

MONTCALM

PICCADILLY

TOWNHOUSE



Hotel and room information

Welcome to Montcalm Piccadilly Townhouse. Below, you will find useful information to help enhance your stay.

THE TEAM

Our team is available 24 hours a day, 7 days a week, and we are always here to assist however we can. Please do not hesitate to contact Reception should you have any questions or require further assistance. Below, you will find additional useful information to help enhance your stay.

CONTACT DETAILS

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

Telephone: +44 (0) 20 7871 6000.

Email:

reception.piccadillytownhouse@montcalmcollection.com

FIRE ALARM TESTS

We would like to inform our guests that the fire alarms are tested every Monday at 12pm. This routine test is carried out to ensure optimal system performance and to maintain the safety of both our guests and our team. We apologise for any brief disturbance this may cause.

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 on the pavement opposite the Hotel, next to Olle Restaurant, 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.

BAGGAGE SERVICE

Please contact Reception should you require assistance with your luggage. Our Luggage Porters will be delighted to help. We are also pleased to offer complimentary luggage storage if you wish to explore the city before your departure.

CHECK-OUT

We kindly ask guests to vacate their rooms by 11am on the day of departure. Late check-outs may be arranged, subject to availability, at an additional charge of £20 per hour. Departures requested after 6pm will incur a full night's charge.

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ADAPTORS

The voltage in the hotel is 240V. Should you require an adaptor, please contact Reception, where our team will be happy to assist.

AIR CONDITIONING

Your room has been set to a comfortable temperature for your arrival. If you wish to adjust the settings, please use the white temperature control panel located on the wall, or contact Reception and a member of our team will be pleased to assist.

AIRLINE FLIGHT INFORMATION

Information on airlines and reservations may be obtained from Reception.

Alitalia

www.alitalia.com

Tel: 0844 815 3649

American Airlines

www.americanairlines.co.uk

Tel: 0207 365 0777

Air France

www.airfrance.co.uk

Tel: 0871 6633 777

British Airways

www.ba.com

Tel: 0844 493 0787

Cathay Pacific

www.cathaypacific.com/uk

Tel: 020 8834 8800

Continental Airlines

www.continental.com/uk

Tel: 0845 607 6760

Qantas Airways

www.qantas.com.au/uk

Tel: 0845 7747 767

South African Airways

www.flysaa.com

Tel: 0871 722 1111

Lufthansa

www.lufthansa.com

Tel: 0871 945 9747

United Airlines

www.unitedairlines.co.uk

Tel: 0845 8444 777

Virgin Airlines

www.virgin-atlantic.com

Tel: 0870 380 2007

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 Tottenham Court Road Station in approximately 40 minutes.

Alternatively, guests may choose the Heathrow Express, providing a smooth and seamless transfer to Paddington Station in 15 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.piccadillytownhouse@montcalmcollection.com

who will be able to assist.

BABY FACILITIES

Cots are available on request from the Reception.

BATHROBES

Bathrobes are provided upon request.

BANKS

The nearest bank is [HSBC in Chinatown](#), and there are several cash machines located just a few minutes' walk away on Shaftesbury Avenue.

BOTTLED WATER

Complimentary bottled water is provided in your room upon arrival. Should you wish to replenish your supply during your stay, please contact the Reception desk — this service is offered at no additional charge.

Please note: The tap water in all guest rooms is filtered and safe for drinking.

CAR PARK

There is a [Q-Park](#) car park located just around the corner from the hotel. Our Reception Team will be happy to provide directions or further assistance.

CAR RENTAL

Our Reception Team will be delighted to assist you with any car-rental arrangements you may require.

CHEMIST / PHARMACY

[Boots on Piccadilly Circus](#) is just a short walk from the hotel. It is open Monday to Saturday from 8am to 11pm, and on Sundays from 12pm to 6pm.

CHAUFFEUR

For chauffeur-driven limousine services or private tours, please contact Reception or speak with our Concierge Team. Prices will be provided once we receive the details of your request.

DOCTOR / DENTIST

A walk-in medical centre is conveniently located on [Frith Street](#), less than a 10-minute walk from the hotel.

We can also arrange 24-hour doctor call-outs if required. For assistance or further information, please contact Reception.

DO NOT DISTURB

For additional privacy, a 'Do Not Disturb' switch is located at the entrance to your bedroom. Please ensure the setting is deactivated should you wish for your room to be serviced.

We prioritise your privacy and comfort during your stay. However, for reasons of safety, security and maintenance, we reserve the right to access your room if necessary.

EMERGENCY

In case of an emergency, please dial '0' to reach the Hotel Operator. You may also dial '(9)999' to contact external emergency services, including Fire, Ambulance, or Police.

For additional fire-safety information, please refer to the notices displayed in your room, including the information located on the back of your door.

FLORIST

Reception will be pleased to arrange flowers on your behalf through one of our trusted local florists.

HAIR DRYERS

Hair dryers are provided in every guest room and can be found inside the wardrobe.

HOUSEKEEPING

We provide a daily housekeeping service for your room. Bed linen and towels are refreshed every three days, or sooner upon request. If you prefer daily replacement of linens and towels, please contact Reception.

Should you require your room to be serviced at a specific time, our Reception Team will be happy to arrange this for you.

INTERNET ACCESS

The hotel offers high-speed wireless internet throughout all guest rooms and public areas. This service is complimentary.

To connect, please select the network 'Montcalm Piccadilly'. Once connected, you will be redirected to a login page where you will be asked to enter your name and email address to access the internet.

IRON AND BOARD

An iron and ironing board are provided in every guest room for your convenience. If you require assistance with pressing your clothing, please contact Reception by dialling '0' and a member of our team will be pleased to help. Laundry bags can be found inside your wardrobe.

JOGGING ROUTE MAP

The nearest parks suitable for jogging are [Hyde Park](#), [Green Park](#), and [St James's Park](#). Our Concierge Team will be happy to provide directions.

LAUNDRY

Laundry and dry-cleaning services are available Monday to Saturday (excluding bank holidays). Items collected by 9am will be returned by 8pm the same day.

If you require collection, please contact Reception, and ensure you complete the appropriate laundry form located in your wardrobe.

Services requested outside of standard hours will be processed as express, with an additional 50% surcharge applied.

MAIL AND POSTAGE

For any postal arrangements, including stamps, couriers, and local or international shipping, we will be pleased to send items on your behalf. Please note that additional charges apply for these services.

MAINTENANCE

If you notice anything in your room that is not functioning correctly, or if you would like to share any suggestions with our team, please do not hesitate to contact us. Your feedback is highly valued and helps us maintain the highest level of service.

MINI BAR

A minibar is provided in every room for your convenience. Any items consumed will be automatically

recorded and charged to your account. If you require additional minibar items, our team will be delighted to assist.

Please note: The minibar is not suitable for storing personal food or beverages, as this may affect its temperature control and accuracy.

PETS

The hotel operates a no-pets policy; however, registered guide dogs are welcome.

RELIGIOUS SERVICES

For information on religious services of all denominations, please contact our Concierge Team. St Anne's Church, located just behind the hotel, also holds regular services.

SAFE DEPOSIT BOX

For the security of your valuables, in-room safes are provided for your use.

For information regarding terms and conditions 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 the notices displayed at the Front Desk.

SECURITY

All rooms are equipped with a secure double-locking system. For additional privacy and peace of mind, we kindly recommend using this feature whenever you are in your room.

SIGHTSEEING

Our Concierge team is delighted to assist with information on local events, attractions, and bespoke tour experiences tailored to your interests.

Please feel free to visit our Concierge Team at any time, they are always ready with up-to-date recommendations and expert guidance.

TEA AND COFFEE

Complimentary tea and Nespresso coffee-making facilities are provided in your room. Should you require additional supplies, our Reception or Housekeeping teams will be pleased to assist.

TELEPHONE

To contact Reception or Concierge, please dial 0. To call another guest room, dial 5 followed by the three-digit room number.

For external calls:

- To make a local call, dial 9 followed by the telephone number.
- To make an international call, dial 9 – 00 – country code – area code (omitting the initial 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.

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

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 per call.

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

TOILETRIES

For your convenience, complimentary shaving and dental kits are available upon request. A selection of soap, conditioner, lotion, and shampoo has been provided in your bathroom, and our Reception team will be pleased to arrange refills at any time.

We understand that essentials are sometimes forgotten when travelling. Additional personal items are available from Reception for a small charge, and our team will be happy to provide details and pricing upon enquiry.

TOWELS

If you are happy to reuse your towel, please leave it on the towel rack.

Should you wish to have your towel replaced, kindly leave it on the bathroom floor.

UMBRELLAS

Umbrellas are available for guests to borrow from Reception. Should you wish to purchase one, they are available at a cost of £10.