



Sheraton Sao Paulo Wtc

NACOES UNIDAS AVE 12559
BROOKLIN NOVO
Sao Paulo 04578-905
Brazil



5つ星, デラックス クラス モダン ホテル

ホテル詳細



画像の提供 VFM Leonardo Inc.

インフォメーション

レストラン

ショッピングセンターと一体の施設のため、利用できるレストランが4、5軒ある。

外観

ワールドトレード センター(WTC)コンプレックスの一部である、超高层のビル。

ロビー

ロビーは広く、少しの着席スペースに加えレストランも併設されている。

総評

サービスのみならず、構造や設備も素晴らしいホテル。 WTC及びショッピングセンターの一部であり、観光、ビジネスの両方に最適なホテル。

設備

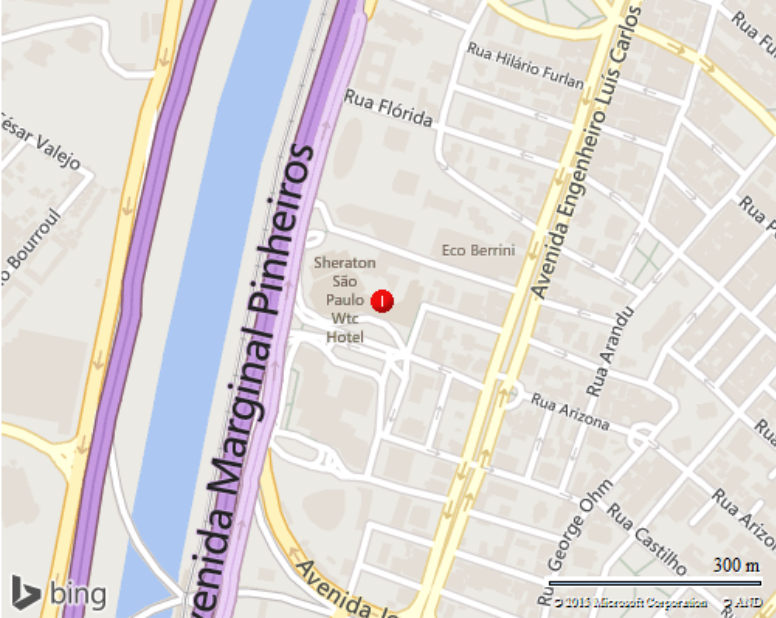
客室数: 296
チェックイン時間(当日の空き状況による) 12:00
24時間ルームサービス
16フロア
ジム
障害者用設備

ゆったりしたロビー
24 時間ポーターサービス
1 屋外プール
駐車サービス(有料の場合はホテルに支払ってください)
サウナ

部屋タイプ

- シングルルーム
- ダブルルーム
- ツインルーム
- トリプルルーム
- 禁煙ルーム
- シングルルーム
- ダブルルーム
- ツインルーム
- トリプルルーム
- 禁煙ルーム
- シングルルーム
- ダブルルーム
- ツインルーム
- トリプルルーム
- 禁煙ルーム

ロケーション



エリア
ロケーション: Morumbi/Brooklyn Novo
市内中心へ約10キロ
(sao paulo-congonhas(サンパウロ・コンゴニャス))空港まで6キロ
(sao paulo-guarulhos)空港まで36キロ
最寄り駅(berrini station)まで約1キロ

総評
サンパウロで新たなビジネスの中心となっているベリーニ通り(Avenue Berrini)の近くに位置する。

客室/予約

スタンダード ツイン

設備

- エアコン
- ミニバー
- テレビ
- ドライヤー (フロントにて貸出しの場合がございます)
- 衛星放送テレビ
- 電圧ボルト 110v

Executive Room Twin Non Smoking

設備

- エアコン
- ミニバー
- テレビ
- ドライヤー (フロントにて貸出しの場合がございます)
- 衛星放送テレビ
- 電圧ボルト 110v

Presidential Suite with king Bed

設備

- エアコン
- ミニバー
- テレビ
- ドライヤー (フロントにて貸出しの場合がございます)
- 衛星放送テレビ
- 電圧ボルト 110v

旅行者の口コミ

Traveller Reviews brought to you by tripadvisor

Sheraton Sao Paulo WTC Hotel

Av. Das Nacoes Unidas, 12559 | Brooklin Novo, Sao Paulo, State of Sao Paulo 04578-903, Brazil (Formerly "Gran Melia")



526 Reviews
Ranked #29 of 308 hotels in Sao Paulo
 Certificate of Excellence 2014

TripAdvisor Traveller Rating:

Value		Excellent		226
Rooms		Very Good		157
Cleanliness		Average		84
Service		Poor		32
		Terrible		27

Recent Reviews:

In_My_Birkenstocks Suitable for Business Travellers, Not so much for Travellers

Trip type:

Friends getaway

Though we did have a pleasant stay at the hotel, the location was simply too far away from the Jardim / Av Paulista area, which we frequented during our trip to Sao Paulo. Here is a summary of the pros and cons of the hotel:

Pros:

- The hotel is a short taxi-ride away from the CGH airport
- The hotel is located in a financial center and we felt that the area was safe
- Free wifi was available in the lobby and in rooms
- The small gym had everything I needed and the treadmills had a nice view of the pool
- The hotel is located near the Shopping Cidade Jardim, a lovely outdoor center which has high-end retail shops, a cinema and restaurants
- The concierge, Fillipe, was most helpful, providing us with restaurant recommendations and acting as our translator over the telephone with local tour companies

Cons:

- The hotel is located a R\$35 taxi-ride from the Jardim / Av. Paulista areas (restaurants, shops)
- Our room was not a newly renovated room, and the decor was very dated and did not reflect the quality of the Sheraton brand of hotels
- The pool / fitness area was accessed through a strange, narrow, obscure door in a banquet hall area with dark doors more becoming of a vampire lair than a business hotel
- On the pool deck, there would only sometimes be fruit water available and if you want to order food, there is a red telephone that you pick up to place your order - there are no attendants anywhere to be found
- The cabanas need more maintenance in terms of cleaning up used towels and plates left from previous guests
- On one occasion, the housekeeper had entered our room, taken the tip money left on the nightstand, but left our room unkempt! Guest services explained that the housekeeper "meant to come back at a later time"
- On another occasion, our room was not tidied until the early evening

Prior to our visit, we had just stayed at the Sheraton Rio Resort and Hotel, which was amazing - and we had hoped for the same level of quality at the Sao Paulo location.

Sheraton-WTC, Manager at Sheraton Sao Paulo WTC Hotel, responded to this review

Dear Guest,

We appreciate you taking the time to evaluate and share your comments about your last stay with us, as it is only through constructive feedback that we can monitor our services.

Please accept our sincere apologies for the inconveniences with the room cleanliness and the pool service. We would like to assure that we are taking some swift measures to avoid this kind of situations again!

Let us inform that the room attendant found the "Do Not Disturb" sign on the door twice and came back later to arrange, but at the same time, we are reinforcing and working very hard with the staff to keep the excellence in the service.

In respect to the room structure, we already have some plans for reform and modernization to better serve and satisfy our guests.

Furthermore, we were very pleased to know that our Concierge and some other services contributed to enjoy your stay, mainly Felipe, which is very happy with it!

Hope to have you again soon as our guest to reverse your impressions! Let us know your next visit to Sao Paulo!

Sincerely,

Bianca Tavano
Quality Manager

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RHW1974

Zurich, Switzerland

Trip type:

Couples

Pleasant combination of business and leisure property

Stayed there one night before Christmas. All in all good value for money and everything meeting out Sheraton expectations. Friendly staff, speedy service and nice clean rooms. The room we got was spacious but a bit outdated. Sun deck with pool lounge was nice and tastefully appointed but unfortunately the water in the pool was dirty. Gym though was nice and has everything one needs for a short stay. Lounge for drinks small but well stocked. Certainly a place to go back to for a short stay in S.P.

Sheraton-WTC, Manager at Sheraton Sao Paulo WTC Hotel, responded to this review

Dear Guest,

Thank you for your evaluation and comments about your last stay with us. We were extremely pleased and happy to know that our services contributed to enjoy your stay.

Regarding to the room, let us inform that we will have reforms and renovations, to better satisfy our guests. In respect to the cleanliness of the pool, we would like to apologize and assure that we already reoriented the staff to improve this service.

Hope to have you again soon as our guest!

Sincerely,

Bianca Tavano
Quality Manager

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Sergio P
Hong Kong, China

Trip type:
Business

Poor experience

●●●○○○ 31 Dec 2014

I stayed at the Sheraton for one night for business. The hotel is rather run down. I was upgraded to a room which I was told was excellent. It was indeed spacious but the decoration was really not my taste. The pool looks nice but the gym is small and poorly equipped. I have been an SPG platinum member for quite a few years and this is the very first time that I was refused a late check out in my room. I had to rush back to my room and pack so that I could move things to a regular room (decoration similar to previous and small...). I understand that late check outs are not guaranteed but I should have been warned when I checked in. Not my best experience...

Sheraton-WTC, Manager at Sheraton Sao Paulo WTC Hotel, responded to this review

Dear Mr. Sergio,

Thank you for sharing your opinion about the hotel with us and other travelers.

Please accept our sincere apologies for not achieving your expectations. Your room was in the Design floor and one of the most requested. Each room was made by a different architect. Next time, let us know and we can change you to another one that you like more.

This specific room was already reserved to another guest and we could give you the late checkout only in another one. If we knew before, we would have informed you in advance.

In addition, about the Sheraton Fitness, we will analyze improvements to better satisfy our guests.

Hope to have you again soon as our guest to reverse your impressions! Let us know your next visit to Sao Paulo!

Sincerely,

Bianca Tavano
Quality Manager

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Orlando V

Trip type:
Business

Great location. Impressive service!

●●●●●○ 29 Dec 2014

Incredible location near business district and great shops and restaurants, this is a great hotel to stay at. Service is impeccable, with everyone at the hotel willing to help and ensure guests are well taken care of. Skip the hotel restaurant. There are several others nearby (including Barbacoa in the same complex) that are much better. :-)

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Neurodanger
London, United Kingdom

Trip type:
Friends getaway

Pleasant for a Sheraton, but wrong location

●●●●●○ 6 Dec 2014

Location: In the business district, which was considerably far from the centre of town, where the good restaurants and activities were. Difficult to get around, due to heavy traffic - be prepared for long taxi rides.

Hotel lobby: Dated. Adjoins a shopping mall, which seems to sell almost exclusively furniture and homewares.

Rooms: As a platinum SPG member, I was upgraded to a design-level junior suite. Each of these were designed by local Brazilian interior decorators. Mine was all white and lacking character. It seemed dated, despite being a recent renovation. On the plus side, the design level lounge was pleasant and offered drinks (including alcoholic) from 12pm to 9pm.

Restaurant: The only restaurant in the hotel adjoined the shopping mall. Unfortunately, the day I had lunch at this restaurant, they had a big group of 16 people present. I had to wait around an hour for my meal, which was a hamburger. When it came, it was raw inside and had to be sent back. This led to a further delay of 15 minutes. There appeared to be a language barrier with the staff, who were not proficient in English, so it was difficult to discuss the situation with them. In the end, I spoke to a member of the front desk, who contacted the restaurant staff. Fortunately, the meal was discounted because of the delays.

SPG status recognition: As a SPG platinum 50 member, I received an upgrade to a design level suite, which included access to both the club and the design level lounges.

Conclusions: Overall a good property from Sheraton. It is in need of some updating, especially given the recent opening of the Grand Hyatt nearby. For the tourist, it is let down by the location.

Sheraton-WTC, Manager at Sheraton Sao Paulo WTC Hotel, responded to this review

Dear Guest,

Thank you for sharing your opinion about the hotel with us and other travelers.

Please accept our sincere apologies for not achieving your expectations in some points. Let us assure that we have some projects for reform and modernization of the areas and rooms not yet renovated.

In addition, about the restaurant, we informed the responsible to make appropriate improvements to better serve and satisfy our guests. This kind of feedback is very important to us because we can monitor and improve our services.

Satisfy our guests. This kind of feedback is very important to us because we can monitor and improve our services.
Hope to have you again soon as our guest to reverse your impressions! Let us know your next visit to Sao Paulo!

Sincerely,

Bianca Tavano
Quality Manager

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1-5 of 526 Reviews

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