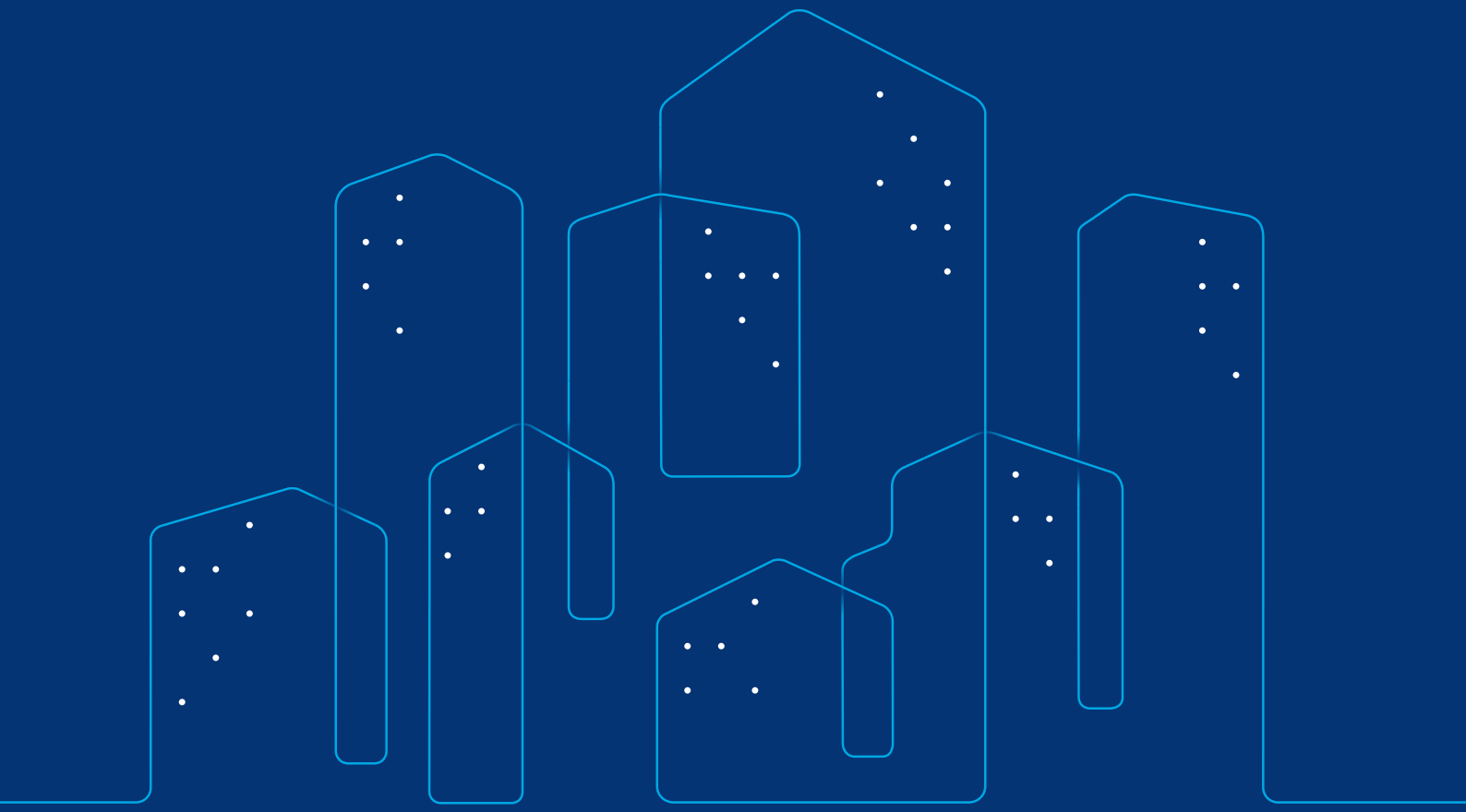
YOUR GUIDE TO A **SMARTER** STAY



Holiday Inn Express

AN IHG® HOTEL

HOTEL NAME

WELCOME
TO HOLIDAY INN EXPRESS® PORTSMOUTH GUNWARF-QUAYS

Dear Guest,

On behalf of us all at Holiday Inn Express® Portsmouth Gunwarf-Quays, I welcome you and thank you for choosing to stay with us.

We want you to make the most of your stay with us, which is why we have put together this comprehensive Guest Service Directory. Whether your visit is for business or pleasure, our staff is dedicated to providing the high quality service you have come to expect from Holiday Inn Express®. That's our promise to you.

We invite you to take advantage of as many of our services as you would like. If there is anything else you require, please contact a staff member of reception and we will do everything we can to ensure you enjoy your stay, your way.

Best Regards,

Business Excellence Manager

EXPECT MORE WHERE IT MATTERS

Great night's sleep
Beds with high quality bedding including a mattress topper and a choice of soft and firm pillows for maximum comfort.

Refreshing Showers
En-suite bathrooms with quality towels.

Free Wi-Fi
Free Wi-Fi in public areas and guest rooms. Stay connected all day, everyday.

Kick start your day
Enjoy our buffet-style Express Start™ Breakfast - it is included in your room rate. In a hurry? Grab & Go Breakfast is also available.

Breakfast Hours:
06.30 - 09.30 MON - FRI
06.30 - 10.00 SAT, SUN & BANK HOLIDAYS

Stay at the heart of everywhere
Conveniently located at the heart of key business and leisure districts, steps away from great dining and entertainment options.

THE HOLIDAY INN EXPRESS® HOSPITALITY PROMISE

OUR SERVICES

Bar opening times
Our bar is open from 11.00am until midnight everyday.

Breakfast
EXPRESS Start™ Breakfast is always included in your room rate and served on the first floor. Help yourself at the buffet during the following opening hours:
Monday - Friday: 06.30 – 09.30
Saturday, Sunday &
Bank holidays: 06.30 - 10.00

Check out time and Express Check out
Checkout time is at 11:00. Should you require an extension, please dial 0 to contact Reception. Please note charges may apply. For Express Checkout, please hand the signed and completed envelope to Reception upon checkout. Reception will charge the authorised credit card and email the invoice to your email address.

Currency exchange may also be included (where provided)
Please contact Reception for the nearest Currency Exchange.

'Do Not Disturb' procedure
If a 'Do Not Disturb' sign is displayed outside the door, we will respect your privacy and your room will not be serviced (if you need additional towels or guest supplies, please contact Reception). However, for safety purposes each guest room will be checked after 24 hours. Initially this will be done by telephone and then if there is no answer, by a visual room check.

Emergency Services
Should you require emergency assistance of any kind please dial 0 on your room telephone.

Food and drinks
Enjoy our selection of food and drinks available from our All-day dining menu. Please see a member of staff at the bar or reception to place your order. Information on local restaurants can be obtained from Reception.

Forget something?™
If you have forgotten any of the following items: shaving cream, disposable razor, comb, cotton wool or cotton/cosmetic pads, toothbrush, toothpaste, sewing kit, nail file, face cloth or female sanitary items then please contact reception. We will be happy to give you a replacement with our compliments.

Ice
Ice is available from the 2nd floor.

IHG® Rewards Club
The IHG® Rewards Club Programme is a loyalty programme designed to recognise those travellers who frequently stay at Holiday Inn Express® hotels and all other IHG properties around the world. Members enjoy exclusive hotel benefits in addition to earning points for each stay which can be redeemed for a Reward Night and more at most of our over 5,000 IHG® Hotels & Resorts worldwide, or shop for brand name products, gadgets, jewellery, electronics and so much more. For details on how to join our IHG® Rewards Club please contact Reception.

Internet access
Wi-Fi is free during your stay and is available throughout the hotel. Please contact Reception by dialling 0 if you need more information on how to connect.

Ironing board and iron
An iron and an ironing board are available in your room or from Reception.

Medical Services (including doctors and pharmacies)
Please contact Reception for details on the nearest Doctors and Pharmacies.

Reservations / Book Direct benefits
For any worldwide reservation with Intercontinental Hotels Group® please contact Reception or call our toll-free Central Reservations number on 0800 43 40 40. Book direct with us on our website holidayinnexpress.com to make sure you pay the lowest price possible for your stay.

Voltage/adapters
All plug sockets in the hotel operate on 240 volts; however dual voltage sockets 100/120 or 220/240 volts are located in the bathroom. Visitors to the UK may borrow/ purchase adapters from Reception.

Wake up service
Please contact Reception.

Need help?
Should you require any assistance, please dial 0 for Reception

Telephone
To obtain an outside line, please dial 9 before dialling the number you wish to call.

To call Reception please dial 0

To make calls to another room dial the room number.

Airport Information
Our hotel is conveniently located to the following airport:
- Southampton Airport

For further details and for transfer options please ask our Reception team.

Local Leisure Facilities
There are plenty of leisure facilities to enjoy nearby – for more information please ask the Reception team.

Post
Reception will be happy to post any item for you. The cost of postage will be added to your room bill.

Public Transport
Ask at Reception for timetables and public transport information.

Local Taxi
Aqua Cars - 02392 654321

FIRE AND SAFETY PROCEDURE

Your safety is our utmost concern. We have installed a comprehensive fire protection system and our staff has also been trained. However, your understanding of the hotel's safety procedure is very important.

Emergency
Should you have or discover an emergency, please contact Reception immediately.

Emergency Evacuation
We have taken every precaution to ensure the safety and comfort of all our guests whilst in the hotel.

Please familiarise yourself with the fire evacuation instructions, including directions to your nearest emergency exit, displayed on the back of your entry door.

IN THE EVENT OF THE FIRE ALARMS BEING ACTIVATED PLEASE LEAVE THE BUILDING VIA THE NEAREST ESCAPE ROUTE.

If you discover a fire please activate the nearest break-glass point or press the emergency button on your room phone.

UNDER NO CIRCUMSTANCES SHOULD YOU USE THE LIFTS TO EVACUATE.
DO NOT STOP TO COLLECT PERSONAL BELONGINGS.
ASSEMBLE AT THE EVACUATION POINT.

Assisted Evacuation
We operate a system of assisted escape for disabled guests and visitors. Please contact Reception who will provide more information. Please advise Reception if you will require assistance in the event of an evacuation, who will take note of this information.

Emergency Lighting
In the event of a power failure, emergency lighting will come on throughout the building. Candles are not permitted in the bedrooms in the interest of safety.

Fire Alarms
Our fire alarm tests are Mondays at 11:00am . However, if at any time the siren should continue to sound please make your way to the nearest exit and go to the fire assembly point.