



## **GUEST INFORMATION**



***Dear guest,***

*We would like to welcome you to the **Comfort Inn Arundel** and hope you had a pleasant journey.*

*It is our aim to make you feel at home during your stay with us. Our staff will do everything possible to offer you the best service. Your satisfaction is very important to us.*

*This information brochure will give you a quick A-Z overview of our services, the hotel and its surroundings. Please do not hesitate to contact our staff at the reception desk should you have a question - simply dial '0' on your telephone.*

*We wish you a relaxing and pleasant stay at our hotel.*

*The management and staff of the **Comfort Inn Arundel***



# Helpful information from A-Z

## A

### **ACCESSIBLE ROOMS**

Our hotel also offers accessible rooms. Please contact the reception for further information.

### **AIRLINES**

#### **Aer Lingus**

0871 718 5000

#### **Air Berlin**

0871 5000 737

#### **Air Canada**

0871 220 1111

#### **Air France**

0871 66 33 777

#### **Alitalia**

0871 4241 424

#### **American Airlines**

0844 499 7300

#### **Bmi**

0844 8484 888

#### **British Airways**

0844 493 0787

#### **Cathay Pacific Airways**

020 8834 8888

#### **EasyJet**

0871 244 2366

#### **Emirates**

0844 800 2777

#### **Flybe**

0871 700 2000

#### **Lufthansa**

0871 945 9747

#### **Ryanair**

0871 246 0000

#### **Singapore Airlines**

0844 800 2380

#### **Qantas**

020 8600 4300

#### **Virgin Atlantic**

0844 2097777

### **AIRPORT**

Please contact the reception for any questions concerning the directions to the airport or public transportation.

### **ADAPTER**

Please ask the reception.  
A £10 deposit will apply

## B

### **BAR**

We look forward to welcoming you to our bar.

### **BEVERAGES**

Cold drinks can be bought at our bar.

### **BREAKFAST**

Breakfast is served in the Sterling's Restaurant  
Monday - Friday 07.00 a.m. – 9.00 a.m.  
Saturday – Sunday 8.00 a.m. – 10.00 a.m.

## C

### **CAR RENTAL**

Should you need help in hiring a car, our receptionists will help you at any time!

### **CAR REPAIR**

Please contact the reception.

### **CCTV**

This hotel and car park area is under CCTV surveillance.

### **CHEQUES**

We are sorry we don't accept any kind of cheques.

### **CHECK-IN**

You can access your room from 2 p.m.

### **CHECK-OUT**

Check-out is until 11 a.m.

### **CHILDREN**

Children 12 and younger stay free when they share the same room with their parents or Grandparents if no additional bedding is required.



### **CHOICE HOTELS®**

Choice Hotels International® is one of the largest lodging franchisors in the world. Choice Hotels currently franchises more than 6,000 hotels globally; representing more than 485,000 rooms. Choice Hotels Europe™ provides travellers with single access to a network of 500 locations in Europe, under the Comfort™, Quality™ and Clarion® brands.

### **CHOICE PRIVILEGES®**

Join now! Earn points at over 5,500 locations in the US (including Hawaii), Canada, Europe\*, Mexico, Central America, Australasia\* and the Caribbean. Or instead of points earn Airline Rewards. Redeem points for free nights worldwide (no blackout dates), Airline Rewards and more. Receive in-hotel benefits. It's fast, easy and free to join. Ask for more information at the reception desk!

\*please visit [choicehotelsuk.co.uk](http://choicehotelsuk.co.uk) for a complete list of participating countries.

### **COFFEE AND TEA MAKING FACILITIES**

Tea and coffee making facilities are located in "Hospitality Drawer" in the room.

### **CONCERTS / CINEMA / CULTURE**

For any information regarding cultural events, church service, theatre reservations etc. please contact the reception.

### **CONFERENCE ROOMS**

We also provide conference rooms and services. Please contact the reception if you're planning to hold a conference, family celebration or any other event.

### **CREDIT CARDS**

We accept all major credit cards including: Access, Visa, American Express, Mastercard, Switch and Delta.

### **CREDIT CARD SERVICES**

Credit Card companies in the UK:

American Express:	01273 696933
MasterCard:	0800 96 4767
VISA:	0800 89 1725
Diners Club:	0870 1900 011

### **COTS**

Baby cots are available free of charge. Please contact the reception. Subject to availability.

## **D**

### **DO-NOT-DISTURB**

Please put the do-not-disturb-sign outside the room door if you don't want to be disturbed by our housekeeping staff.

### **DOOR LOCK**

To lock the door from inside just press the lock button above the door handle.

## **E**

### **EMERGENCY**

Please contact the reception in case of an emergency. Please also see the following contact numbers which may be useful:

Emergency (Fire/Ambulance/Police): 999

Doctor: 01903882191

Chemist: 01903882261

Dentist: 01903882273

Optician: 01903788667

Osteopath: 01903883757

### **EXTRAS**

Extra pillows, blankets, duvets and towels are available upon request. Please contact the reception.

### **ELECTRICITY**

Electricity comes on when you insert the room key into the electricity slot on the wall by the door.

240 volt converters are available (Subject to Availability) via the reception desk. A deposit of £10 applies.



## F

### **FAX**

Please contact us if you want to send a fax.  
We charge 50p per page.

### **FIRE ALARM**

Please contact the reception in case of fire.  
Read the fire instruction notice and the escape route signs in your room.

### **FLOWERS**

Please tell the reception if you should need any flower arrangements or bouquets of flowers. We will order it for you.

### **FORGOTTEN SOMETHING?**

The following and further items are available for you at the reception desk: toothbrush, toothpaste. Charge applies.

## H

### **HAIRDRESSER**

You will find the nearest hairdressers in the city. Please contact the reception for any further information.

### **HOSPITALS**

The nearest hospital with A&E Department is the St. Richard Hospital in Chichester.

### **HOTEL RESERVATIONS**

Please contact our call centre on freephone 0800 44 44 44 or make a reservation via our website at [choicehotelsuk.co.uk](http://choicehotelsuk.co.uk) We're looking forward to welcoming you to one of over 6,000 hotels worldwide.

## I

### **INTERNET**

We provide internet free of charge in your hotel room and in all of the public areas. You don't need any passwords or pin numbers.  
Network: Comfort Guest WiFi  
Password: comfort1

### **IRONING SERVICE**

Please contact the reception if you need an iron and an ironing board.

## L

### **LEISURE ACTIVITIES**

Please contact the reception for any information or brochures of nearby leisure activities.

### **LOST PROPERTY**

All lost or found items are stored and registered. Please contact the reception if you should lose or have found anything.

### **LUGGAGE AND STORAGE**

Your luggage can be stored until your departure time on the check-out day. Storage of luggage is for hotel guests only.

## M

### **MAIN ENTRANCE**

The main entrance will be locked from 12am. Please use your door key to unlock the door just place it close to the door lock sensor to the right of the front doors or call the Night Porter via intercom. At certain times during the night you may experience a slight delay in the answering of the telephone as the Night Porter will be carrying out his security duties around the hotel.

### **MESSAGES**

Messages will be collected for you at our reception desk.

## N

### **NEWSPAPERS**

Please contact reception if you wish to order newspapers for the following morning. A fee of £2 applies.



## P

### **PARKING**

There are parking spaces around the hotel free of charge for guests only.

### **PETROL STATION**

Please find the nearest petrol station next to the hotel.

### **PETS**

Pets are not allowed in our hotel.

### **PHOTOCOPIES**

There is a photocopier at the reception desk. We charge a small fee per page. We charge 20p per page.

### **POSTAGE**

We can post your letters and postcards for you. You can purchase stamps at the reception.

### **PUBLIC TRANSPORT**

Please ask at reception for timetables and any information about public transportation.

## R

### **RAILWAY CONNECTION**

Please find timetables and connections at the reception. We can also print out your railway connection for you.

### **RECEPTION**

Our reception is open 24/7. Please dial the number "0" for any questions, requests or suggestions. From 11 p.m. to 7 a.m. the Night porter will be on duty. At certain times during the night you may experience a slight delay in the answering of the telephone as the Night Porter will be carrying out his security duties around the hotel.

### **RESTAURANT**

We offer a Full English & Continental Buffet Breakfast Every Morning. Please note that if your booking does not include breakfast, you are able to pay for breakfast at reception.

### **ROLLAWAY BEDS**

Please contact the reception if you need a rollaway bed in your room.

## S

### **SAFE**

The rooms are not equipped with a safe. There is a safe available for you at the reception. For further information please contact the reception.

### **SHOPPING POSSIBILITIES**

Please ask for shopping possibilities in the city centre. Our reception staff can also assist on any information regarding public transportation.

### **SIGHTS**

For information about the surroundings, sights, city maps and further information please ask our reception staff.

### **SMOKING**

We are strictly non-smoking hotel. Please do not smoke in any room. A penalty of £200.00 will apply. Feel free to use our smoker's area. You will find it outside by the main entrance.

### **STAMPS**

If you need stamps please contact the reception. We also post your letters or postcards.

## T

### **TAXI**

Our reception staff is happy to order a taxi for you. Please contact the reception.

### **TELEPHONE**

Please dial the following numbers for:

Reception:	0
Wake-up calls:	0

For local calls we charge 30p per unit, for distance calls we charge £1 per minute.



To call another room just dial the room number. If you want to be called in your room from outside, you are available on **+44(0)1903 840 840** and our reception staff will transfer it to your room.

### TRANSPORT CONNECTION

Nearest bus stop: **Crossbush bus stop**  
Nearest train station: **Arundel train station**  
Nearest airport: **Gatwick airport**

### TV

There are national and international TV channels available for you to watch. To switch on the TV press the power button or any number on the remote control. To change the channel press the "P" button up or down to view the channels. The other option is to press the "CH LIST" button which will bring up the list of channels on the side of the screen. Use the up and down buttons to choose the channel you wish to watch and press select which is the only big circle button on the remote control.

### TRIPS

Brochures and reservation information are available at the reception.

### V

#### VALUABLES

Guests are advised that the Management can not be held responsible for the loss or damage of any valuables unless handed to the Reception for safe keeping and a receipt is obtained. No charge is made for this service. Visitors should also note that no liability is accepted for loss or damage in respect of:

- Guest property sent to the hotel before arrival, or kept in the hotel after departure.
- Articles left in public rooms or corridors. Please note that a cloak room is provided free of charge.
- Motor cars and/or their contents left outside the hotel, on or off the hotel premises.

### W

#### WAKE-UP CALLS

Please contact the reception staff if you need a wake-up call the next morning.