



TUDORS ESUITES

**GUEST
HANDBOOK**

GRAND CENTRAL BUILDING

Hello there!

We'd like to kick start your stay with us by saying thank you for choosing Tudors eSuites.

We pride ourselves on guest satisfaction so if there's anything you need during your stay, please do not hesitate to contact us.

Our customer service team are on hand 24/7 and will do their best to help you with any queries you may have.

IMPORTANT INFORMATION

- If you find that you need to empty your bins, please take the bin bag down to the lower ground, out the door and into the bin. Please don't leave any rubbish in the corridor
- Parking is available in a securely locked, fob access car park which is located underneath the building. We charge £25 for this! There's an NCP car park opposite the building, however it is more expensive and isn't as secure.
- You can find your washing up liquid by the sink, some cleaning amenities can be found under the sink and you'll find an iron in the wardrobe.
- Upon vacating the property, please leave your keys in the apartment.
- Our apartments are individual and do vary in style. We can provide an upgrade at an additional cost. – Just ask!



HOUSE RULES

- Parties are **NOT** allowed
- Tea lights or candles are **NOT** allowed in the apartment
- Our apartments are none smoking properties. If you do smoke, we kindly request you make your way to the ground floor and go outside of the building to do so.
- Pets are **NOT** allowed unless otherwise authorized by us
- If anything from the property is damaged or stolen, this will be taken from your £250 deposit amount.
- It takes 10-14 working days for us to reimburse your £250 deposit unless you have broken terms and conditions, meaning you won't receive it back.
- We must be informed of any extra guests prior to your check-in as these must also follow check-in procedure.
- If you're interested in an early check-in or late check-out, please note we charge for both of these and you **MUST** make us aware.
- Check in time is 15:00 (3PM) and check-out time is 11:00 (11AM)

PARTIES/DISTURBANCES

Please note, as per our terms and conditions, we operate a strict **NO** party policy.

You will be given 1 warning, if breeches of this policy continue to occur, we will evict your property immediately or involve the police.

The apartments cannot under any circumstances be used for partying, playing loud music or general nuisance behaviour.

Tudors eSuites reserve the right to terminate your stay if they deem such behaviour has occurred. In the event of such a breach, no refund of your deposit will be made.

Use of the apartments for any behaviour deemed by the management of Tudors eSuites to be inappropriate or illegal will result in the immediate eviction of all guests without refund and, where necessary, reporting to the local police force for further investigation.

EMERGENCY NUMBERS

Below, you'll find a list of local emergency services and phone numbers

CUSTOMER SERVICE:

Please only call our customer service number if absolutely necessary. If for any reason you cannot get through, find the desk on the 4th floor.

0121 318 1811

POLICE NUMBER:

In case of an emergency, danger or accident, call **999** and ask to be put through to police, ambulance or fire brigade.

BIRMINGHAM CITY HOSPITAL:

With an A&E area should you so need to visit: Dudley Rd, Birmingham B18 7QH



PLACES TO EAT & DRINK

If you so happen to feel peckish during your stay we recommend the following restaurants! Birmingham is full of incredible places to dine and unique coffee shops to work in. Find some of our favourites below!



SAN CARLO, BIRMINGHAM

A tour of Italian regional cuisines in a smart, contemporary restaurant with light-coloured decor.

4 Temple St, Birmingham B2 5BN



MARCO PIERRE, BIRMINGHAM

Modern comfort food menu and champagne with 360-degree views from 25th floor in city-slicker grill.

The Cube, 200 Wharfside St, Birmingham B1 1PR



TURTLE BAY, BIRMINGHAM

Lively restaurant inspired by Caribbean beach shacks and street hawkers, with a jerk pit barbecue.

81-91 John Bright St, Birmingham B1 1BL



BILLS, BIRMINGHAM

Contemporary European chain dishing up separate breakfast, afternoon tea, lunch and dinner menus.

Middle Hall East, Bullring Shopping Centre, Birmingham B5 4BE

APARTMENT DETAILS

These new build apartments have more luxury touches than most. The premium additions inside the apartment will aid your stay in being truly one of a kind.

SMART TV

Every apartment has a SMART 4K HD TV. This means you can watch YouTube, Netflix, ITV2, BBC iPlayer and Prime Movies all from one click of a remote. These channels are already logged in, no signing in is necessary! You'll also find these in selected bedrooms too!



NETFLIX

prime video



KITCHEN AMMENTITIES

All of our apartments have tea, coffee, biscuits and a coffee machine. These you can find in the kitchen.

1. Firstly ensure your coffee machine is plugged in at the wall and switched on.
2. Press the power button and wait approximately 40 seconds and ensure there is water in the back tank
3. Lift up the flap and slide out the pod compartment. Put in your desired pod!
4. Slide in the pod drawer and put the plastic flap back down
5. Move the dial right, to hot. To stop it, move the dial to the middle

If you'd rather watch the tutorial in a visual manner, you can find it by typing the below on YouTube:

Set up your NESCAFÉ® Dolce Gusto® Jovia coffee machine by De'Longhi®

CHECK-OUT PROCESS

Below, we've written our check-out process. Please take your time to read and follow accordingly.

CHECK-OUT TIME

Please be aware that your check out time is 11AM. We are not obliged to remind you, or knock on your door to remind you. If you leave past 11AM, you will be charged.

If you do want a late check-out, we can do this but must charge. Just let us know as soon as possible!

LAUNDRY

If you'd like to go the extra mile then you'd be more than welcome to strip the unclean beds and leave linen and dirty towels in a pile by the door. This really helps us!

VACATING THE PROPERTY

Upon leaving the property please ensure all radiators are turned off, the lights are switched off and it's relatively clean.

Please leave your keys on the table.

**THANK-YOU FOR STAYING
WITH US!**