



9 HERTFORDST

Private Residences

Mayfair W1

Welcome to your apartment at 9 Hertford Street, located in the heart of Mayfair.

Please find further details about your apartment below. Should you require any assistance during your stay, please do not hesitate to speak to a member of our team.

Apartment number: 104

Internet Access:

Free WiFi is available in your apartment.

Your Username is: SKY8FD5A

Your WiFi password is: CEBPCR XV

Contact details:

9 Hertford Street
Mayfair
London
W1J 7RJ

Reception: +44 (0)20 7491 7650

Email: reservations@hertfordstreet.com

Website: www.hertfordstreet.com

You can also find us on social media @9hertfordstreet





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Business Facilities

- Please contact Reception if you would like us to scan and print any documents for you.

Car Hire

- If you wish to hire a car please contact the Concierge on duty who will be able to assist you.

Car Park

- A car park is available in the basement with direct lift access to each floor. There is a daily charge of £40 for its use.
- Vehicles and their contents are left there at the owner's risk.

Check-in

- Contactless check-in is available for use.
- Check-in is between 14:00 and 18:00 Monday to Saturday. Check-in outside of these hours and at weekends is by appointment only, giving at least 24 hours notice.

Check-out

- Please check out by 12 noon. It may be possible to arrange a later check-out subject to availability. Please enquire for further details.

Child-Minding/Babysitting

- The Concierge on duty will be able to supply details of reputable agencies in the area.



Credit Cards

- We accept all major credit cards.

Electricity

- The supply is 230V utilising the UK standard 3 pin plug. Adaptors can be obtained from Romany's Hardware Store on Shepherd Street.
- Please do not use the smaller sockets in the apartment as these are specifically for lighting.

Emergency

- To contact a member of staff outside normal hours, please call 020 7491 7650.

Feedback

- Your feedback is warmly welcomed. Please leave any comments you may have at Reception.

Fire Procedure

- Full details are posted on the back of your apartment's front door.

Gratuities

- We do not levy any service charges and gratuities are left to the guest's discretion.

Groceries

- The nearest shop for basic groceries is the Smart Market on the corner of Shepherd Street and Hertford Street. There is a small Tesco Supermarket on Curzon Street and Marks & Spencer and Sainsbury's supermarkets near Green Park Tube Station.



Hairdryers

- These can be found in a drawer in the bedroom.

Housekeeping

- We service your flat weekly during stays of 7 days or more.

Ironing

- An iron and ironing board are to be found in the wardrobe. Alternatively, it is possible to send items to the local laundry for pressing, subject to an additional charge.

Keys

- Please ensure all sets of keys are returned to Reception on your departure. Please inform Reception if you lose any keys during your stay. A charge will be levied for replacing keys.

Laundry and Dry Cleaning

- An off-site laundry and dry cleaning service is available. Please contact Reception for further details.

Medical Assistance

- Please contact Reception if you require any medical assistance during your stay.
- Our local surgery is Mayfair Doctors in North Audley Street (0207 4991581).
- For life-threatening emergencies, please call 999. Non-emergency medical advice is available by dialling 111.

Messaging

- Friends, relatives and colleagues may leave messages at Reception for guests.



Milk

- UHT milk is provided in each apartment. Should you require fresh milk, please contact Reception.

Newspapers

- Our Concierge can arrange for newspapers to be delivered to your door if ordered in advance.

Pets

- 9 Hertford Street welcomes a well-behaved dog or cat in the apartments but we reserve the right to levy a small additional servicing charge should one be required.
- Our local veterinary practice is Medivet Hyde Park on Connaught Street (0207 7230453).

Post

- There is a post box nearby in Shepherd Market and full Post Office services are available at Mail Boxes Etc located at 8 Shepherd Market (020 7491 0022).

Public Transport

- 9 Hertford Street is located between Green Park (Victoria, Piccadilly and Jubilee lines) and Hyde Park Corner (Piccadilly line) tube stations. There are buses, including sight-seeing tours, to many destinations from Piccadilly. The simplest way to pay for your journey is to swipe in and out with your credit card.
- For further information, please visit: <http://www.visitlondon.com/traveller-information/getting-around-london/oyster>



Reception

- Reception is staffed between 8am-8pm Monday to Friday and 10am-6pm Saturdays and Sundays.

Restaurants, public houses and bars

- There are many good public houses, bars and restaurants within a few minutes' walk of 9 Hertford Street. Please ask the Concierge for further details.

Recycling

- Bottles and other recyclable items should be left in your apartment for our Housekeeping team to collect at the end of your stay.

Room safe

- All apartments have built-in safes. Neither AVA Hospitality Ltd nor the owner of each apartment can be held responsible for valuables left in the apartments or elsewhere on the premises.

Smoking

- Smoking is not permitted anywhere in the building.

Television

- A full SKY TV package is available in each apartment free of charge. To access certain channels, please use the pin **4395** when prompted.

Taxis/Transfers

- Taxis pass by the front door of 9 Hertford Street regularly.
- Please contact Reception for private hire vehicles for airport/station transfers and for longer journeys.



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Tea and Coffee

- Tea and coffee facilities are provided free of charge in each apartment on check-in.
- Lavazza coffee is available in Capital Classic Apartments and Nespresso machines in Mayfair Club Apartments.

Toiletries

- Complimentary *Arran Sense of Scotland* toiletries are provided in all apartments.

Useful Links:

General Information about London: www.visitlondon.com

Trains, tubes and buses: www.tfl.gov.uk

Heathrow Airport: www.heathrowairport.com

Gatwick Airport: www.gatwickairport.com

City Airport: www.londoncityairport.com

Luton Airport: www.london-luton.co.uk

Stansted Airport: www.stanstedairport.com

Southend Airport: www.southendairport.com