其进行跟踪监督。

健康与安全

香格里拉酒店集团致力于为所有客户、员工、供应商、公众提供安全、健康的环境，保护其健康和安全。

香格里拉酒店集团旗下每一家酒店对所有保安、防火/就生/安全人员就各种类型的紧急情况进行了完善的培训。

每家酒店根据对当地，当时的情况进行评估，采取相应的安保和安全方面的措施。

OHSAS规定了对职业健康安全管理体系认证的要求，旨在帮助组织机构进行职业健康安全风险管理。随着需要公认的以全面安全健康为主旨的标准的呼声越来越高，该认证体系应运而生，其目的在于降低员工及其他人员承担的与业务经营相关的职业健康及安全风险，同时向其他人证明该系统的合规性。而尽职与利润保证则使尽可能降低风险管理产生成本也成为认证系统的一大目标。

员工

员工的每一个微笑，每一个姿态都体现了他们发自内心的热情好客。我们将员工视为伙伴，大家一起为顾客提供高水平的服务，让顾客获得舒适的体验。香格里拉保证自始至终公平对待每一名员工并维护他们的尊严。我们营造一种积极向上的文化，让员工在必要的引导下，获得个人成就感，达成职业发展的目标。

香格里拉就是一个大家庭，包容员工的多样性，给每个尽心尽责的成员以平等的机会。我们不参与也不姑息工作中的违法行为，反对歧视、拒绝威胁和骚扰。我们在所有员工中推行公平的、比所在地区的相应标准和规则更优越的劳动措施。香格里拉积极鼓励员工队伍的本地化，帮助所在地居民提高整体生活品质。

我们每间酒店都会雇用一定数量的残障人士，他们占整个员工队伍的2%。香格里拉认可残障人士的才能和长处，在经营管理中尽可能为他们创造切实可行的工作条件。

供应链

香格里拉坚持与商业伙伴展开合作，与他们共享企业公民价值观，共同保护环境、尊重人权、维护社会公正。香格里拉尽可能从所在地选择供应商，尽可能采用环保产品，以促进所在地区的发展。

利益相关方关系

香格里拉承诺与所有利益相关方开展有意义的交流，以透明、诚实与尊重的态度与之合作。与企业客户、优先客户、供应商、特许经营单位以及所在社区的公众开展定期对话，以便更好地解决我们在经营中遇到的问题。



投资员工，培养员工是香格里拉坚定不移的信念。关心他人的今天能够让自己的明天更美好，让幸福延续得更长久。我们的酒店与度假酒店均积极开展各种教育及健康项目，通过各种相关的技能培训和卫生保健计划让社区成员成为未来的有用人才。

上海浦东香格里拉大酒店与复旦大学附属儿童医院合作，积极募款资助六名白血病患儿的康复治疗。在嘉里集团郭氏基金会的大力支持下，酒店成立了大朋友计划，酒店员工志愿者与外来务工人员子女建立长期帮扶关系，以陪伴他们健康成长。酒店更坚持为特殊儿童学校的孩子们组织安排一系列教育益趣活动。



每家度假酒店都为促进生物多样性提供了自然动植物栖息地。香格里拉计划中的生态保护区旨在保证海洋与陆地栖息地恢复区和环境保护区符合高标准的要求。