


	Extension
Afternoon Tea Afternoon Tea is served daily from 12.00pm to 5.00pm.	☎ 0
Airline Information For information concerning airlines, reconfirmations of flights, flight arrival and departure times, or to make a reservation, please contact Concierge.	☎ 790
Baby Cots Please contact Housekeeping for availability.	☎ 720
Baggage Handling/Storage Please contact Concierge for details.	☎ 790
Bees St. Ermin's is home to 300,000 Buckfast bees and can be seen from our third floor glass viewing gallery. These bees help the environment on so many levels and the honey they produce is used throughout the hotel.	
Business Centre Located on the ground floor, in the Lobby.	
Bar 'Caxton' Caxton Bar is located on the ground floor and serves a range of cocktails, wine, spirits and Caxton snacks.	☎ 823
Breakfast For those with time, breakfast is served in Caxton Grill, located on the ground floor. Monday - Friday from 6.30am to 10.30am. Saturday - Sunday from 7am to 12pm. Should you wish to have breakfast in the comfort of your room, please complete the breakfast order form and place outside your door before 2.00am.	☎ 777
Car Parking The hotel has a limited number of car parking spaces in the nearby vicinity (charges apply). Advance bookings should be made via Concierge. There is also one disabled parking space at the hotel.	☎ 790
Cash Facilities The nearest cash point machine is located at Natwest Victoria Street. For help with other cash points and banks, please contact Concierge.	☎ 790

Extension

Check-in Time

 780


The official check-in time is from 3.00pm.

Check-out Time

 780

The official check-out time is by 11.00am. Should you wish to extend your departure, please contact reception. A supplement of £30 per hour per room until 6.00pm is applicable, subject to availability. For departure after 6.00pm, an additional day's room charge will apply.

Courier Services

 790

Worldwide courier services are available, except on weekends and Bank Holidays. Please contact Concierge for details.

Credit Cards


 780

The following credit cards are accepted for all payments:
American Express, MasterCard, Visa and Maestro.

Credit Policy

Company accounts are given to accredited account holders only.
Prior approval must be obtained for any credit arrangements.

Dentist

 790

Should you require an emergency Dentist, please contact the Guest Relations Manager or Concierge.

Dining 'Caxton Grill'

 777

Caxton Grill, on the ground floor of the hotel offers a stylish restaurant, serving innovative, modern European food founded on seasonal and local ingredients.

Open: Breakfast - daily from 6.30am - 11am


All day Dining - daily from 11am to 10pm (last orders 9pm).

Doctor

 0

For medical attention, please contact the Guest Relations Manager.
Doctor's fees are the responsibility of the hotel guest.

Duvets & Pillows

 720

Additional duvets and pillows are available from Housekeeping, including alternatives to feather.

Electricity / Voltage

The hotel's electrical supply is 220/240 volts.

Electric Shavers

Special outlets, for 220 or 110 volts, can be found in your bathroom.

Fire Exits	Extension ☎ 0
Directions to your nearest fire exit are placed on the back of the entrance door to your room. In the interest of your safety, please review this.	
Flowers	☎ 790
Should you require any help in organising flowers, please contact Concierge who will be delighted to contact our preferred supplier.	
Foreign Currency Exchange	☎ 780
Exchange rates for foreign currencies are available upon request. Please note that the hotel cannot sell foreign currencies.	
Hair Dryers	
Professional hair dryers can be found in the wardrobe in your room.	
Hairdresser / Barber	☎ 790
For information on our recommended stylists, please contact Concierge.	
Guest Amenities	☎ 720
Disposable razors, toothbrushes and other amenities are available from Housekeeping.	
Guest Relations Manager	☎ 0
Our hotel Guest Relations Manager will be delighted to assist you throughout your stay.	
Gym (24 hours)	☎ 790
Located on the second floor, the Gym is accessible to all guests. For your comfort and safety we are limiting the number of guests using the gym at any one time so please book your slot in advance with Reception.	
Ice	☎ 0
Please contact Room Service if you would like ice. It is available 24 hours a day.	
Iron & Ironing Board	
These are placed in the wardrobe in your room for your convenience.	
Keys	☎ 780
Each guest is issued with an electronic key to access their assigned room. Please keep your room key and credit cards separate at all times. If your room key is lost, please contact Reception for a new key. It would be appreciated if you would kindly return your key to Reception upon departure.	

Extension

Kids Entertainment

☎ 0

St. Ermin's are delighted to offer a range of items to occupy young guests. Please contact reception for DVDs, board games, playstations and our St. Ermin's spy kits.

Laundry & Dry Cleaning

☎ 720

Laundry forms are located in your bedroom. Please contact Housekeeping before 9:45am for same day return

Limousine Transportation

☎ 790

Please contact Concierge.

Lost & Found Property

☎ 720

Housekeeping is pleased to offer any assistance in tracing lost property.

Loss or Damage to Guest Property

Under the Hotel Proprietor's Act, 1956, a hotel proprietor may, in certain circumstances, be liable to make good any loss of or damage to a guest's property even though it was not due to any fault of the proprietor or staff of the hotel.

This liability however:

(a) Extends only to the property of guests who have engaged sleeping accommodation at the hotel.

(b) Is limited to £750 for any one article and a total of £1500 in the case of any one guest, except in the case of property which has been deposited, or offered for deposit, for safe custody.

(c) Does not cover motor cars or other vehicles of any kind or any property left in them, or horses or other live animals.

This notice does not constitute an admission either that the Act applies to this hotel or that liability there under attaches to the proprietor of this hotel in any particular case.

Issued by: British Hospitality Association
55-56 Lincoln's Inn Fields, London WC2A 3BH

Luggage / Porterage

☎ 790

For assistance with your luggage, please dial Concierge.

Mail & Postage

☎ 790

Please contact Concierge.

Maps








☎ 790

Complimentary maps of the local area are available from Concierge.

Messages

When there is a message for you, the message light on your bedside table phone will be illuminated. To retrieve voice messages press the voicemail button and follow the instructions given.

	Extension
Meetings & Events	☎ 0
<p>For any Meetings or Private Dining enquires, please contact the Conference & Events Department.</p>	
Mini-Bar	☎ 0
<p>Your mini-bar will be replenished daily with complimentary water and a snack, should you need any further replacements, please contact Switchboard.</p>	
Morning / Wake Up Call	☎ 0
<p>You can arrange your wake up call by either:</p> <ul style="list-style-type: none"> • Requesting a call from the hotel operator. • Via your telephone by dialling 88 and following the step-by-step instructions. 	
Newspapers	☎ 790
<p>We have a selection of digital newspapers on the St. Ermin's newsstand, please find instructions for this on your room key wallet.</p>	
Non-smoking Rooms	☎ 0
<p>St. Ermin's Hotel is a smoke-free zone and it is the policy of the hotel that all of our guests and visitors have a right to enjoy a smoke-free environment.</p> <p>If you do not comply with the smoke-free law, you will be committing a criminal offence. A fixed penalty notice of £50 will be imposed on the person smoking and a maximum fine of £200 if prosecuted and convicted by a court.</p> <p>We will charge £100 cleaning costs, plus any additional costs incurred from loss of revenue, if a guest has been smoking in a room. If someone is smoking in our hotel, please alert the Guest Relations Manager.</p>	
Pay Movies	
<p>Movies are available via the interactive entertainment system. Press the movie icon on the screen and follow the instructions.</p>	
Pet Policy	☎ 790
<p>Please ensure you notify us if you are travelling with a dog. We are happy to accommodate your furry friends but do request that they/you respect our rules. We have specially designated a pet friendly floor and a 'pet charge' does apply. The full pet policy detailing restricted areas, charges and rules is available from Concierge.</p>	
Pharmacy / Chemist	☎ 790
<p>For details of day and night pharmacist, please contact Concierge.</p>	
Privacy	
<p>If you do not wish to be disturbed, please display the 'Privacy Please' sign on the outside of your door.</p>	

	Extension
Reservations	 0
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To book your room for your return visit, please contact Reservations.	
Room Service	 0
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This is available 24 hours a day. Please refer to the 'In-Room Dining' section of this folder, or alternatively contact Room Service.	
Safety Deposit Box	
<hr/>	
A safe is located in the wardrobe within your room. Guests are strongly advised to make use of the safe. Please refer to the 'Loss or Damage' section.	
Security	 0
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The hotel is monitored by CCTV and patrolled by on-site 24 hour security. However, the management advises all guests to make full use of the viewer on your room door. To report any security issues, please call the Guest Relations Manager on 0.	
Shoe Shine	 790
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A complimentary shoe shine is available. Please contact Concierge if you would like this service.	
Sightseeing & Tour Information	 790
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Please contact Concierge who will be delighted to help you plan your sightseeing trips.	
Smoking area	
<hr/>	
Guests wishing to smoke can do so in the Courtyard.	
Spa Treatments	 790
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We partner with a local spa. Please contact Concierge for details or to book a treatment.	
Special Requirements	 0
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Should any guest or visitor have any special requirements, please contact the Duty Manager.	

Sustainability Policy

St. Ermin's Hotel recognises the need to protect and support the environment and is committed to improving and protecting it now and for future generations. Working as a team, we will endeavour to minimise the impact our operations have on the environment and work within the community to help and support their development.

We strive to create harmony between our environmental responsibilities and the responsibilities we have in delivering the luxury service and standards that our guests and employees demand and deserve.

OVERALL OBJECTIVES

- To fully comply with the law, legal legislation and regulations and to take a proactive approach to future legal requirements or obligations.
- To reduce the emissions of greenhouse gases and conserve natural resources, whilst maintaining the comfort and safety of our guests and staff.
- To educate and train all members of staff in environmental issues and in good working practices in order to create an energy efficient and environmentally aware working culture.
- To adopt a Zero to Landfill policy and increase the recycling ethos of social, environmental and economical policies.
- To set measurable targets to reduce energy consumption year on year.
- To ensure the hotel works alongside and in support of its local community.

CURRENT INITIATIVES - ACTIONS NOW FOR THE FUTURE

- We will endeavour to maximise waste management, and by partnering with a leading recycling company actively seek to reduce the amount of waste leaving our premises.
- We will set targets to increase our waste recycling year on year including: cardboard, white paper, glass, plastic, aluminum cans, food waste, lamps, batteries, waste timber, white goods, and metals. Our aim is to maintain recycling levels of at least 70% of generated waste.
- Used vegetable oil: we will ensure that waste oil is recycled to provide maximum environmental benefit
- We will endeavour to encourage suppliers to reduce the amount of packaging entering our hotel via the use of decanted consolidated deliveries. This helps to reduce the amount of delivery vehicles on our roads and therefore reducing Co2 emissions.
- The control of our energy consumption is paramount, and we need to work diligently in the foreseeable future, to reduce our carbon footprint by introducing procedures and processes to control our daily energy use, and decreasing our energy requirements by effective policies and the use of energy efficient equipment.
- We are committed to responsibly sourced food products and ingredients following seasonal trends and sourcing locally wherever possible to reduce food miles. It is our policy to only purchase free range eggs.
- We have a dedicated bee terrace with bee hives and use the honey within our food service outlets. The bees will aid the sustainability of our environment.

Extension

Taxis

 790

Please contact Concierge who will be happy to organise a taxi for you.

Tea & Coffee Making Facilities

 721

Available in every guest room. Should you require any additional tea or coffee sachets, please contact Housekeeping. If you would like fresh milk, please contact Room Service on extension 0.

Television & Radio Entertainment

Your interactive entertainment system can be navigated via your remote control, please follow the on-screen instructions for further directions on use.


Terrace

 777

The year-round terrace overlooks the courtyard and serves a selection of seasonal food and drinks.

The terrace is open year round, weather permitting from 11.00am - 9.00pm.

Theatre & Concert Tickets

 790

Please contact Concierge who will be happy to organise theatre or concert tickets.

Toiletries

 0

Should you require additional toiletries, please contact Housekeeping.

Umbrellas

 790

Please contact Concierge. A deposit will be taken and charged to your room. On return of the undamaged umbrella the charge will be credited back to your room account.

Valuables

The hotel is not liable for loss of personal items or valuables left in guest rooms or in public areas of the hotel. Guests are strongly advised to make use of the safe provided in your room. Please refer to the 'Loss or Damage' section.

Visitors

In the interest of your personal safety and for hotel security reasons, please register your guests at Reception.

Worship places

 790

Should you wish to attend a service at a church, synagogue or mosque, please contact Concierge for service times and directions.

TELEPHONE

Calling Card Access Numbers:

AT&T	☎ 9-0800-890011
BT	☎ 9-0800-661610

Telephone Rates per minute:

Local	£0.25
National	£0.60
UK - Mobile	£1.65
EU	£1.25
US	£1.05
Rest of World	£3.60
Directory Enquiries	£0.50
0800, 0808 Connection Fee	£1.00
Premiums	£5.90

Please note the following classifications:

0800 – 0808 – 0500 – 00800 a £1.00 connection fee will apply

0845 – 0844 Local rate = £0.25 per minute

0870 – 0871 National rate = £0.60 per minute

09 – Premium rate = £5.90 per minute

INTERNET ACCESS

Broadband & Wi-Fi

Free Wi-Fi* is available throughout the hotel.

*Speed connection for free Wi-Fi is 512kb. For greater bandwidth requirements an upgrade is available at an additional charge. Please contact Reception for details on extension '0'.

Internet stations

There is a dedicated station available on the ground floor.

Data Ports

International power and data ports are situated on the desk in each room, these can be used to access the internet.

FIRE SAFETY

1. Should you discover a fire you must raise the alarm
 - Dial 0 and give the operator the location of the fire, or
 - Break the glass on the nearest call point
2. On hearing the alarm immediately evacuate the building via the nearest available fire exit. Follow the appropriate signs.
3. Do not stop to collect belongings and do not use any lifts.
4. Staff will direct you to the assembly point.

IF YOU CANNOT LEAVE YOUR ROOM

Turn off the air conditioning in the room to stop any smoke from circulating.

Place wet towels, sheets or blankets tightly at the bottom of the room main door to prevent smoke from entering the room from the corridor. Fill the bath with water and have a waste bin handy, this way you can quickly re-moisten the towels that are keeping out the smoke.

Use the room telephone to call the emergency services by dialing 9-999.

Stay close to the door and tie a wet cloth over your nose and mouth for breathing.

Check the doors and walls for heat, throw water over them should they become hot.

Do not break windows unless absolutely necessary. You may need them later to keep out smoke.

The above information and recommendations have been compiled from sources believed to be reliable and to present the best current opinion on the subject. There is no warranty guarantee or representation as to the absolute correctness or sufficiency of any representation contained herein. It must be assumed that all acceptable safety measures are contained in this publication, or that other additional measures may not be required under particular or exceptional conditions or circumstances.