

# MONTCALM

CHILWORTH

TOWNHOUSE



## Hotel and room information

### **Intimate Comfort, Leafy Surroundings**

Discover a tranquil urban retreat in the heart of Paddington. Unwind in the hotel's vitality pool or steam room, or refresh under a vitamin-infused shower. Mindful wellness experiences, including in-room meditations and guided park runs, make every stay restorative.

**Spa Opening Hours:** Daily from 9am to 7pm.

**Please note:** Every Wednesday, the spa is unavailable from 8am until mid-afternoon for essential maintenance. Full details are displayed in the lifts for your convenience.

## FIRE ALARM TESTS

We would like to bring to the attention of our guests that every Wednesday at 12.30pm the fire alarms will be tested. This is to ensure operational efficiency and to guarantee the safety of our guests and staff. We apologise for the brief inconvenience this may cause you.

## FIRE EVENT INSTRUCTIONS

Precautions have been taken to safeguard our guests in the event of fire. Every member of our staff is trained to deal with an emergency. You can assist the Hotel Management Team by ensuring that you are familiar with the emergency fire exit doors. In the event of a fire, press the nearest fire alarm point, which will sound the alarm.

When the fire alarm sounds continuously you must evacuate your room following the fire exit signs. In the event of having to evacuate, leave by the nearest available exit and assemble outside and across in the car park.

Please do not use the lift, act quickly, shutting all doors behind you. Please stay calm and whatever you do, do not re-enter the building until instructed to do so.



## BAGGAGE SERVICE

Please contact reception for assistance with your luggage. Our Luggage porters will be more than happy to assist. We may store your bags if you wish to enjoy the city before heading home.

## CHECK-OUT

We politely ask for our guests to vacate their rooms by 11am on the day of departure. The hotel is happy to honour late check-outs, subject to availability and an additional charge of 50% of which the departure time will be extended to 6pm. Any further time requested beyond this time would be subject to a full night's charge.

## THE TEAM

We are available 24 hours, 7 days a week. We are always here to help and assist wherever possible. Please do not hesitate to contact us at Reception should you have any further questions or queries.

## CONTACT DETAILS

To contact reception dial '0' on your in-room telephone.

**Tel:** +44 (0) 20 7723 3434.

**Email:**

[reception.chilworthtownhouse@montcalmcollection.com](mailto:reception.chilworthtownhouse@montcalmcollection.com)



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## ADAPTORS

The voltage in the hotel is 240v. Adaptors are built in, by the desk area. Please ask Reception should you wish to purchase an adaptor.

## AIR CONDITIONING

Your room is set to a comfortable temperature. If you wish to change the room temperature settings, please use the white temperature control device on the wall.

## AIRLINE FLIGHT INFORMATION

Information on airlines and reservations may be obtained from Reception.

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Alitalia

[www.alitalia.com](http://www.alitalia.com)

Tel: 0844 815 3649

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American Airlines

[www.americanairlines.co.uk](http://www.americanairlines.co.uk)

Tel: 0207 365 0777

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Air France

[www.airfrance.co.uk](http://www.airfrance.co.uk)

Tel: 0871 6633 777

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British Airways

[www.ba.com](http://www.ba.com)

Tel: 0844 493 0787

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Cathay Pacific

[www.cathaypacific.com/uk](http://www.cathaypacific.com/uk)

Tel: 020 8834 8800

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Continental Airlines

[www.continental.com/uk](http://www.continental.com/uk)

Tel: 0845 607 6760

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Qantas Airways

[www.qantas.com.au/uk](http://www.qantas.com.au/uk)

Tel: 0845 7747 767

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South African Airways	<a href="http://www.flysaa.com">www.flysaa.com</a> Tel: 0871 722 1111
Lufthansa	<a href="http://www.lufthansa.com">www.lufthansa.com</a> Tel: 0871 945 9747
United Airlines	<a href="http://www.unitedairlines.co.uk">www.unitedairlines.co.uk</a> Tel: 0845 8444 777
Virgin Airlines	<a href="http://www.virgin-atlantic.com">www.virgin-atlantic.com</a> Tel: 0870 380 2007

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## AIRPORT TRANSFERS

London is serviced by five Airports: Heathrow, Gatwick, Luton, Stansted, and City airport.

**London City Airport:** 9.2 miles from the hotel

**Heathrow Airport:** 15.5 miles from the hotel

The fastest way to reach the hotel is via the Elizabeth Line, offering a direct journey to Paddington Station in under 30 minutes. Alternatively, guests may choose the Heathrow Express, providing a smooth and seamless transfer in around 40 minutes.

**Luton Airport:** 33.7 miles from the hotel

**Stansted Airport:** 40.0 miles from the hotel

**Gatwick Airport:** 55.5 miles from the hotel

For more details on public transport, transfers and directions, please contact

[reception.chilworthtownhouse@montcalmcollection.com](mailto:reception.chilworthtownhouse@montcalmcollection.com)  
who will be able to assist.

## BABY FACILITIES

Cots are available on request from the reception.

## BATHROBES

Bathrobes are provided in Club Rooms or can be requested from Reception.

Please ensure you collect a bathrobe before visiting the spa, as they are required for use of the facilities.

## BANKS

The nearest bank is [HSBC in Paddington](#) and there are numerous cash machines in Paddington area.

## BOTTLED WATER

Complimentary bottled water is available in your room upon arrival. Please contact the reception desk if you wish to replenish any water during your stay, there will be a surcharge for this service.

**Please note:** Water from the taps in the rooms is filtered and safe to drink

## CAR PARK

Parking is available on-site at £32.50 per day (limited spaces).

## CAR RENTAL

The Reception Team would be happy to assist you on your car rental needs.

## CHEMIST / PHARMACY

“Boots” at Paddington Station is a short walk from the hotel. It is opened Monday to Saturday 7am to 10am and Sunday from 9am to 9pm.

## CHAUFFEUR

For chauffeur driven limousines or private tour services please call Reception or speak with Concierge. Prices are given once we have the request.

## DOCTOR / DENTIST

The hotel is just a few minutes' walk from St Mary's Hospital, Paddington.

## DO NOT DISTURB

We value your privacy and will always respect your request for it. For your comfort and safety, the hotel may occasionally need to access your room for essential security or maintenance checks.

## EMERGENCY

In case of Emergency dial 0 for the Hotel Operator.

You can also dial **(9)999** to obtain outside help for any emergency (Fire, Ambulance or Police).

For additional fire safety information, please refer to information posted in the room, on the back of the door.

## FLORIST

Reception can order flowers on your behalf through one of our local florists.

## HAIR DRYERS

Hair dryers are in the wardrobe of each guest room.

## HOUSEKEEPING

We provide a daily housekeeping service in your room. Bed linen will be changed every three days or upon request.

If you would like your linens changed more frequently or require your room to be serviced at a specific time, please contact Reception, who will be happy to accommodate your request.

## INTERNET ACCESS

The hotel is equipped with high-speed wireless, which can be accessed in all public areas and within the guest rooms. This service is free of charge, and below are the key details to enable you to access the wireless internet.

Network name is Montcalm Chilworth Townhouse and once connected to you will be re-directed to a login page, where you can fill in your details: name and email address.

## IRON AND BOARD

An iron and ironing board are available in each room.

If you require any further assistance with having your clothing pressed, please contact reception by dialling '0'. You will find laundry bags in your wardrobe.

## JOGGING ROUTE MAP

The nearest park to jog in is [Hyde Park](#).

## LAUNDRY

Monday to Saturday (excluding bank holidays), Laundry and Dry Cleaning if collected by 8am will be returned by 8pm the same day.

Please call Reception if you have any clothes to be collected from your room and remember to complete the appropriate form, located in your wardrobe, listing your requirements.

Any service outside of these hours will be express at an additional 50% charge added.

## MAIL AND POSTAGE

For any postal arrangements including stamps, couriers and shipping services, local or worldwide, we can send these items off for you. Additional charges will apply.

## MAINTENANCE

Should you find anything, which is not in working order, or would like to suggest anything to our team, please feel free to contact us as this information is valuable to us.

## PETS

The Hotel has a 'no pet's policy'. However, guide dogs are allowed.

## RELIGIOUS SERVICES

For details of religious services for all denominations, please contact our concierge. [St James's Church, Sussex Gardens](#) is a few minutes' walk from the hotel.

## SAFE DEPOSIT BOX

As a precautionary measure for your valuables, in-room safes are provided. For details on terms relating to loss or damage to guests' property, adopted in accordance with the provisions of the Hotel Proprietors Act 1956, please contact Reception or refer to information displayed at the Front Desk.

## SECURITY

All rooms are fitted with a secure double lock. Please use whenever you are in your room for additional security and privacy.

## SIGHTSEEING

Concierge will happily provide information on events, places of interest, and tour programmes to suit your needs. Please feel free to ask them for any information you may require as they are always on hand with the latest information.

## TEA AND COFFEE

Tea and Coffee making facilities are provided in the room. Extra items are available through Reception or Housekeeping.

## TELEPHONE

**Contact reception or concierge services:** Dial '0'.

**Call another room:** Dial '5' first followed by the three-digit room number.

**Local call:** Dial '9' followed by the telephone number.

**International call:** Dial '9 - 00 + country code + area code' (without the first digit zero) followed by the telephone number.

## TELEPHONE CHARGES

All prices quoted are per the unit, which is slightly less than a minute and include government taxes. Telephone call charges are displayed by per second billing.

0800, 0808 toll free calls have a single access charge of £0.50 per pulse of 50 seconds.

Enquiry (118500) calls have a single access charge of £2.00 per call.

For details on any other call charges please contact the reception at extension 0.

UK Local	£0.20	Spain	£2.81
UK National	£0.80	Australia	£3.50
UK Mobile	£1.30	India	£7.12
USA	£2.21	Japan	£3.44
France	£1.45	Ireland	£2.17
Germany	£1.45	Canada	£3.40

## TOILETRIES

For your convenience, complimentary toiletries such as shaving and dental kits are provided upon request. You will find a selection of soap, conditioner, lotion and shampoo in the bathroom. Please feel free to contact Reception if you need any refills.

We understand forgetting things at home can be frustrating, and therefore we have a selection of other items which you may need. The essentials we have are available at an extra cost which Reception can provide further details and prices.

## TOWELS

To help us conserve water and energy, we encourage you to reuse your towels. If you are happy to reuse your towels, please leave them on the towel rack.

If you would like your towels replaced, we kindly request you leave them on the bathroom floor, and our housekeeping team will change them during service.

## UMBRELLAS

Umbrellas are available for your use at reception. If you wish to purchase the umbrella the cost is £10.00.