

Guest Services & Information

**Make yourself
at home.**

**Urban
Space**

LIVED IN BY YOU, LOOKED AFTER BY US

Welcome to your apartment...

Dear Guest

Thank you for choosing to stay with Urban Space, we hope you have an enjoyable stay. To help you become familiar with your apartment, we have set out some useful information in numbered sections.

Section:

- 1 Keys and Checking out
- 2 Apartment Information
- 3 Apartment Safety
- 4 Apartment appliances
- 5 Important Phone Numbers
- 6 Little Extras
- 7 Internet
- 8 FAQs

If you have any questions that are not covered in the sections of this folder or we can do anything to enhance your stay, please do let us know.

Booking / Extension enquiries: (0)29 2002 9959 or info@theurbanspace.co.uk

Guest service/apartment enquiries: (0)29 2002 9959 or guestservices@theurbanspace.co.uk

Out-of-Hours / Emergencies: (0)29 2002 9959, If you call us between 1800 and 0800 you will get through to our nights team. We will call you back at 0800 unless it is urgent.

Regards

Guest Services Team

Section 1.

Keys and checking out

You will need to take your key set with you whenever you leave the apartment. This is important for re-entry to the apartment.

- ❖ At the end of your stay please post your keys in the key safe which is located just outside your front door, please ensure the safe is locked. We will collect them from there after you check out.
- ❖ Standard **Check-Out time is 11am**. This allows our Housekeeping staff time to prepare for the next guests. If you require an extension to this time, please give us at least twelve hours' notice. Non departures by 11am will incur a minimum surcharge of £20 which will be debited from your payment card.

When checking out...

Please be sure to check all cupboards and drawers for your possessions, close all windows.

Please check that all heating is turned down, lighting is switched off and the fridge-freezer is left switched on.

Refuse can be disposed of in the bin room which is located at the bottom of the Junction coffee drive through, there are double black doors for entry.

Section 2.

Apartment information

Please take care not to disturb your neighbours with noise or litter. Residents have the right to inform the site management company of any disturbance. This may lead to those responsible being asked to leave the site. A fine of up to £250.00 may be imposed in such circumstances.

All apartments and common areas of the development are non-smoking. If evidence of smoking in an apartment is found, a charge of up to £100.00 may be made for odour removal by a specialist contractor. Please also note that sensitive smoke/heat alarms are installed in each apartment and are connected to the central system.

Any damages, lost keys, or additional cleaning due to the apartment being left in an unfit state are chargeable. At the end of each stay, our staff routinely check the condition of the apartment and its contents against the inventory.

As part of our continuous maintenance programme, we sometimes require access to apartments during the working day and will try to contact you before making such a visit. If you particularly need us to inform you before we make any maintenance call, please phone 029 2002 9959 to ensure this is done.

On the day of departure please leave the apartment in a reasonable tidy condition. If you have a dishwasher, please load the dishwasher. In cases where apartments are left in very dirty conditions, we reserve the right to charge you the costs for the additional cleaning time.

Urban Space cannot accept responsibility for loss or damage to any personal items. Both the apartment and building are safe and secure. However, we recommend that you keep your apartment door locked at all times and always double-check the identity of anyone knocking on your door before opening.

Help us save the Planet while enjoying your stay:

We would really like you to help us save energy and water.

Going out or not using a room? Please turn off the lights and help us save energy and reduce our carbon footprint.

Towels dry? Ensure the heated towel rails are turned off. The switch outside the bathroom operates the towel rail. Remember to take caution as towel rails can become very hot.

Service Cleans:

If you are staying with us long enough to have a weekly service clean, we will arrive between 9am and 4pm to clean your apartment. Please see your check-in letter for the day of the week your service clean is allocated for.

If you have personal belongings left on items of furniture, we will clean around them but won't move them with the exception that items left on the bed will be moved to enable our team to change your bed linen and make the bed.

Your service clean includes a change of bed linen and towels, all carpets hoovered, and flooring wiped clean, dusting in each room, all bathrooms cleaned, mirrors polished, and kitchen surfaces wiped clean. Please note that cleaning dirty plates, pans and cutlery is not part of the service clean.

If you would like to arrange additional service cleans, this can be arranged at an extra charge. Please call us on (0)29 2002 9959 for further information.

If you find anything unsatisfactory...

Our maintenance team is ready to correct any fault you may find in your apartment. Please inform us as early as possible, so that the rest of your stay is not affected.

For either Maintenance or Housekeeping services, please phone *029 2009 9889*, or contact us at **guestservices@theurbanspace.co.uk**

Section 3.

Apartment safety

Every apartment is fitted with smoke detectors. They can be sensitive and there is no need to evacuate if you have just burnt your breakfast toast. However please leave the building if the fire alarm in the common area outside your apartment or the general building alarm sounds at any time.

FIRE in the Apartment:

If the fire is small, and you feel confident to do so, use the fire extinguisher and/or the fire blanket fitted on the wall in the kitchen to extinguish the fire. Use the fire blanket on chip pan / fat fires, not the extinguisher.



If the fire cannot be extinguished

DIAL '999' for the fire service.

- a) Exit the room where the fire is, and close the door behind you.
- b) Ensuring that your apartment door is closed (but not locked), take the fire exit stairs and assemble outside to the rear of the building.
- c) Do not use the lift in the event of a fire.

If you hear the FIRE ALARM

- ❖ Collect any clothing suitable for the weather outside, and any medication you may need.
- ❖ Leave the apartment, locking the door behind you, and take the stairs to the rear of the building
- ❖ Do **NOT** use the lift.

Accidents can happen ...

Please inform Urban Space of any accident, fire, or emergency incident as soon as possible.

Section 4.

Apartment appliances

Heating

There are wall heaters available throughout the apartment. If you want to turn your heater on all you need to do is;

1. Ensure it is turned on at the wall
2. Turn the power on at the top of the heater
3. Set the thermostat to the desired temperature



Washing Machine

There is a washing machine available in the cupboard in the hallway.

1. Open the door by carefully pulling the door handle outwards. Place the laundry in the drum, close the door
2. Insert detergent into the main wash compartment and fabric softener into the right compartment.
3. Select the required programme by turning the programme selector to the required programme. Press start, the display shows the duration of the selected programme.

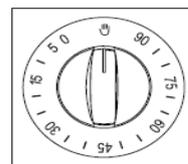
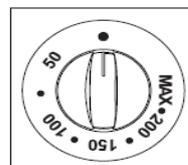
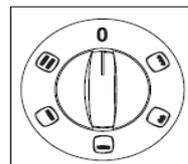
Oven

To use the oven, turn the oven function control knob to the required cooking function. Turn the thermos stat control button to the correct temperature.

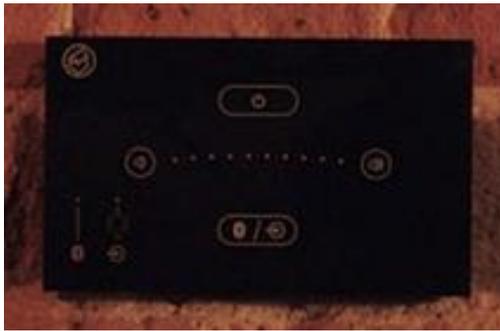


Oven Function Control Knob

-  The oven is off
-  Conventional cooking - The heat comes from both the top and bottom element, ensuring even heating inside the oven
-  Bottom heating element - The heat comes from the bottom of the oven only
-  Top heating element - The heat comes from the top element only (outer section)
-  Inner grill element only - Can be used for grilling small quantities
-  Full Grill - The full grill element will be on



Surround sound



1. The E50 is always in pairing mode. Navigate to the Bluetooth devices list on your phone or other Bluetooth transmitter device. Select systemline R50 from the device list. If the phone has not previously been paired a Bluetooth pairing request will be displayed on the phone. On the E50 the blue LED will flash.
2. Press and hold the source key on the E50 until the blue LED stops flashing
3. Press pair on the phone. The unit will now pair and connect. The E50 will wakeup, the blue LED will be illuminated and the default volume level will be displayed.
4. If the phone has previously been paired it will connect straight away, without the need for steps 2 and 3.

Section 5.

Important phone numbers

Emergency Services

Police, Fire, Ambulance - 999

Be prepared to state -

1. Which service you require
2. The nature of the emergency
3. Your location: Goodstay Apartments, Hood Road, Barry, CF62 5QU
4. Your telephone contact number
5. Your name

Other Useful Numbers....

Police Stations	Barry Police Station	029 20 222 111	
Hospitals	University of Wales Hospital Barry Hospital	029 20 747 747 01446 704 000	
Public Transport	National Rail Enquiries Cardiff Central Coach& Bus Train Times & Info Travel-line: 0871 200 22 33 or visit their website:	08457 48 49 50 08705 80 80 80 08457 48 49 50	www.traveline-cymru.info
Taxis		029 20 222 222 // 02920 555 555 // 029 20 777 777	
Airports	Cardiff <u>Bristol</u> Birmingham Heathrow Gatwick	01446 711 111 08701 212 747 0121 767 5511 0208 745 1000 01293 535 353	
Car Breakdown	The AA The RAC	0800 88 77 66 0800 82 82 82	
Services	Directory Enquiries NHS Helpline	118 500 0845 46 47	

Section 6.

Little extras

For your most immediate needs, Asda's is situated just a short walk from the development, CF62 5AT.

Fancy a bit of extra time to enjoy your apartment?

Why not opt for a late check-out?

- ❖ Stay until 2pm for £20
- ❖ Or for just £40 you can stay until 4pm.

Give reservations a call on 029 2002 9959 and they will be happy to add a late check-out to your booking.

If you would like us to shop for you ...

We are happy to shop for any supplies you may need on your arrival, or during the time of your stay. Delivery times are limited to our standard office hours.

Contact us on 029 2002 9959, and we will endeavour to deliver them to your apartment within 3 hours of your call. This service is charged at £10.00 per delivery and will be debited to your card unless paid for in cash at the time of delivery.

Toiletries

We have chosen large bottles over small bottles as they are more environmentally friendly. We hope you enjoy them. If you would like to take them home with you then let the guest service team know. We will add a charge of £12.00 per bottle when you check out.

Breakfast Hamper

Arriving home late? Haven't got time to run out for Breakfast? Let us take care of that and arrange for a full Welsh breakfast hamper or a continental breakfast to be ready for you when you return home from your busy day!

Taxi Service

If you would like us to arrange a taxi service for you for long or short distances, we have links with executive chauffeur driven cars. Please give us a call on 029 2002 9959 and we will be happy to help.

Laundry & Dry Cleaning

Although there are laundry facilities available onsite sometimes you just crave that special dry-cleaning finish. If you have any special laundry requirements, dry cleaning or you may even prefer an extra duvet or linen whilst staying with us, give our office a call on 029 2002 9959 for prices.

Car Parking

There is a car park available onsite, this is chargeable at £10 per night. Please give the team a call to book a space and they will provide you with the barrier code.

Section 7.

Internet

Your log-in details are available at the front of this folder, they are also available on your arrival information documents.

If you are trying to connect with an Apple device (Ipad or Airbook) from experience these devices sometimes have difficulty connecting to some of our wireless networks. In the majority of cases Apple have advised that resetting the network settings on your device will solve connection problems. Apple have a dedicated customer support line that you can call them on directly if you still can't connect.

If this does not resolve the issue, please call our office for further assistance between 8am and 6pm on (0)29 2002 9959 and we will endeavour to check the connection or provide you with an internet dongle (subject to availability).

Section 8.

Frequently asked questions

Q: Are there any shops/restaurants close by?

A: Yes. See section 6 for directions to the nearest amenities.

Q: Does Urban Space supply a shopping service?

A: Yes. Please see Section 8.

Q: How can I get some more towels, bedding or other items?

A: By phoning our housekeeping team on (0)29 2002 9959, depending on quantity, there may be a small charge for this.

Q: What is your policy if I decide to leave early, or ask to extend my stay?

A: We do our best to accommodate guests whenever a change in their plans become necessary. Please contact our Reservations Team on (0)29 2002 9959 who will do their best to fit in with your needs. Please note that alterations in the period of your stay are likely to affect the final price charged to you.

Q: Are there any 'House' rules I should know about?

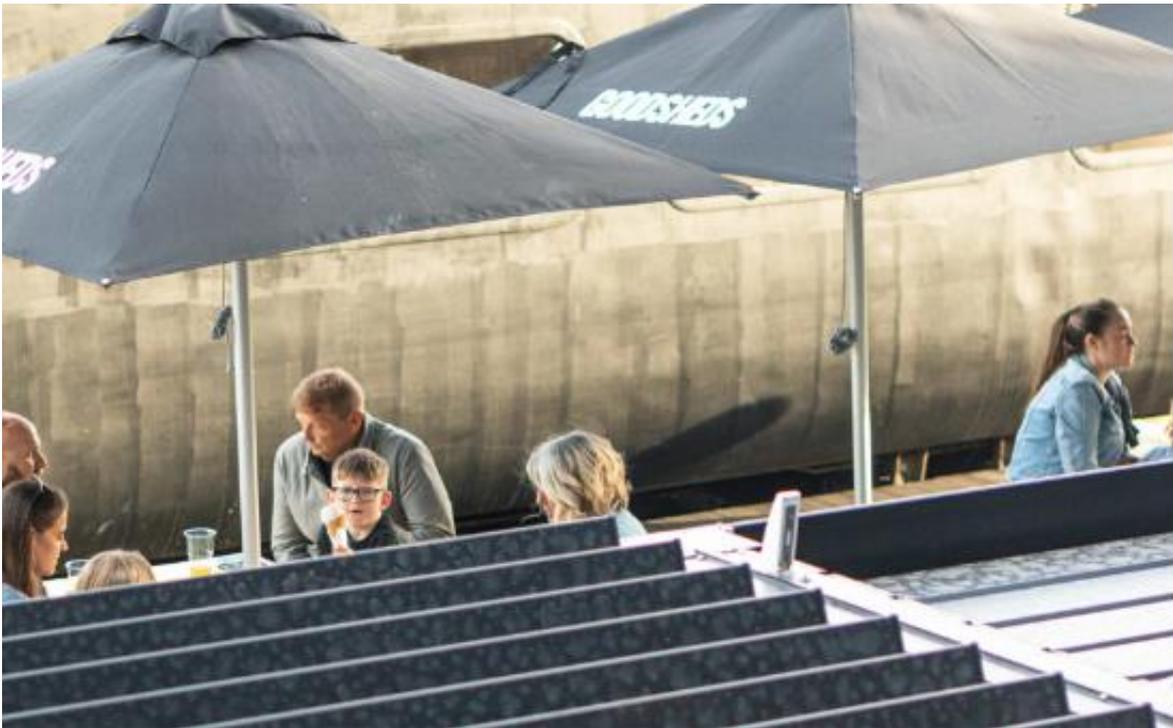
A: Just a few, These items may not be placed on balconies or patios – barbeques, bicycles, or clothes for drying. No radio or other noise is allowed that is audible to neighbours after 11pm. (see the penalties clause in 'Essentials', section 2 about nuisance to neighbours). The keeping of pets is not allowed. Smoking is allowed only in outdoor spaces,

We hope that you have found the directory informative. Please let us know if we have missed anything. All information about our locations, what's on and the best places to dine is available via our website.

GOODSHEDS

THE FIRST NEW SUSTAINABLE URBAN HIGH STREET IN THE UK

Situated in the centre of Barry, South Wales, Goodsheds is the first new sustainable urban high street in the UK where people can work, eat, live and play. Goodsheds is a mixture of the best independent food & drink, boutique retail & lifestyle and spaces to do business. We also boast a cutting edge outdoor gym facility, and Junction by Academy, an independent coffee drive through for all your coffee needs!



The Tracks – the most unique retail setting in the UK! Welcoming you to the Goodsheds, on the original railway tracks is a series of repurposed Gatwick express carriages reserved for traditional, artisinal traders, a cinema, and space to hire for events and meetings.



The Shipyard – From shipping to sipping – chilling and shopping! Constructed entirely of 54 repurposed shipping containers, The Shipyard is stacked top to bottom with a mix of over 20 independents bringing you a variety of offerings. These sustainable units offer start up and local independent businesses to being or expand their business in the centre of Barry's rising business and regeneration district.



The Sidings – Formally known as Gwalia Buildings, the historic 1880's railway good shed stands tall constructed of traditional red brick and is the centre piece of Goodsheds. The building has been given a new lease of life, transitioning from housing railway carriages in the height of the industrial boom to now housing three commercial units. Repurposing the building has maintained the industrial heritage Barry is renowned for whilst simultaneously bringing it into the 21st century.

For any further information about your stay at the Goodsheds including our partnership programme, please take a look at our website, <https://theurbanspace.co.uk/location/goodstay/>