

Dear Guest,

Welcome to Park Plaza County Hall London.
Everything you need to know for a comfortable stay is in this welcome letter.

Go digital!

Our online check-in and check-out are fast and easy, message us with any requests 24/7 and order food online within the comfort of your room. Navigate your stay with our digital services – simply scan the QR code at the bottom of the letter or visit qr.pphe.com/ch

Reassuring Moments Programme

For your safety and peace of mind we have increased cleaning and disinfection of all public areas and guest rooms, paying special attention to high-touch items. We have also removed all unnecessary collateral in your room. Learn about our Reassuring Moments Programme's safety and cleanliness protocol in full by visiting parkplaza.com/reassuring-moments

Housekeeping Service

To ensure your comfort and safety, to reduce contact points, carbon footprint and water consumption, **guests staying for more than one night will only have their rooms cleaned every three days.** We have placed extra amenities in your room for your convenience. Please message us or dial 0 on your in-room phone if you would like to request any cleaning, additional amenities or laundry throughout your stay.

Food & Beverage

Breakfast is served daily from 7.00 am to 10.30 am in the Mezzanine Restaurant. Alternatively, you can have breakfast delivered to your room for just an additional £3.50. We recommend booking the night before to have your breakfast delivered at the desired time next morning. Order directly from your own device by scanning the QR code below, or call room service from your bedroom phone. The breakfast menu is available on the TV.

Brunch is served on Saturday and Sunday from 10:30 am – 2:00 pm in the Atrio Bar & Terrace.

Dinner is served in the Atrio Bar & Terrace, Monday – Thursday 5:00 pm to 10:30 pm Friday – Sunday 2:00 pm to 10:30 pm. On Thursday, Friday and Saturday in the Mezzanine Restaurant is open from 6:00 pm – 10:00pm

Atrio Bar is open daily from 2 pm to 11 pm, serving hot and cold drinks and light snacks to full meals

Room Service can be ordered via the QR code below or by calling our room service.

Facilities

If you wish to charge items such as food and drink or telephone usage to your room account, please arrange this with the Reception team using your credit card. Likewise, in-room movies can be paid for directly via the TV with a credit card.

Our check-out time is by 12 midday. Please get in touch with our reception team if you would like to stay a bit longer. Check out can be done online, via the television or by returning your key in the key card wallet to the express check-out box located in the Reception. If required, we will charge the card given and e-mail the invoice from the details you gave to us on check-in from the registration card.

Please make use of your in-room safe for any valuable items. Park Plaza will not be responsible for the loss of any missing valuables not deposited in the safe.

Please also remember this hotel is 100% non-smoking and you will find the designated smoking area located outside the main entrance.

Best regards,
Your dedicated team at Park Plaza County Hall London



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Check in, order food, chat, check out, from any device.

qr.pphe.com/ch