

GUEST
INFORMATION

———— SMART ————
*A*STON *C*COURT
———— DERBY ————



Dear Guest

Welcome to the Smart Aston Court Hotel, Derby's friendliest hotel, I hope you enjoy your stay. We appreciate the opportunity to serve your needs today and in the future.

If you require any help or information during your stay please ask a member of our front desk team or indeed any member of our hotel team and we will endeavour to help you.

Breakfast is served each day in the restaurant located just at the side of reception. Monday to Friday from 7am until 9am and Saturday & Sunday 8am to 10am. Each evening dinner is served between 6.30pm and 9.30pm. A menu is available in your room and you may choose to have dinner served in your room if you wish, please call reception (Dial 0) to arrange this.

The lounge and bar on ground floor is open all day and you can relax and enjoy a drink or snack. Free WiFi internet access is available throughout the hotel

Derby is a great place to stay and can offer something for everyone. The traditional Cathedral Quarter with its great shops, lovely places to eat and drink, vibrant live performances and historical landmarks is just 10 minutes away. In contrast the Westfield Centre, a modern purpose built shopping mall with over 190 stores offering fashion, food, homewares, health & beauty and much more is a short walk away.

I hope that you will choose the Smart Aston Court Hotel for your accommodation needs in the future however if in the meantime I can do anything please feel free to contact me directly by email at john.rowland@astoncourthotelderby.com or call 01332 342716

Kind regards

John Rowland
General Manager

RECEPTION FACILITIES

Our reception desk is open 24 hours per day, and although the outer doors may be locked during the hours of 23:00 and 07:00, access can be gained by using the doorbell/intercom. This will put you in contact with the night porter who will come and let you in. *(Please be patient once you have rung the bell as it may take the porter a short while to get to the doors as he/she may be at the other side of the hotel).* Similarly the car park gates are closed during the night and there is an intercom located at the side of the gates.

During your stay, please contact reception should you require any of the following:

- A wake-up call or newspaper.
- Extra linen, duvets or blankets.
- Extra tea, coffee, milk.
- Photocopying or fax facilities - 7am to 11pm.
- To book a table for dinner in our restaurant. The restaurant is open every evening from 6.30pm to 9.30pm for dinner. There is a menu in your room.
- Any additional complimentary toiletry items, i.e. Toothpaste, Toothbrush, Razor, Shower Cap, Sewing Kit, Face Cloth etc.
- Bottled water is available to purchase 24 hours a day from reception.
- Assistance with your luggage, available 24 hours.
- Fans are available for guests use.
- Any other assistance

Leisure Facilities

The Hotel has an agreement with LA Fitness which is a short walk from the hotel.

Directions can be taken from the reception team.

Please note that you will have to take your room card and a towel with you.

Facilities Include: *Swimming Pool, Cardio Room, Sauna and much more.*

REDUCED PRICE SESSIONS FOR GUESTS

Opening Hours

Mon - Fri: 06:30 - 22:00
Sat & Sun: 08:30 - 16:30

LA Fitness

Carrington Street, Derby, DE1 2ND
Tel: 01332 525812

RESTAURANT & BAR

CAVENDISH RESTAURANT

The Cavendish restaurant is located on the ground floor is open for dinner each evening between the hours of 6.30pm and 9.30pm. There is a menu in each guest bedroom.

BREAKFAST

Full English Breakfast may be taken in the Cavendish Restaurant on the ground floor between the hours of 07:00 – 09:00 (**Monday – Friday**) and 08:00 – 10:00 (**Saturday & Sunday**). Alternatively, Continental Breakfast may be pre-ordered, and delivered to your room at any time, by filling in your breakfast card and returning it to reception.

If you are in a hurry, or start work before we open for breakfast, you may like to take advantage of our 'Breakfast To Go' Service. Please ask reception for further details.

ROOM SERVICE (Please dial "0" to order)

Items from the full restaurant menu can be served in your room between the hours of 12noon – 2.00pm and 6.30pm – 9.30pm. A tray charge of £2.00 applies. Outside of these hours a range of sandwiches and beverages are available 24 hours a day.

LOUNGE BAR

The Lounge Bar, located on the ground floor of the hotel offers a relaxing atmosphere and a comfortable area to have small meetings or just chill out with a well deserved drink. The Lounge Bar also has a large flat screen TV, showing news from around the world as well as offering a full choice of programmes. A pool table is also available for guests use. (**Free Wi-Fi is also accessible in the Lounge Bar and reception areas**). The bar is open from 10.00am until 11.00pm, outside of these hours the receptionist or night porter will be pleased to serve you drinks. Please contact reception.



GENERAL HOTEL INFORMATION

CONFERENCE FACILITIES

Other than accommodation, the Hotel also offers a range of conference rooms on the ground floor with natural daylight and air conditioning. They are able to accommodate all of your conference and training requirements. Please ask at reception for further information. Various items of AV equipment, i.e. LCD projector, screen, flipcharts, TV, are available for hire and more sophisticated equipment can be hired in for you.

IRONING FACILITIES

Irons and ironing boards are available in all guest bedrooms.

LAUNDRY & DRY CLEANING SERVICE

You may like to take advantage of our same day laundry service by filling in the laundry slip and returning it to reception before 08:00. *(Please note that this service is only available from Monday – Friday and is not available on Bank Holidays).*

LUGGAGE STORAGE

Should you wish to store your luggage, please contact reception who will arrange this for you.

SAFE KEEPING AND VALUABLES

We offer the facility for safekeeping valuables. Please ask at reception for details, this service is available between the hours of 7.00am and 11.00pm. In addition there is a lockable secure drawer available in all guest bedrooms. Keys are available from the reception desk.

CREDIT CARDS

We are pleased to accept payment by the following credit/debit cards: Mastercard, Visa, Visa Electron, Switch, American Express, and Diners Club. We are sorry but we do not accept cheque payments.

CURRENCY EXCHANGE

Facilities for currency exchange are available at the Post Office situated 100 meters to the right of the hotel. This open Monday to Friday 9.00am to 6.00pm and Saturdays 9.00am to 12.00pm



MEDICAL EMERGENCY ASSISTANCE

In the event that you require urgent medical assistance, **Dial: “9 999”**

This will connect you to the Ambulance Service.

Our address is: **“Aston Court Hotel, Midland Road, Derby. DE1 2SL”**

Reception is available 24 hours please, Dial “0”

NHS Direct

Advice can be obtained 24 hours, 365 days a year by simply by telephoning:

NHS Direct on: 0845 4647

Alternatively you can access their website at: www.nhsdirect.nhs.uk

They will provide help and information about:

- Out of hour's doctors and dental services.
- Telephone support for long term conditions.
- Pre and post-operative support.
- 24 hour response to health scares.

For minor cuts and bruises, First aid kits are kept at the hotel reception and are available at any time.

The nearest Accident & Emergency Department is situated at:

Royal Derby Hospital
Uttoxeter Road
Derby
DE22 3NE

Tel: 01332 340131

For further assistance please contact the hotel reception by dialing “0”

TELEPHONE INFORMATION

OUTSIDE CALL

Dial 9 (*Then the number you need to connect to*)

RECEPTION

Dial 0 (*Between 07:00 – 23:00*)

NIGHTPORTER

Dial 0 (*Between 23:00 – 07:00*)

EARLY MORNING CALL

Dial 55 (*Followed by the time in 24 hour digits, followed by #*)

TO CALL ROOM TO ROOM

Dial the room number required

VOICE MAIL

To check for or to retrieve a message, dial *59#. If you have a voice mail you will hear a broken dial tone.

All calls are charged at 24p per unit.

EXAMPLE OF TELEPHONE CHARGES

Length of Call	Peak Time	Off Peak
Five Minute local call	£1.25	£0.50
Five minute long distance call	£2.25	£1.25
Five minute international call (i.e. USA)	£6.25	£6.25

UK Peak Period 08:00 – 18:00

UK Off Peak Period 18:00 – 08:00

Local Calls – Within 35 miles (56.4 km)

Long Distance Calls – Over 35 miles (56.4 km)

USEFUL TELEPHONE NUMBERS

CAR HIRE

Budget Rent-a-car	01332 776711
Enterprise Rent-a-car	01332 202900
Europcar	01332 853679

CINEMAS & THEATRES

Derby Theatre	01332 363275
Odeon Cinema	08712 244007
Showcase Cinema	01332 270300
Showcase De Lux	08712 201000
The Quad	01332 290606

GYM & FITNESS

LA Fitness	01332 381451
Fitness First	01332 297444
Queens Leisure Centre	01332 716620

GENERAL

Derby City Council	01332 293111
Florist	01332 344890
Tourist Information	01332 255802

CITY CENTRE CHURCHES

Derby Cathedral	01332 341201
Queens Hall Methodist	01332 348665
Salvation Army	01332 291614
St Marys RC Church	01332 360790
St Peters C of E	01332 360790

HOSPITALS

NHS Direct	0845 4647
Royal Derby Hospital	01332 340131
Derby Community Hospital	01332 347141

TRAVEL

Birmingham Airport	08707 335511
East Midlands Airport	08719 199000
Heathrow Airport	08700 000123
Manchester Airport	01614 893000
National Rail Enquiries	08457 484950
Local Taxi	01332 722722

Link buses to the University of Derby and East Midlands Airport run from the Railway Station at regular intervals throughout the day. For further information, please see the timetables outside the Railway Station.

Rolls Royce also has a link bus which picks up from Midland Road. Please see your Rolls Royce contact for further information.

INTERNET INFORMATION

BROADBAND WI-FI INTERNET FREE OF CHARGE

AVAILABLE THROUGHOUT THE ENTIRE HOTEL

DIAL UP

There is also modem point in the bedroom which can be used to dial a connection.
(Please remember to insert a 9 before the number you wish to connect to).

Charges for dial up connections are:-

24p connection charge

0800 numbers – 24p connection charge only

All other numbers – 24p connection charge plus call time at standard rate.

PC/E-Mail

Situated on the ground floor opposite reception.

Use our Broadband enabled computer to:-

Access your e-mail or to check the news, weather and sport.

Available 24 hours a day, 7 days a week.

The use of the PC is **FREE OF CHARGE** to residents.

LOCAL BANKS AND BUILDING SOCIETYS

There are three **cash points** situated in the Railway Station and one situated outside the post office on Midland Road. These all accept most major credit cards. Alternatively the local branch details are as follows:-

<u>BANK NAME</u>	<u>ADDRESS</u>	<u>TEL.NUMBER</u>
Abbey	The Market Place	08457 654321
Alliance & Leicester	St Peters Street	01332 340371
Barclays Bank	St James Street	01332 713000
Bradford & Bingley	St Peters Street	01332 332802
Co-Operative Bank	The Wardwick	08457 212212
HBOS	East Street	08457 203040
HSBC	St Peters Street	08457 404404
Lloyds TSB	Iron Gate	08453 000000
Lloyds TSB	The Spot	08453 000000
Nationwide	St Peters Street	01332 710100
Natwest Bank	St Peters Street	08002 00400
The Derbyshire	East Street	01332 363021
Woolwich	Cornmarket	08450 718163
Yorkshire Bank	St Peters Street	01332 381001
Bureau De Change		01332 386297

Should you require any information not listed above, please contact reception.

The **Post Office** on Midland Road is open from 09:00–18:00 (*Monday – Friday*).

DISABLED FACILITIES

For guests with disabilities, we can provide the following to help make your stay more comfortable:

- A hearing loop is installed at Reception. A portable hearing loop is available by prior arrangement.
- A wheelchair for guest use.
- Assistance dogs welcome.
- Brochures available in large print or Braille.
- Disabled car parking in the rear car park.
- Fully accessible to wheelchair users.
- Large buttoned telephones, also telephones with inductive couplers for hearing aids and flashing lights for “ringing”.
- Specially designed bedrooms for wheelchair users.
- Televisions in all bedrooms which have teletext / ceefax subtitles.
- Under pillow vibrating fire alarm for guests with hearing difficulties is available by prior arrangement.

The Hotel welcomes all guests and we are especially committed to improving the facilities for those that may have special needs. If you have any comments or suggestions that may help us to improve our facilities or how we can better fulfil our promise, please let us know.



HOTEL CONTACTS

Thank you for choosing the Smart Aston Court Hotel for your stay in Derby, we wish you a safe journey. Should you wish to return to the hotel in the future here are our contact details to make booking easier:

Smart Aston Court Hotel

Midland Road

Derby

DE1 2SL

Telephone: 01332 342716

Fax: 01332 365654

E-mail: reception@astoncourthotelderby.com

Bookings can also be made via our website:-

www.astoncourthotelderby.com

If you have any comments or we can be of any help during your stay, please do not hesitate to speak to the Duty Manager.

Thank you