

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 Heating and Hot Water
- 5 Apartment Appliances
- 6 Important Phone Numbers
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If you have travelled by car we offer discounted tickets at the NCP car park on Pierhead Street (CF10 4PH) for £6.00 per night. There is no need to pre-book, but please do let us know so that we can provide you with a ticket to swap with your original parking ticket to ensure you receive the discount on departure.

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 services/ 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 sets of keys with you whenever you leave the apartment. This is important for locking your apartment door, re-entry to the development and the lobby entrance.

- ❖ 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 will 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 as much notice as possible, late checkouts can be arranged subject to other guest arrival times.

When checking out... ,

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

Section 2.

Apartment Information

This development is primarily residential. 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; this includes all balconies. 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 program, 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.

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.

Heated towel rails are provided in each bathroom, operated by a switch outside the bathroom located towards the skirting board. In the interests of the environment, please switch towel rails off when they are not needed, take caution as they may become very hot.

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

Turn off heating 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.

Food waste caddies are provided in each apartment (located under the sink) and all developments have recycling, non-recycling and food waste bins in the bin store areas. Please take the time to separate your waste and help reduce your impact on the environment.

Plastic bags in Wales are charged at 5p per bag at shops. Consider reusing plastic bags to reduce the amount of landfill waste.

Apartment Facilities

Where a dishwasher is provided in the apartment, please make use of it at the end of your stay in preparation for the next guests.

Refuse can be disposed of in the ground floor refuse room located. Please do not under any circumstance leave refuse in communal hallways.

Please place in the correct bin.



An extractor fan serves both the bathrooms and the kitchen of your apartment through ducts in the ceiling. The switch for the extractor is situated in the cylinder cupboard and is marked **Extractor**. In addition, a boost function will automatically operate when the bathroom light is switched on and for a set period thereafter.

When checking out of the apartment, please check that all heating and lighting is switched off, but that the fridge-freezer and oven switches are left on.

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 (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 2002 9959, 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 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 exit 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.

Heating & Hot Water

Heating

Each room has at least one wall mounted panel heater which has temperature controls located on a dial on the top of the heater with numbers 1 to 9. By moving the dial by 1 digit you will be increasing the temperature by approximately 4 degrees.



Day comfort level



Night comfort level



Timed Settings

Day comfort will heat the apartment during the day, Night comfort heats the apartment after 5pm.

To adjust the temperature of your room, turn the numbered dial to show a higher heating output number. The maximum number is 10 which will provide heating output to approximately 35 degrees Celsius. A heating output setting of 4 will heat the room to approximately 20 degrees.

Hot Water

Hot water is heated automatically on the off-peak overnight tariff. If additional hot water is needed the hot water cylinder cupboard in the hall contains the boost dial for the water cylinder.



By turning the boost dial anti-clockwise to the '60' mark the timer will then start heating the water in the cylinder for a maximum of sixty minutes before turning itself off.

One hours' worth of additional heating will provide enough hot water for washing up or a shower.

Please note Urban Space operate a Fair Usage policy for all our apartments, a copy of this policy is available on request. Any excessive usage of electricity will be charged at the end of your stay.

Section 5.

Apartment appliances

For ease of use, we have included some information on the appliances in your apartment. If you have any technical faults, please refer to the appliance manuals or call us on 029 2002 9959.

Washer-Dryer

Open the door by carefully pulling the door handle outwards. Place the laundry in the drum, close the door.

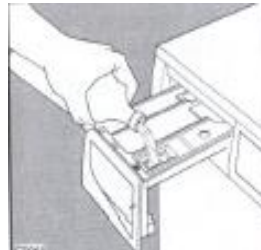


Insert detergent into the main wash compartment and fabric softener into the right compartment.

Detergent

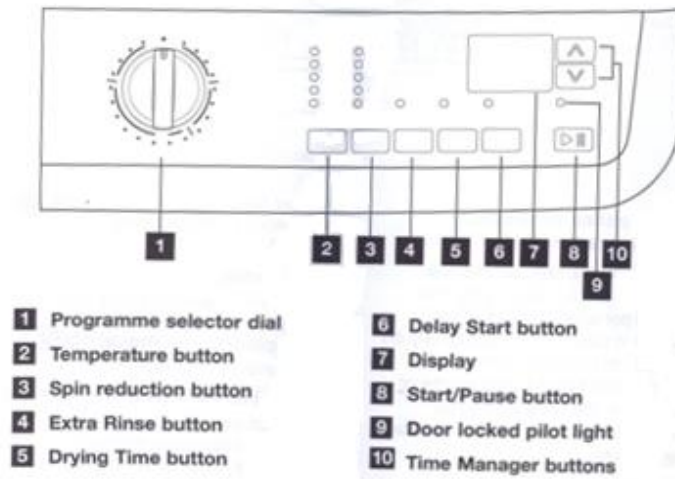


Fabric Softener



Select the required programme by turning the programme selector (dial 1) to the required programme. Press Start, the display shows the duration of the selected programme. Turn dial 1 to position O to Reset programme/Switch OFF the machine.





For Drying, the recommended load size is 3kg for cottons and linen, and 2 kg for synthetics.

To dry:

1. Load laundry
2. Select the drying programme.

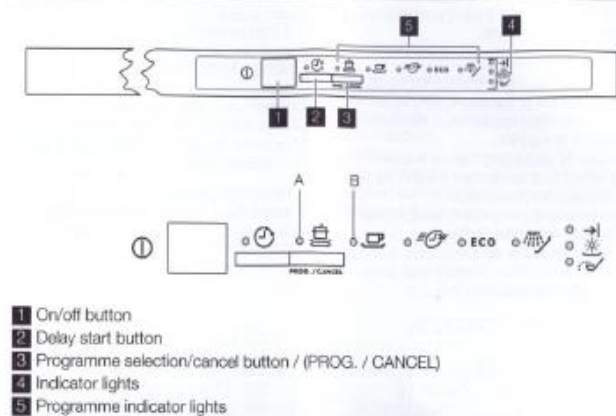
If you wish to select a tumble dry option, press button 5 until the time you want appears on the display.

Depending on the load size and type of garment drying times vary from 50 mins to 170 mins.

Dishwasher








CONTROL PANEL



To start the dishwasher;

- 1) Switch on the appliance
- 2) Press the programme selection/cancel button several times to set the specific washing programme. (The programme indicator light will come on)
- 3) Close the door. The programme will start automatically.

Programme	Degree of Soil	Type of Load	Programme description
	Heavy Soil	Crockery, cutlery, pots and pans	Prewash Main wash up to 70 °C 2 intermediate rinses Final rinse Drying
	Normal Soil	Crockery, cutlery, pots and pans	Prewash Main wash up to 65 °C 1 intermediate rinse Final rinse Drying
	Normal or light Soil	Crockery and cutlery	Main wash up to 60 °C Final rinse.
	Normal Soil	Crockery and cutlery	Prewash Main wash up to 50 °C 1 intermediate rinse Final rinse Drying
	Any	Partial load	1 cold rinse (to prevent food scraps to bond) Detergent is not necessary.

Oven

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






The oven in the kitchen will not operate unless the clock is set. Press the timer icon and then use the '+' button to set the time, repress the clock button to set the time. The oven will now operate correctly.

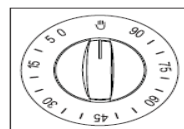
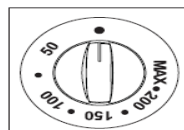
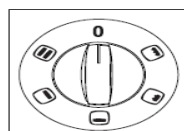
Function dial

Temperature dial



Oven Function Control Knob

- 0** 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



Section 6.

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: Quayside apartments, Bute Street, 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 Llandough Hospital Cardiff Bay Surgery Emergency Dental Helpline	029 20 747 747 029 20 711 711 029 2183 3450 029 2044 4500
Public Transport	National Rail Enquiries Cardiff Central Coach& Bus Train Times & Info Travel-line: 0871 200 22 33 or visit their website: www.traveline-cymru.info	08457 48 49 50 08705 80 80 80 08457 48 49 50
Taxis	029 20 222 222 // 02920 555 555 //	029 20 777 777
Airports	Cardiff <u>Bristol</u> Birmingham	01446 711 111 08701 212 747 0121 767 5511
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 7.

Little extras

For your most immediate needs, Sainsbury's is situated below, and Tesco Express is situated just 100 yards away.

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 you do have a washing machine in the apartment, 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.

Additional cleaning Services

If you would like to arrange an additional service clean during your stay, we can provide this subject to 24hours notice. Additional Service clean costs will vary dependant on the size of your apartment and the number of guests staying in the apartment.

Please contact us on (0)29 2002 9959 for tailored prices.

Replacements:

New keys and fobs sets are charged at £150 as the lock on the door will need to be changed as well as 4 replacement keys being cut. So, to avoid incurring these charges, keep a close eye on your keys!

Section 8.

Internet

Most apartments at Quayside have wireless broadband in the apartment unless your check in documents state otherwise. Your log-in details are available at the front of this folder, it is also available on the WIFI router in the apartment.

If you are having trouble connecting to the wireless network or can connect but can't then see the internet web pages you are searching for please try turning the wireless router off and back on again after 60 seconds. This solves 90% of issues.

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).

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 9.

Frequently asked questions

Q: Are there any shops/restaurants close by?

A: Yes. See section 7 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, <https://www.theurbanspace.co.uk>