

Home Truths

General:

- 1) There is no landline on property but we do provide you with a Handy smartphone which can be found on the shelf in the dining room and high speed BT Fiber broadband.

Wi-fi access:

Username: Olivia or Olivia downstairs

Password is: pass1word!

- 2) **Security:** Please lock both top and bottom front door locks when leaving the house or inside the house. Please don't leave any windows open unless you are in that room.
- 3) **Heating:** is set in the property according to the season. You can adjust the heating up or down using the main thermostat in the entrance hall. Temperatures are indicated in Celsius on thermostat, any adjustments should be small and incremental (by 1 or 2 degrees at the most) as there will be a delay of half an hour before changes are felt. Contact hotel for any adjustments to the under floor heating in the living room
- 4) **Air conditioning:** There is no air conditioning in the Townhouse, however each room is equipped with a Dyson fan.
- 5) **Lighting:** The house is equipped with Lutron lighting system downstairs. There is a "Playback" option next to the front door, please make sure NOT to press this button as this option is used when the house is not occupied and the lights come on automatically.
- 6) **Staircase:** the staircase is narrow and can be slippery when wearing socks. Please take extra care to not fall.

- 7) **Cleaning:** We carefully clean and prepare this home before you arrive and after you depart, and for stays longer than seven days we provide a complimentary weekly Housekeeping service with a change of linen. More frequent Housekeeping visits can be arranged on request, subject to availability and at a charge of £80 per visit. If the house is left in an unwarranted state after check-out, the company has the right to charge you for extra cleaning services.
- 8) **Smoking:** This is a non-smoking property. Each breach of this policy will incur a £250 charge,
- 9) **Maximum number of people:** Maximum 4 guests can sleep in the Townhouse. Couch in the living room should not be used for sleeping arrangements. Authorized on property at any one time is 8 and prior consent from the hotel is required if this number is to be exceeded. Please respect neighbor's with regards to noise levels. Excessive noise should be avoided after 10pm.
- 10) **Children:** We do not offer cots or extra beds.
- 11) **Waste:** Westminster pick up waste every Monday and Thursday mornings. Please place waste outside of gate on those days. Outside of those days, there is a public waste amenity located behind the police station. Please do not place waste in front of townhouse outside of Mondays and Thursdays as we may receive a penalty fee by Westminster local council which then will have to be passed on to you.
- 12) **Lost or Forgotten:** items may be sent on request. A handling charge of £50 plus

13) **Alarm and cameras:** there is an alarm in the house which is not to be used during your stay. There are two outdoor cameras, one next to the front door and one in the outside patio. These cameras are there for your safety and are only monitored if there is an incident which occurs. There is a button to ring the bell outside of the house which is linked to two camera phones, one which is downstairs in the kitchen and one on the first floor landing.

14) **House key:** Please make sure to return all House Keys to Eccleston Square Hotel before your departure. You can contact us on (+44 (0) 203 489 1000). Any missing keys will be charged at a rate of £100 per key.

14) **Neighbours:** The townhouse is located in a residential area, therefore please respect all neighbours. Excessive noise should be avoided after 10pm.

TV's: There are two 65 inch LG OLED Smart TV's on this property which are fragile and the screens are not meant to be touched. All damage or replacement costs because of damage by guests will be borne by the customer. There are two apple TV's on property. Clients must use their own accounts to sign in to any online apps.

How to use the TV:

- 1) Take main remote control. Click on watch and then when you use the arrow up and down you will find different selections such as SKY TV and Apple TV. To select an option, click on "select"
- 2) For Apple TV, use the apple TV remote. Apple TV remote needs to be charged and you will find an apple TV charger
- 3) For Sky use the main remote control

Dining Room:

- 1) The fireplace in the dining room is ornamental and must not be used to make fires

Kitchen:

- 1) There is a dishwasher and washing machine in the kitchen. You will find washing products in the cupboard under the sink
- 2) There is a microwave and oven. The microwave is at the top and the oven at the bottom.

Outdoor:

- 1) The handle on the foldable door to access the outside patio needs to be used with care. Please make sure to keep the handle vertical and NOT HORIZONTAL as this will snap and break. Please ensure that the handles are pushed back in to their original position before sliding the doors open. If handle is damaged or broken a penalty will be charged at a rate of £200.
- 2) The gardening company will visit once per month on a Saturday in the middle of the month to do gardening and jet washing of the exterior. We will let you know if they need to attend during your stay.
- 3) For safety reasons the barbecue in the outdoor patio is only available on request. If used without prior consent, a penalty will be charged at a rate of £300

Rooms:

- 1) There is bath tub in the top bedroom which has a rainfall and hand shower. To change options, please keep turning the knob in one direction.
- 2) The rooms have secondary glazing. The windows facing the street are closed permanently due to security reasons. We would recommend to use the Dyson air conditioning units which are found on each floor and also clean the air in each room.
- 3) Panic buttons can be found in each guest room. Please do not touch them unless you are in a state of emergency. These panic buttons are linked directly to a call centre. A penalty £300 will be charged if the panic buttons are tampered with.
- 4) Main lights in room are adjustable and you can adjust lighting intensity using the round metal knob next to the entrance of each room

Office:

- 1) There is a Mac Computer and a printer which can be found in the office on the first floor. The password to access the **Mac Computer is: 1234567**
- 2) The printer is equipped with paper and ink cartridge. Please contact us if these need to be topped up

Extra info

Emergency services: If fire service, ambulance or police are needed; dial 999

The Address:

24 Ebury Bridge Rd
SW1W8PZ
London

Eccleston Square Hotel Information:

If you need to contact us, please call +44 (0) 203 489 1000 between 9am and 6pm

Check out time is: 12pm, please call us when you are checking out so that we can pick up the house key.