

WELCOME TO PUDONG SHANGRI-LA, SHANGHAI

欢迎入住上海浦东香格里拉

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, 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, 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！

上海浦东香格里拉位于浦江之滨、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，上海浦东香格里拉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



Sinan Yilmaz
Vice President, Operations
斯南·伊尔马兹
运营副总裁

RESTAURANTS AND BARS

餐厅和酒吧



YI CAFE
怡 咖 啡

位置	: 紫金楼2层	
分机	: 210	
营业时间	: 早餐 周一至周五	06:00 ~ 10:30
	: 早餐 周六至周日	06:00 ~ 11:00
	: 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 ~ 21:30

十余间现场料理台宛若美食舞台，由来自不同国家的大厨分别坐镇，呈现沉浸式环球美食体验，感受中国、日本、印度、黎巴嫩、东南亚和欧洲及西方的各式美食。用一种美食理念将多种饮食风味独特地串在一起。

LOCATION	: Level 2, Grand Tower	
TOUCH	: 210	
HOURS OF OPERATION	: Breakfast Monday ~ Friday	06:00 ~ 10:30
	: Breakfast Saturday ~ Sunday	06:00 ~ 11:00
	: Lunch Monday ~ Friday	11:30 ~ 14:30
	: Lunch Saturday ~ Sunday	12:00 ~ 15:00
	: Dinner	17:30 ~ 21:30

Over 10 show kitchens set in a lively, cosmopolitan atmosphere. The walk-through market-style design, with gourmet showcases and live cooking stations, features cuisines from China, Japan, the Middle East, India, Southeast Asia, Europe and the Americas. It is the ultimate food experience offering a vast array of flavors uniquely combined in one concept.



GUI HUA LOU

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，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。

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.

RESTAURANTS AND BARS

餐厅和酒吧



Y I S E A
怡海

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

宛如一块大型日式料理魔方，应季而新鲜的食材与花样繁多的料理方式则是魔方中的一个个小块。返璞归真的料理手法让每一道菜品都充盈热爱，每一种选择都可以尝尽新鲜。

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

A contemporary Japanese dining concept that features the freshest flavors of the season. Cuisine at YISEA is akin to a large puzzle, with fresh seasonal ingredients and various cooking techniques making up the pieces of the puzzle.

SUSHI

by Y I S E A

怡海寿司餐厅

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

在怡海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。

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.

RESTAURANTS AND BARS

餐厅和酒吧

Lobby Lounge

位置 : 浦江楼I层
分机 : 6441
营业时间 : 08:00 ~ 23:00
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。

LOCATION : Level 1, River Wing
TOUCH : 6441
HOURS OF OPERATION : 08:00 ~ 23:00
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.

西点坊 Gourmet

位置 : 紫金楼I层
分机 : 270
营业时间 : 周一至周五 08:00 ~ 20:00
周六至周日 08:00 ~ 19:00

精致的布局，适合餐间小憩或私人小聚。高品质的烘烤制品、特色面包、蛋糕、时尚甜品、健康轻食及咖啡茶品在此一应俱全。

LOCATION : Level 1, Grand Tower
TOUCH : 270
HOURS OF OPERATION : Monday ~ Friday 08:00 ~ 20:00
Saturday ~ Sunday 08:00 ~ 19:00

With its elegant layout, Gourmet is the idyllic venue for a coffee or light meal. High quality bread and pastries, dessert, healthy light food as well as coffee and tea are available here.

餐厅和酒吧



JADE 翡翠 36

位置	: 紫金楼36层	
分机	: 280	
营业时间	: 午餐 周一至周五	11:30 ~ 14:00
	周六至周日	11:00 ~ 14:30
	晚餐 周一至周日	17:30 ~ 22:00

LOCATION : Level 36, Grand Tower
TOUCH : 280
HOURS OF OPERATION : Lunch Monday ~ Friday 11:30 ~ 14:00
Saturday ~ Sunday 11:00 ~ 14:30
Dinner Monday ~ Sunday 17:30 ~ 22:00

The decor at Jade on 36 features bright colours with white marble tables and light-beige leather chairs, showcasing the liveliness and modernity of the restaurant. Savor French delicacies reinvented while enjoying the breathtaking view of the Bund.



JADE 翡翠 36

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

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

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

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。



婴儿床

客房部提供婴儿床。



宴会安排

7410

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

信用卡

我们接受以下信用卡：

美国运通卡

大莱卡

JCB

万事达卡

维萨卡

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。

兑换外币
可在前台兑换。



吹风机
客房内备有吹风机。



美发厅
位于紫金楼5层的健身中心内。

6691

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。



酒店服务

上网服务 428
您可在客房和酒店公共区域享用无线上网服务。

客房送餐 428
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 428
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 428
如需帮助，请联系礼宾部。

邮件服务 428
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。

按摩服务 460
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。

留言 428
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 428
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。

包裹包装服务 428
如需包裹包装服务，请联系浦江楼2层的商务中心。

宠物 428
无特殊情况，不允许宠物入内。

枕头 428
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。

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。



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.



BABY COT

Available upon request from our Housekeeping Department.



BANQUET ARRANGEMENTS

7410

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

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

460

COURIER SERVICE

Please contact Business Centre on Level 2, River Wing.

428

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 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 - OUTGOING

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

428

FOREIGN EXCHANGE

Available at the Front Desk.



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.



MASSAGE SERVICE

Chi, The Spa, located on Level 6, Grand Tower, offers a range of treatments including massages. Please call to make an appointment.



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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.



PETS

Pets are not allowed on the premises.



PILLOWS

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



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 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.

