

Dear Guests,  
Welcome to Park Plaza Waterloo 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, use your smartphone as your digital key and head straight to your room, 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/waterloo](http://qr.pphe.com/waterloo)

### 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](http://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 Reception on your in-room phone if you would like to request any cleaning, additional amenities or laundry throughout your stay.

### Food and Beverage

Please find your in-room dining menu on the in-room TV.

**Room Service** is available 24hrs a day and can be found on the TV in your room. Order by scanning the QR code at the bottom of this letter or by dialling the extension "0" on your in-room telephone.

**Florentine Restaurant** will be open with the following timing: Tuesday to Saturday, from 5.00pm - 10.00pm.  
Closed on Sundays and Mondays

**Breakfast** is available in our restaurant with the following timing: Mondays to Fridays, 6.30am - 10.30am.  
Saturdays and Sundays, 7.00am - 11.00am

### Facilities

The Gym and the Swimming Pool are both located on the SPA floor and open daily from 7.00am to 10.00pm. In order to access the gym facilities you will need to collect a key from the reception desk, please note the maximum occupancy of our gym is 3 people at any given time.

The Swimming Pool must be booked in advance due to limited availability. You can pre-book your time at the pool by scanning the QR code at the bottom of this letter. Access for children aged 16 and under is allowed between 9.00am – 8.00pm. Each child aged 16 and under must be accompanied by an adult at all times in the pool.

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 out the front door of the hotel.

Best regards,  
Your dedicated team at Park Plaza Waterloo London.



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