

# PENTA GUEST INFORMATION A-Z

**WIFI** Is available free of charge. Login code **penta680**

**BREAKFAST:** A complimentary Continental style, self service breakfast is available in the breakfast room on the ground floor at the following times: 7.00-9.30 am (Monday-Friday), 8.00-10.00 am (Saturday, Sunday & Public Holidays).

**CHECKOUT:** Please check-out and vacate your room by 11.00 am. Please let us know if you are departing earlier than 7.00 am Mon – Friday or before 7.30 am weekends and Bank Holidays so we can arrange your early check out.

**CHECK IN:** Monday – Thursday: 5.00 pm till 8.00 pm and any other time if previously arranged. Out of hours please use the red phone on reception to contact the 24-hour reception at our sister hotel, The Regency.

**EMERGENCY:** You will find FIRE SAFETY Instructions on the desk in your room. The red phone at reception on the ground floor will connect you to the 24-hour reception at the Regency Hotel.

**EXTRA PILLOWS & BLANKETS:** Two additional pillows can be found in your wardrobe. Blankets are available on request.

## HOUSEKEEPING

To respect your space and privacy Housekeeping will service your room **every other day**. If you require fresh towels or toiletries, please inform the Penta Reception before 10.00 am. Items will be left outside your room.

**HAIR DRYER:** All rooms are equipped with a hand-held hairdryer.

**KEYS & HOTEL SECURITY:** Please take your room key with you at all times. The room key also opens the front door, which is locked at night. Please kindly **check that the door has firmly closed behind you** to ensure that it is securely locked.

**MINERAL WATER:** 0.5 litre bottles of chilled still and sparkling water are available for £2.00.

**NON-SMOKING POLICY:** Smoking is not permitted throughout the building.

**REGENCY HOTEL:** You are very welcome to use the facilities at the Regency Hotel.

**TAXI SERVICE:** Please contact reception. Out of hours the red phone at reception will connect you with the reception at the Regency Hotel.

**TEA & COFFEE MAKING FACILITIES:** Complimentary tea and coffee making facilities are provided in your room.

**TELEVISION:** All rooms have a 32-inch flat screen television offering a selection of television and radio channels.