



9 HERTFORD<sup>ST</sup>

*Private Residences*

*Mayfair W1*

**Welcome to your apartment at 9 Hertford Street, located in the heart of Mayfair.**

**Please find further details about your apartment below. Should you require any assistance during your stay, please do not hesitate to speak to a member of our team.**

**Apartment number: 101**

**Internet Access:**

**Free WiFi is available in your apartment.**

**Your username is: SKYBEC3F**

**Your WiFi password is: FTYYQRMVRB**

**Contact details:**

9 Hertford Street  
Mayfair  
London  
W1J 7RJ

Reception: +44 (0)20 7491 7650

Email: [reservations@hertfordstreet.com](mailto:reservations@hertfordstreet.com)

Website: [www.hertfordstreet.com](http://www.hertfordstreet.com)

You can also find us on social media @9hertfordstreet





9 HERTFORD<sup>BT</sup>

*Private Residences*

*Mayfair W1*

### **Business Facilities**

- Please contact Reception if you would like us to scan and print any documents for you.

### **Car Hire**

- If you wish to hire a car please contact the Concierge on duty who will be able to assist you.

### **Car Park**

- A car park is available in the basement with direct lift access to each floor. There is a daily charge of £40 for its use.
- Vehicles and their contents are left there at the owner's risk.

### **Check-in**

- Contactless check-in is available for use.
- Check-in is between 14:00 and 18:00 Monday to Saturday. Check-in outside of these hours and at weekends is by appointment only, giving at least 24 hours notice.

### **Check-out**

- Please check out by 12 noon. It may be possible to arrange a later check-out subject to availability. Please enquire for further details.

### **Child-Minding/Babysitting**

- The Concierge on duty will be able to supply details of reputable agencies in the area.



### **Credit Cards**

- We accept all major credit cards.

### **Electricity**

- The supply is 230V utilising the UK standard 3 pin plug. Adaptors can be obtained from Romany's Hardware Store on Shepherd Street.
- Please do not use the smaller sockets in the apartment as these are specifically for lighting.

### **Emergency**

- To contact a member of staff outside normal hours, please call 020 7491 7650.

### **Feedback**

- Your feedback is warmly welcomed. Please leave any comments you may have at Reception.

### **Fire Procedure**

- Full details are posted on the back of your apartment's front door.

### **Gratuities**

- We do not levy any service charges and gratuities are left to the guest's discretion.

### **Groceries**

- The nearest shop for basic groceries is the Smart Market on the corner of Shepherd Street and Hertford Street. There is a small Tesco Supermarket on Curzon Street and Marks & Spencer and Sainsbury's supermarkets near Green Park Tube Station.



### **Hairdryers**

- These can be found in a drawer in the bedroom.

### **Housekeeping**

- We service your flat weekly during stays of 7 days or more.

### **Ironing**

- An iron and ironing board are to be found in the wardrobe. Alternatively, it is possible to send items to the local laundry for pressing, subject to an additional charge.

### **Keys**

- Please ensure all sets of keys are returned to Reception on your departure. Please inform Reception if you lose any keys during your stay. A charge will be levied for replacing keys.

### **Laundry and Dry Cleaning**

- An off-site laundry and dry cleaning service is available. Please contact Reception for further details.

### **Medical Assistance**

- Please contact Reception if you require any medical assistance during your stay.
- Our local surgery is Mayfair Doctors in North Audley Street (0207 4991581).
- For life-threatening emergencies, please call 999. Non-emergency medical advice is available by dialling 111.

### **Messaging**

- Friends, relatives and colleagues may leave messages at Reception for guests.



### **Milk**

- UHT milk is provided in each apartment. Should you require fresh milk, please contact Reception.

### **Newspapers**

- Our Concierge can arrange for newspapers to be delivered to your door if ordered in advance.

### **Pets**

- 9 Hertford Street welcomes a well-behaved dog or cat in the apartments but we reserve the right to levy a small additional servicing charge should one be required.
- Our local veterinary practice is Medivet Hyde Park on Connaught Street (0207 7230453).

### **Post**

- There is a post box nearby in Shepherd Market and full Post Office services are available at Mail Boxes Etc located at 8 Shepherd Market (020 7491 0022).

### **Public Transport**

- 9 Hertford Street is located between Green Park (Victoria, Piccadilly and Jubilee lines) and Hyde Park Corner (Piccadilly line) tube stations. There are buses, including sight-seeing tours, to many destinations from Piccadilly. The simplest way to pay for your journey is to swipe in and out with your credit card.
- For further information, please visit: <http://www.visitlondon.com/traveller-information/getting-around-london/oyster>

### **Reception**

- Reception is staffed between 8am-8pm Monday to Friday and 10am-6pm Saturdays and Sundays.



### **Restaurants, public houses and bars**

- There are many good public houses, bars and restaurants within a few minutes' walk of 9 Hertford Street. Please ask the Concierge for further details.

### **Recycling**

- Bottles and other recyclable items should be left in your apartment for our Housekeeping team to collect at the end of your stay.

### **Room safe**

- All apartments have built-in safes. Neither AVA Hospitality Ltd nor the owner of each apartment can be held responsible for valuables left in the apartments or elsewhere on the premises.

### **Smoking**

- Smoking is not permitted anywhere in the building.

### **Television**

- The latest Samsung 55 inch 4K smart TV with Chromecast technology.

### **Taxis/Transfers**

- Taxis pass by the front door of 9 Hertford Street regularly.
- Please contact Reception for private hire vehicles for airport/station transfers and for longer journeys.

### **Tea and Coffee**

- Tea and coffee facilities are provided free of charge in each apartment on check-in.
- Lavazza coffee is available in Capital Classic Apartments and Nespresso machines in Mayfair Club Apartments.



### Toiletries

- Complimentary *Arran Sense of Scotland* toiletries are provided in all apartments.

### Useful Links:

General Information about London: [www.visitlondon.com](http://www.visitlondon.com)

Trains, tubes and buses: [www.tfl.gov.uk](http://www.tfl.gov.uk)

Heathrow Airport: [www.heathrowairport.com](http://www.heathrowairport.com)

Gatwick Airport: [www.gatwickairport.com](http://www.gatwickairport.com)

City Airport: [www.londoncityairport.com](http://www.londoncityairport.com)

Luton Airport: [www.london-luton.co.uk](http://www.london-luton.co.uk)

Stansted Airport: [www.stanstedairport.com](http://www.stanstedairport.com)

Southend Airport: [www.southendairport.com](http://www.southendairport.com)