

# HOTEL and room *information*

## Montcalm Collection

### Wellness

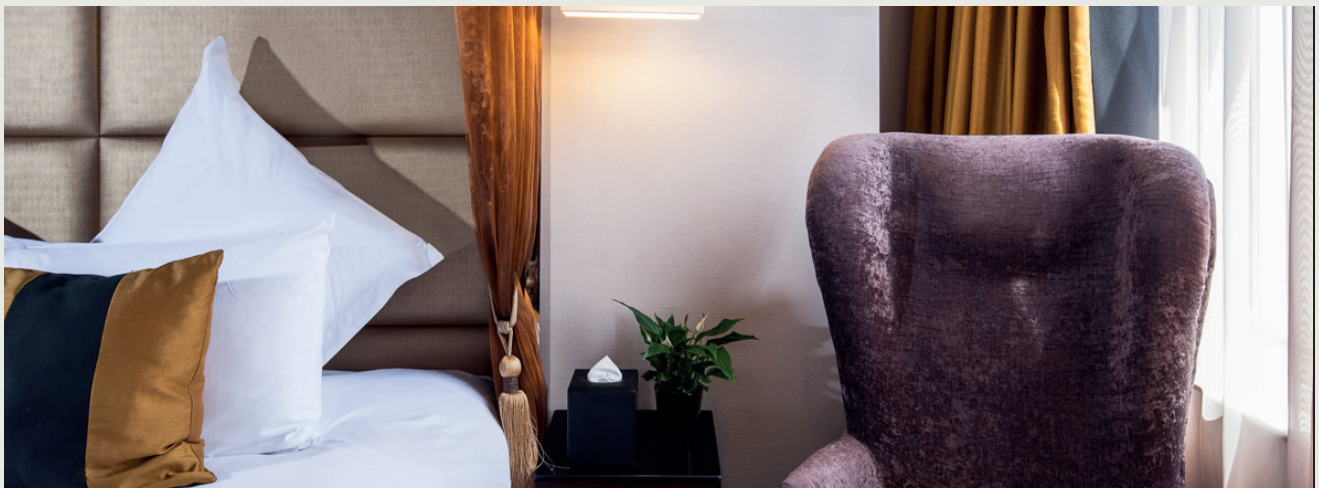
Our wellness oasis, located right in the heart of the West End offers three treatment rooms, a sauna, a steam room, a Jacuzzi, and a state-of-the-art fitness centre, providing the perfect haven for rejuvenation. Whether you're seeking peaceful pampering, a brisk workout, or a transformative treatment with long-lasting benefits, our wellness centre has you covered.

Opening Hours Wednesday - Sunday: 10:00 AM - 7:00 PM

You can explore our range of spa treatments on our website at [www.beautyandmelody.co.uk](http://www.beautyandmelody.co.uk). To make a booking, please contact us at 02071128949 or email [spa.piccadilly@beautyandmelody.co.uk](mailto:spa.piccadilly@beautyandmelody.co.uk).



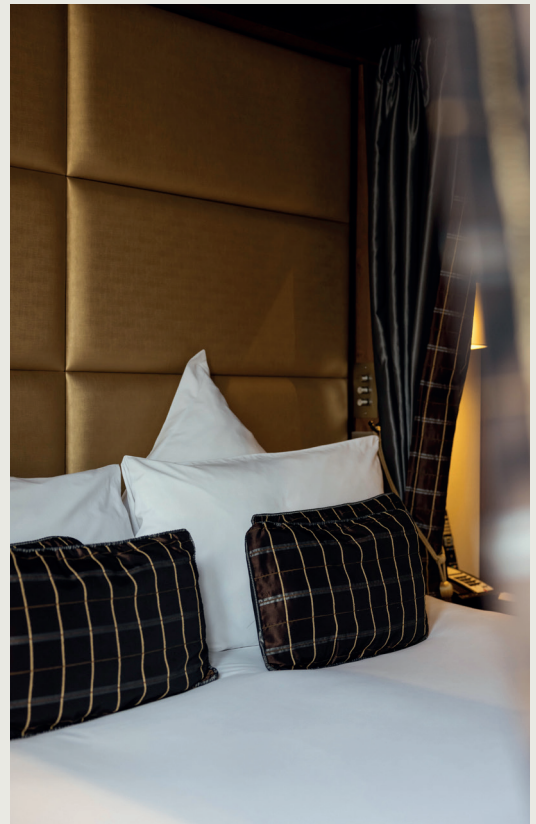
<b>FIRE ALARM TESTS</b>	We would like to bring to the attention of our guests that every Sunday at 13.00 the fire alarms will be tested. This is to ensure operational efficiency and to guarantee the safety of our guests and staff. We apologise for the brief inconvenience this may cause you.
<b>FIRE EVENT INSTRUCTIONS</b>	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 on the pavement opposite the Hotel, next to Crispins, at the front of the Hotel. 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.



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<b>BAGGAGE SERVICE</b>	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.
<b>CHECKOUT</b>	We politely ask for our guests to vacate their rooms by 12:00 noon 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 18:00PM. Any further time requested beyond this time would be subject to a full nights charge.
<b>THE TEAM</b>	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. Below, you will find further information.
<b>ADAPTORS</b>	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.
<b>AIR CONDITIONING</b>	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.
<b>AIRPORT TRANSFERS</b>	<p>London is serviced by five Airports: Heathrow, Gatwick, Luton, Stansted, and City airport.</p> <p>London City Airport Distance from the hotel: 9.2 miles</p> <p>Heathrow Airport Distance from the hotel: 15.5 miles There is a direct train from Heathrow Airport to Piccadilly circus station, which takes approximately 40 minutes via the Heathrow Express.</p> <p>Luton Airport Distance from the hotel: 33.7 mi</p> <p>Stansted Airport Distance from the hotel: 40.0 miles</p> <p>Gatwick Airport Distance from the hotel: 55.5 miles</p> <p>For more details on public transport, transfers and directions, please contact <a href="mailto:conciierge@thepiccadillywestend.co.uk">conciierge@thepiccadillywestend.co.uk</a> who will be able to assist.</p>



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### FLIGHT INFORMATION - AIRLINES

Information on airlines and reservations may be obtained from Reception.

Alitalia, [www.alitalia.com](http://www.alitalia.com) Tel: 0844 815 3649  
American Airlines, [www.americanairlines.co.uk](http://www.americanairlines.co.uk) Tel: 0207 365 0777  
Air France, [www.airfrance.co.uk](http://www.airfrance.co.uk) Tel: 0871 6633 777  
British Airways, [www.ba.com](http://www.ba.com) Tel: 0844 493 0787  
Cathay Pacific, [www.cathaypacific.com/uk](http://www.cathaypacific.com/uk) Tel: 020 8834 8800  
Continental Airlines, [www.continental.com/uk](http://www.continental.com/uk) Tel: 0845 607 6760  
Qantas Airways, [www.qantas.com.au/uk](http://www.qantas.com.au/uk) Tel: 0845 7747 767  
South African Airways, [www.flysaa.com](http://www.flysaa.com) Tel: 0871 722 1111  
Lufthansa, [www.lufthansa.com](http://www.lufthansa.com) Tel: 0871 945 9747  
United Airlines, [www.unitedairlines.co.uk](http://www.unitedairlines.co.uk) Tel: 0845 8444 777  
Virgin Airlines, [www.virgin-atlantic.com](http://www.virgin-atlantic.com) Tel: 0870 380 2007

### BABY FACILITIES

Cots are available on request from the Reception.

### BATHROBES

Bathrobes are located in your wardrobe. Make sure you pick them up if you want to make use of our spa.

### BANKS

The nearest bank is HSBC in China Town and there are cash machines a few minutes' walk on Shaftesbury Avenue.

### 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.



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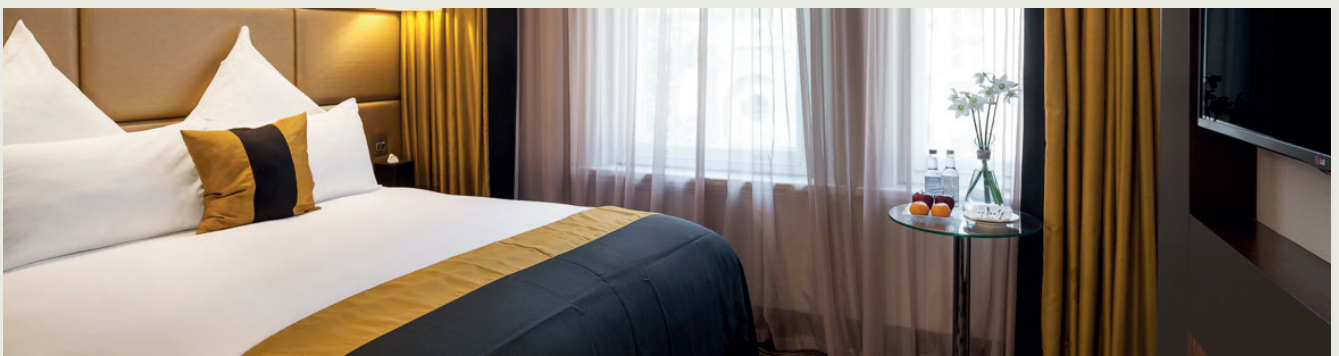
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<b>CAR RENTAL</b>	The Reception Team would be happy to assist you on your car rental needs.
<b>CHEMIST/PHARMACY</b>	"Boots" on Piccadilly Circus is a short walk from the hotel. It's opened Monday to Saturday 09:00AM to midnight and Sunday from 12.30PM to 18.00PM.
<b>CAR PARK</b>	There is a Car Park just around the corner from us called Q-Park which we can help with getting you directions. We can also give you a ticket with 15% off which you can collect in the Lobby from Reception or Concierge.
<b>TEA AND COFFEE</b>	Tea and Nespresso Coffee making facilities are provided in the room. Extra items are available through Reception or Housekeeping.
<b>DOCTOR / DENTIST</b>	Walk in centre is located on Frith Street, less than a 10 minute walk. We can also call 24hrs Doctors. Please contact Reception if you require more information.
<b>DO NOT DISTURB</b>	For additional privacy, a Do Not Disturb switch is conveniently located at the entrance of the bedroom door. Please ensure you remove this sign should you wish for us to service the room.
<b>EMERGENCY</b>	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.
<b>FACSIMILE</b>	Faxes can be sent via Reception 24 hours a day. These are chargeable services. There is no charge to receive a fax. A photocopying service is available from reception at £0.40 per page.



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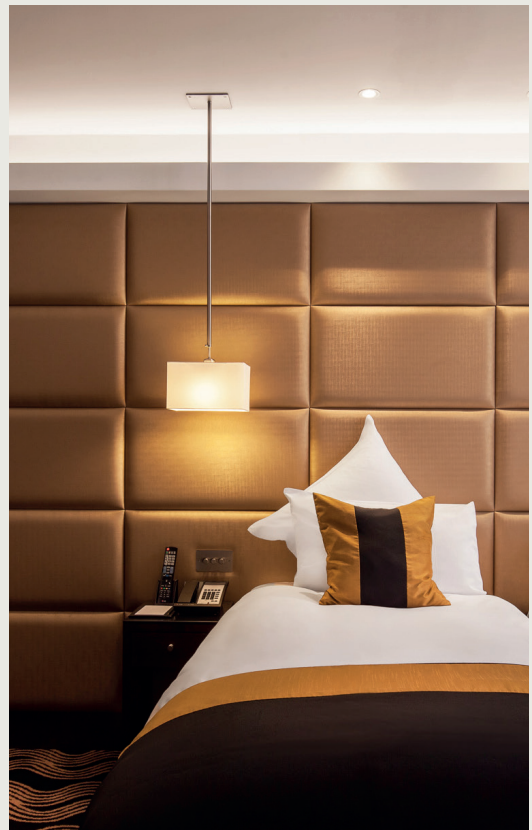


<b>FLORIST</b>	Reception can order flowers on your behalf through one of our local florists.
<b>HAIR DRYERS</b>	Hair dryers are located in each guest room, in the wardrobe.
<b>HOUSEKEEPING</b>	We provide a daily housekeeping service, twice a day, in your room. Bed linen and towels will be changed every 2 days or upon request. If you wish to have your linens and towels replaced daily, please contact reception. Should you require your room serviced at a particular time, please call Reception who will be happy to accommodate your request.
<b>TOWELS</b>	If you are happy to reuse your towel, please leave it on the towel rack. If you want your towel changed, we kindly request you leave it on the bathroom floor.
<b>INTERNET ACCESS</b>	<p>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.</p> <p>Network name is The Piccadilly Hotel and once connected to you will be re-directed to a login page, where you can fill in your details: name and email address.</p>
<b>IRON &amp; BOARD</b>	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.
<b>JOGGING ROUTE MAP</b>	The nearest parks to jog in are Hyde Park, Green Park & St James Park. Concierge will be able to provide you with directions.

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<b>LAUNDRY</b>	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.
<b>CHAUFFEUR</b>	For chauffeur driven limousines or private tour services please call Reception or speak with Concierge. Prices are given once we have the request.
<b>MAIL AND POSTAGE</b>	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.
<b>MAINTENANCE</b>	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.
<b>MINI BAR</b>	There is a mini bar in all rooms. Any consumption will be recorded and charged to your account. Please feel free to ask for any extra items. The minibar is not suitable for storing any other products than the ones already in it.
<b>NEWSPAPERS &amp; MAGAZINES</b>	A complimentary newspaper is available free of charge. Other newspapers, both local and foreign may also be provided on request. Please ask Reception for any Magazine requests.
<b>PETS</b>	The Hotel has a 'no pet's policy'. However, guide dogs are allowed.
<b>RELIGIOUS SERVICES</b>	For details of religious services for all denominations, please contact Concierge. There are services at St Anne's Church which is located just behind the hotel.
<b>SAFE DEPOSIT BOX</b>	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.



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<b>SECURITY</b>	All rooms are fitted with a secure double lock. Please use whenever you are in your room for additional security and privacy.
<b>SIGHTSEEING</b>	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. More information provided in this Compendium.
<b>TOILETRIES</b>	<p>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.</p> <p>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.</p>
<b>UMBRELLAS</b>	Umbrellas are available for your use at reception. If you wish to purchase the umbrella the cost is £10.00.



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<b>VOICEMAIL</b>	We will transfer every caller for you direct to your room if not instructed otherwise. Voicemail can be retrieved by pressing Message button.																								
<b>TELEPHONE</b>	<p>To contact reception or concierge services please dial '0'. To call another room, please dial '5' first followed by the three digit room number.</p> <p>To make a local call dial '9' followed by the telephone number. To call an international number dial '9 -00+country code + area code' (without the first digit zero) followed by the telephone number.</p>																								
<b>TELEPHONE CHARGES</b>	<p>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 0.50p per pulse of 50 seconds.</p> <p>Enquiry (118500) call has single access charge of £ 2.00 per call.</p> <p>For details on any other call charges please contact Reception at extension 0</p> <table><tr><td><b>UK LOCAL</b></td><td>£0.20</td></tr><tr><td><b>UK NATIONAL</b></td><td>£0.80</td></tr><tr><td><b>UK MOBILE</b></td><td>£1.30</td></tr><tr><td><b>USA</b></td><td>£2.21</td></tr><tr><td><b>FRANCE</b></td><td>£1.45</td></tr><tr><td><b>GERMANY</b></td><td>£1.45</td></tr><tr><td><b>SPAIN</b></td><td>£2.81</td></tr><tr><td><b>AUSTRALIA</b></td><td>£3.50</td></tr><tr><td><b>INDIA</b></td><td>£7.12</td></tr><tr><td><b>JAPAN</b></td><td>£3.44</td></tr><tr><td><b>IRELAND</b></td><td>£2.17</td></tr><tr><td><b>CANADA</b></td><td>£3.40</td></tr></table>	<b>UK LOCAL</b>	£0.20	<b>UK NATIONAL</b>	£0.80	<b>UK MOBILE</b>	£1.30	<b>USA</b>	£2.21	<b>FRANCE</b>	£1.45	<b>GERMANY</b>	£1.45	<b>SPAIN</b>	£2.81	<b>AUSTRALIA</b>	£3.50	<b>INDIA</b>	£7.12	<b>JAPAN</b>	£3.44	<b>IRELAND</b>	£2.17	<b>CANADA</b>	£3.40
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