

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 endeavor to help you.

Breakfast is served each day in the Breakfast Lounge located just at the side of reception. Monday to Friday from 7am until 9am and Saturday & Sunday (Including Bank Holidays) 8:30am to 10:30am.

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 Derbion 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 chris.larmer@astoncourthotelderby.com or call 01332 342716

Kind regards

Chris Larmer
General
Manager

Midland Road, Derby. DE1 2SL.
Tel: 01332 342716 Fax: 01332 365654
Web: www.astoncourthotelderby.com
Email: enquiries@astoncourthotelderby.com

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.
- Extra Linen, Duvets, or Toiletries.
- Extra Tea, Coffee, Milk or Sugar.
- Photocopying or Fax facilities - 7am to 11pm.
- To book a Taxi
- 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

DISABLED FACILITIES

For guests with disabilities, we can provide the following to help make your stay more comfortable:

- **Assistance Dogs Welcome.**
- **Disabled Car Parking in the rear car park.**
- **Accessible to Wheelchair users.**
- **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.

RESTAURANT & BAR

BREAKFAST

Full English Breakfast may be taken in the Breakfast Lounge on the ground floor between the hours of 07:00 – 09:00 (***Monday – Friday***) and 08:30 – 10:30 (***Saturday & Sunday***) ***including Bank Holidays***. Alternatively, Continental Breakfast may be pre ordered the previous evening and delivered to your room at any time.

If you are in a hurry, or start work before we open for breakfast, you may like to take advantage of our 'Grab & Go' Breakfast. Please ask reception for further details.

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 free view channels. A pool table is also available for guests use. (***Free Wi-Fi is also available 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 residents only. 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 can accommodate all 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.

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.

TRANSPORT

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.

RECEPTION

Dial 0 (Between 07:00 – 23:00)

NIGHTPORTER

Dial 0 (Between 23:00 – 07:00)

WAKE-UP CALL

Dial 731 (Followed by the time in 24-hour digits)

TO CALL ROOM TO ROOM

Dial the room number required

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

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
Der
by
DE2
2
3NE

Tel: 01332 340131

For further assistance please contact the hotel reception by dialing “0”

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

Bookings can also be made via our website:- **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.