



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

For all emergencies outside of office hours: (0)29 2002 9959, If you call us between 6pm and 8am you will get through to our Out of Hours team. If we are unable to answer immediately, please leave a voicemail and we will call you back as soon as we are able. If your need is not considered an emergency then we will call you back at 8am.

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 locking your apartment door, re-entry to the Development, the entrance and lobby.

- ❖ At the end of your stay please locate **your apartment's numbered post box** in the front foyer of the apartment building on the ground floor. Post your keys in the box. We will collect them from there after you check out.
- ❖ **Lost or wrongly placed keys are chargeable to your card.** Where keys are not returned on the day of check-out, or are not returned to the correct place, this may involve changing the locks to preserve security. A minimum charge of *£150.00* may be applied.
- ❖ 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 ground floor refuse room which can be accessed via the rear doors, there is a key on your key set for the door. Please note there are recycling bins in this development in-line with new council recycling requirements.

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.

Saving the Planet while enjoying Your Stay...

Please enjoy your stay but remember that we are looking to reduce our carbon footprint and would appreciate your help in this regard.

Please leave all used towels in the shower at the end of your stay.

Turn off heating and lighting when leaving the apartment.

If you're staying with us for more than a couple of nights, consider programming the heating so it's on only when you need it.

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 check 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 extra charge. Please call us on 029 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 2002 9889*, or contact us at [**guestservices@theurbanspace.co.uk**](mailto: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 is a wall heater available in each 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

Laundry

The Laundry room is located on the ground floor at the back of the development. There are washing and drying facilities available. Please ensure your laundry is removed at the end of use.

Oven

A combi oven is available in each apartment. To use, please follow the function controls for the desired cooking function.

Extractor Fan

There is an extractor fan for both the kitchen and bathroom. The controls are next to the unit. The bathroom extractor fan operates automatically when the bathroom light is on. Should the extractor fan become noisy please let us know.

Lift

There is a lift within the development which is accessible to all floors. Once you are in the lift please enter the number corresponding to the floor you are on;

Ground floor – Press B

First floor – Press 1

Second floor – Press 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: Park Lane Aparthotel, 23/24 Park Place, Cardiff
4. Your telephone contact number
5. Your name

Other Useful Numbers....

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

Section 6.

Little extras

For your most immediate needs, Sainsbury's is situated just a short walk from the development.

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 process 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.

Section 7.

Internet

All apartments have wireless broadband in the apartment.

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 029 2002 9959 and we will endeavour to check the connection or provide you with an internet dongle (subject to availability).

If you have an Apple device and are unable to connect to one of our wireless networks, you can visit apple online for their guides or call Apple customer support. Please note that Apple indicate that not all versions of iPad, iPod, iPhone or Macbooks are compatible with some routers and wireless transmission standards (b,g,n).

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 6.

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

A: By phoning our housekeeping team on 029 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 029 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.

Meet Space

By Urban Space

Are you looking for more space to work? Upgrade to Business Club which includes complimentary use of Meetspace. It is located on the ground floor of the development. From hot desks, co-working spaces to comfy chairs, room to brainstorm and meeting pods, our space is flexible to create an inspiring workspace. Please do get in touch with the team if you would like access to this space during your stay.

Call : 029 2002 9959, email : meet@theurbanspace.co.uk

