

## Guest Directory

Welcome to the Crowne Plaza, Aberdeen Airport Guest Directory, your guide to all the tools which will make your stay with us the best it can be! If you do require any further information about anything at all during your stay, please contact reception and our friendly team will be more than happy to help you.

### 24 Hour Reception

Should you require any assistance during your stay, our reception team is available 24 hours, and are happy to help you. Please dial 0 on the phone in your room to speak to Reception.

### Baby Cot

A limited number of cots are available. Please contact reception if you require one.

### Bar

The hotel bar is located on the ground floor opposite reception. Food menus are available in your room and in the bar itself. Please be aware that alcohol will not be served during breakfast hours, and we can only charge food and drinks to your room between 23:00 and 06:30 (payment by credit/debit/business card will not be accepted during this time).

### Bathmat – Non-Stick

If you would like a non-stick bath mat before you shower please call down to reception and we will provide one for you.

### Breakfast (in house)

Is served in the restaurant on the ground floor. Breakfast is served between 05:00 and 10:00 on weekdays and 06:00 and 10:30 on weekends. If this is not included in your stay it is £12.95 to add on at Reception or £18.95 for non residents.

### Breakfast (to go)

Are you up early for a flight or do you have an early morning start for work? If you have breakfast included, you can arrange to pick up a Breakfast Bag, these include a selection of pastries, yoghurt, and fresh fruit. Please let our reception team know the time and it will be waiting for you at reception.

### Car Park

We recommend that guests use the hotel car park the cost for parking overnight is £10.00 and please have your ticket validated by reception prior to you leaving. You have 15 minutes to vacate the car park once you have had the ticket validated. Please be aware you will have to obtain a new ticket each time you remove your car from the car park. If you have a Blue Badge you can park in the disabled bays free of charge, please ask the reception team to validate your ticket on the production of your registration number – make sure the blue badge is visible as the car park is monitored and tickets will be given should you be parked illegally.

## Check In / Check Out Times

Check In is from 14:00 and Check Out is at 12:00.

## Deliveries

If you would like to order any parcels to the hotel please use the address, Crowne Plaza, 2 International Gate, Dyce, Aberdeen AB21 0BE, and put your name and room number on. Reception will happily sign and store these for you.

## Do Not Disturb

A Do Not Disturb sign will be placed in your room, if you do not wish for your room to be serviced, please place this on the door handle outside your room. However, for safety purposes each guest room will be checked after 24 hours.

## Fire Alarm Test

Our only scheduled fire alarm tests take place on a Monday at approximately 14:45. The alarm should only sound for a few seconds and you do not need to do anything. If the fire alarm sounds at any other time, please evacuate the building via your nearest emergency exit.

## First Aid

Should you require first aid assistance, please contact Reception.

## Forget Something?

From razors to toothpaste, we have many bathroom items available with our compliments. Please call Reception and someone will happily deliver these to your room.

## Food Deliveries

You can order food from local takeaways and delivery apps to Crowne Plaza, 2 International Gate, Dyce, Aberdeen AB21 0BE. You can supply your room number and ask them to drop your food at reception, please let reception know if you have ordered anything.

## Gym

Our mini gym is located on the Ground Floor (left out of the lift) – it features treadmills, cycling machines, a weight machine, and is open 24 hours.

## Heating

The temperature in your room can be adjusted via the thermostat in your bedroom.

## IHG Rewards

Are you a frequent traveller? Crowne Plaza is an IHG branded hotel. Anybody can enrol into the IHG Rewards Program. Having an IHG membership has many perks, such as access to special member rates, exclusive offers, and free late check outs. With each hotel stay in an IHG hotel, you can earn points that can be used on future reservations. Please see reception for more information.

## **Internet Access**

Wi-Fi is included in your stay and is available through the Crowne Plaza wi-fi, which should pop up on your device and is accessible without the need for a passcode.

## **Iron and Ironing Board**

These should be stored in the wardrobe beside the bathroom door. If they are missing or you are having trouble getting them to work, please contact reception and we will replace them for you.

## **Late Check Out**

If you would like to request a late check out, please speak to our reception team. These are subject to availability.

## **Laundry**

We use a local service, there is a hanger in the wardrobe with all the information. You complete the form and place the laundry and the form in the bag and leave at reception by 8am and the laundry will be returned the same day by 5pm, available Monday to Friday. Your laundry will be delivered back to Reception for you to pick up.

## **Local Attractions**

For details on the attractions nearby, as well as information on shopping, public transport, and city maps, please visit Reception.

## **Lost Property**

Please contact reception to find out if anything has been handed into the hotel or found by housekeeping.

## **Restaurant**

Our restaurant is located on the ground floor, please see the opening times below:

### **Al La Carte Menu**

Mon – Sunday 12pm to 10pm \* subject to change

## **Meeting Rooms**

Please contact Reception for information on our meeting facilities.

## **Pets**

Pets are allowed in the hotel for a £30 charge per night.

## Room Keys

For your security your room will be provided with a key that is programmed specifically for your room on check in. If you lose your key, please see Reception and they can re-program a key for you. Please keep your key card away from any phones or credit cards, as this will demagnetize the key card.

## Room Service (Daytime)

This can be ordered from the Bar (on the ground floor) or by calling room service from the telephone in your room. The full menu is available in your room, or you can request a menu from Reception. Please note that there will be a £5.00 tray charge for all room service orders.

## Room Service (Nights)

Between 22:00 and 05:00, (there will be a £5.00 tray charge). The Night Menu items available are labeled with a 24hr symbol

## Safe

There is a safe located by the bathroom door in each room. The instructions are on the front, to tell you how to make your own passcode during your stay with us. If you have any issues with this, please contact Reception.

## Smoking Policy

Our hotel has a No Smoking Policy throughout the premises. There will be a fine of £250 for smoking anywhere inside the hotel and you will be asked to leave the premises. There are designated smoking areas at the front of the hotel.

## Taxis

As a hotel, we have an agreement with a local taxi company, with whom we can either pre-book you a taxi for a certain time or else order you a taxi as you require it. Please be aware that delays should be expected at peak times.

## Tea/Coffee

Extra tea bags, sachets of coffee and UHT milk are available from reception on request if you fear there aren't enough left for that all-important evening cuppa!

## Reminder Calls

Do you have an early morning start? Let us take care of it! Our night team are on hand to make sure you wake up on time. Please notify a member of the team on reception who will book a call for you.