



Dear Guest

Welcome to the 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 reception 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 Wi-Fi 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 Intu 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 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](mailto:john.rowland@astoncourthotelderby.com) or call 01332 342716

Kind regards

John Rowland  
General Manager

# GUEST INFORMATION





## **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.
- 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 Nearby**

There are several private Leisure Clubs within the area

Reception will be pleased to give you directions.

*Queen Street Swimming Baths are about a 15-minute walk from the hotel*

**For any further information on local leisure facilities please feel free to use the internet terminal located in the reception area.**



## **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.
- Assistance dogs welcome.
- Brochures available in large print or Braille.
- Disabled car parking in the rear car park.
- 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.
- 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:

### **Aston Court Hotel**

Midland Road

Derby

DE1 2SL

**Telephone:** 01332 342716

**Fax:** 01332 365654

**E-mail:** [reception@astoncourthotelderby.com](mailto:reception@astoncourthotelderby.com)

Bookings can also be made via our website:-

**[www.astoncourthotelderby.com](http://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



## **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. Menus are available at reception.

### **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 the previous evening 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, a small deposit will be charged.

### **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 in the City Centre. This is 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: 111**

Alternatively, you can access their website at: [www.nhs.uk](http://www.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**

<b>Length of Call</b>	<b>Peak Time</b>	<b>Off Peak</b>
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 593939
Odeon Cinema	0333 006 7777
Showcase Cinema	0871 220 1000
Showcase De Lux	0871 220 1000
The Quad	01332 290606

### **GYM & FITNESS**

David Lloyd	0345 129 6784
Fitness First	01332 294443
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	111
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 345345

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:-

<b><u>BANK NAME</u></b>	<b><u>ADDRESS</u></b>	<b><u>TEL.NUMBER</u></b>
Santander	The Market Place	0845 7654321
Alliance & Leicester	St Peters Street	01332 340371
Barclays Bank	St James Street	01332 713000
Co-Operative Bank	The Wardwick	08457 212212
Halifax	East Street	0345 600 3934
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
Woolwich	Cornmarket	08450 718163
Yorkshire Bank	St Peters Street	0800 456 1247
Bureau De Change	Intu Centre	0800 456 1247

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

The **Post Office** on Babington Lane is open from 09:00–17:30 (*Monday – Friday*) & 09:00-15:00 (Saturday), closed on Sunday.