

# THE MARBLE ARCH HOTEL

by **thistle**

## HOTEL & ROOM INFORMATION

### GOOD TO KNOW

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#### Check-out time

Check out is 11am. If you would like to stay a little later, call or drop by Reception on the morning of your departure and we will do our best to accommodate that for you. When we have availability, late check-out costs £30 per hour from 11am up to 3pm. Requests are subject to availability.

#### Fire safety

Please take a moment to read the fire evacuation procedures, which are posted on your bedroom door. A fire alarm test takes place at 11am every Monday, or 11am on Tuesday if there is a bank holiday.

#### Smoking, Incense and Candles

In accordance with UK law, smoking is not permitted in any part of the hotel, including bedrooms and public areas. The use of electronic cigarettes, candles and burning incense is also prohibited. If you contravene this policy you may incur a fine of £500.

#### Transport

The closest tube stations are Marble Arch (Central line), which is just a 3-minute walk away and Bond Street (Central, Jubilee and Elizabeth lines), which is just an 8-minute walk away. Marylebone station is also just a 12-minute walk away (trains to Bicester, Oxford, and Birmingham). If you need further guidance, please contact Reception who will be happy to help.

#### Concierge

Located on the Ground Floor, we have a brilliant Concierge team that can assist with local information, transport needs, and sightseeing bookings. We can also store your luggage on the day of departure until later that day. Storage for longer periods can be arranged from a third party company at a cost - options can be provided by the Concierge team. Due to security reasons, we cannot store luggage for non-resident guests.

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#### Adaptors

We have a range of adaptors for electrical items available for purchase at the Wundermart shop (self-service kiosk next to Reception). Bank card and contactless payments are accepted only. All rooms have US, European and UK plug sockets above the desk (except for 2nd floor rooms).

#### Forgotten something?

If you've forgotten your toothbrush or simply want a snack, we have a self-service shop, Wundermart, available next to Reception. Here you'll find everything you could possibly need for your stay. Bank card and contactless payments are accepted only. There is also a small shop on the Ground Floor, to the left of the escalators, with gifts and souvenirs available for purchase.

### HOW IS EVERYTHING?

We want all our guests to have nothing less than a brilliant time with us. If there's anything you feel is not up to scratch, please tell us.

We'll do everything we can to put things right.

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## HOTEL & ROOM INFORMATION

### YOUR BEDROOM

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#### Air conditioning

The air cooling system can be turned on and off via the control panel located on the wall. Additional heaters and fans are available upon request.

#### Hairdryers

A hairdryer is located in your bedroom wardrobe or desk drawer.

#### Ironing

An iron and ironing board can be found in your bedroom wardrobe.

#### Laundry

You'll find a laundry bag and price list in your wardrobe. Please ensure you register a credit card at Reception to expedite this service. You can call Housekeeping or Reception on '0' before 11am to have your items collected to be washed or dry cleaned. Next day delivery (no service on Sunday and Bank Holidays).

#### Phone calls

To connect with the operator dial '0' and to contact another room, simply dial '3' followed by the room number. Please register your credit card with Reception before making a call. To make a call simply dial '9' for an outside line. Call charges apply. UK calls and 0800 numbers from 85p per minute. International calls from £2.50 per minute.

#### Safe

There is a small safe in your wardrobe for your valuables. We regret the hotel cannot accept responsibility for the security of valuables left in your room. Reception has a limited number of safe deposit boxes that can be used upon request. This is subject to availability.

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## HOTEL & ROOM INFORMATION

### YOUR BEDROOM

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#### Tea & coffee

A selection of tea and coffee, as well as a kettle, is available in your room.

#### Towels & pillows

Additional towels and pillows may be found in your wardrobe. If you would like additional items simply call us on '0'.

#### TV

To turn on your TV, please use the channel button. We have a variety of English and foreign language channels.

#### Wi-Fi

We are pleased to offer fast, free Wi-Fi throughout the hotel. Select the "Thistle\_WiFi" network, and follow the steps. No password needed, easy.

### BOOK SMART, BOOK DIRECT

Become a member and book your next trip direct for the best rates & exclusive benefits

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[www.marblearchhotellondon.com](http://www.marblearchhotellondon.com)

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**Future Reservations:** [stay.marblearch@marblearchhotellondon.com](mailto:stay.marblearch@marblearchhotellondon.com)

**Concierge Enquiries:** [conciergema@marblearchhotellondon.com](mailto:conciergema@marblearchhotellondon.com)

**Guest Services:** [guestservices@marblearchhotellondon.com](mailto:guestservices@marblearchhotellondon.com)

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## HOTEL & ROOM INFORMATION

### EATING & DRINKING

Steps from Oxford Street, our drinking and dining options offer the perfect place to recharge after a day of shopping, sight-seeing, or meetings. We have something for everyone - at any time of the day. \*Halal options are available, please speak with our team for assistance.

#### **Breakfast**

Enjoy a delicious buffet of hot food and continental options, plus vegetarian and vegan choices. For any allergies, please speak to a team member for further assistance.

Monday - Friday: 6:30am - 10:30am

Weekends & bank holidays: 7am - 11am

#### **The Deli**

Found to the right of Reception, The Deli proudly serves Costa Coffee, Wafflemeister Belgian waffles, Yarde Farm ice cream, plus sandwiches, wraps, snacks and hot food.

Every day: 7am - 1am

#### **Archy's Bar & Lounge**

Indulge in classic and American cocktails, a glass of wine, or a refreshing mocktail. Plus small plates and hearty dishes like pasta, pizza and burgers.

Sunday - Thursday: 3pm - 1am

Friday - Saturday: 3pm - 2am

**ARCHY'S**  
BAR & LOUNGE

#### **Executive Lounge**

##### **Morning Offering**

Breakfast is served in our main restaurant. Guests are still welcome to use the lounge throughout the morning to relax or work.

##### **Evening Offering**

Our evening service features a curated selection of light snacks and hot dishes, accompanied by a range of drinks prepared specifically for this service.

Food service: 5:00pm - 7:00pm

Drinks: 5:00pm - 9:00pm