



Directory of Services



TO BOOK CALL: 0151 494 5000
OR VISIT: www.cpliverpool-johnlennonairport.co.uk

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ALL YOU NEED TO KNOW.

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Welcome

Hi there,

Welcome to Crowne Plaza Liverpool - John Lennon Airport. Thanks for choosing to stay with us – we're excited to have you here.

We want you to make the most of your time with us. So, we've put together this Guest Service Directory, full of helpful information for your stay. Whether your visit is for business or pleasure, our colleagues are dedicated to providing the high-quality service you've come to expect from Crowne Plaza®. That's our promise to you.

We invite you to enjoy as many of our services as you like. If there's anything else you require, please contact our colleagues and we'll do everything we can to ensure you enjoy your stay, your way.

Best regards,
Business Excellence Manager



SERVICES & FACILITIES

LOBBY SERVICES

BREAKFAST

Start your day off right at our Breakfast Buffet, available from **6:00am-10:00am, Monday to Friday and 7:00am-11:00am, Weekends and Bank Holidays**. We've got every appetite covered with delicious cooked breakfasts and plenty of cereals to choose from.

ALL DAY DINING

Feeling peckish? Head down to our lobby and tuck into our All Day Dining menu. You can take your pick from classic dishes, mouth-watering burgers and light snacks, all available whenever your stomach starts to rumble.

TAKE-IN

Take-in is the new take-out.

Just press the room service button on your telephone to place your order from our All Day Dining menu and we'll let you know when it's ready. Then pick up your freshly-made food and enjoy it wherever you like - in your room, on the move or in our lobby. And for an extra fee, we can even deliver to your room. Easy peasy.

BAR

Fancy a drink? Chill out with a glass of wine, catch up with friends or put your feet up with a coffee and a paper in our bar. With beers, wines, bar snacks and soft drinks, we've got everything you need for a big night in.

CONNECT

It's important to stay connected. That's why we've got free, fast Wi-Fi in our lobby.

OUR SERVICES

BUSINESS SERVICES

Got work to do? We've got office facilities ready to use when you need them. Ask at Reception to find out more.

CAR PARK & SECURITY

We have complimentary parking available and operate a Parking Eye system. Please register your car at Reception.

CHECK-IN/CHECK-OUT TIME

Check-in time is from **2:00pm** onwards and you must check-out by **12:00pm** on the day of departure.

If you need an early or late check-out, please let us know and we'll do everything we can to help.

DO NOT DISTURB

If you don't want to be disturbed in your room, just hand your Do Not Disturb hanger outside your door. We'll make sure your room isn't serviced until you're ready. In the interest of safety, each of the guest rooms will be checked once in a 24 hour period, initially by phone and, if there is no answer, by a visual room check.

FORGOTTEN SOMETHING?

From razors to toothpaste, we have many bathroom items available with our compliments. Simply call Reception by dialling **0** on your in-room phone and then head down to collect.

ELECTRICITY SUPPLY & ADAPTERS

The hotel's electricity supply is **240v**.

If you need to borrow an adapter during your stay, please give Reception a call by dialling **0** on your in-room phone.

GUEST SERVICES - RECEPTION

Reception is open **24 hours** and can be reached by dialling **0** on your in-room phone.

GUEST SERVICES -HOUSEKEEPING

Housekeeping will clean your room once a day, unless the Do Not Disturb hanger is on the door. If you need any additional towels or toiletries please get in touch with Reception.

ICE MACHINE/ICE

Ice is available from the bar or restaurant.

INTERNET & WI-FI

Wi-Fi is free to use during your stay and is available throughout the hotel. Please contact Reception by dialling **0** on your in-room phone you need more information on how to connect.

LAUNDRY & DRY CLEANING

Dry Cleaning is available Monday to Friday. Please complete the form that is provided with the dry cleaning bag in the wardrobe of your room and hand over to Reception by **8:30am**. There is a 24 hour return time on items.

GYM

6:30am-10:35pm, **Weekdays**

7:00am-9:45pm, **Weekends & Bank Holidays**

SWIMMING POOL

Adult swim times:

Weekdays: 6:30am-9:00am; 1:00pm-2:00pm; 8:00pm-10:45pm

Weekends & Bank Holidays: 7:00am-9:00am; 8:00pm-9:45pm

Family swim times:

Weekdays: 9:00am-1:00pm; 2:00pm-8:00pm

Weekends & Bank Holidays: 9:00am-8:00pm

NEWSPAPERS

Access our digital media platform to read a wide range of newspapers and magazines free of charge. See Reception for details.

IHG® REWARDS CLUB

Make the most of your stay by joining IHG Rewards Club. As an IHG Rewards Club member, you can earn points or airline miles at over 3,650 hotels worldwide with every qualifying stay. For more information please ask at Reception.

RESERVATIONS

For worldwide reservations please ask at Reception or call **0800 89 04 10** for free. You can also visit our website **www.crowneplaza.com**.

IN-ROOM SAFE

Only available in Executive rooms. Please refer to the instructions provided in your room.

WAKE-UP SERVICE

Please contact Reception.

MEETINGS

Our well-equipped meeting rooms mean you can do business in style. Get in touch with Reception for more information, for a viewing or to make a booking.

EXTRA SERVICES

BABY COT

Baby cots and bedding are available free of charge for use during your stay, subject to availability. Please contact Reception for more information.

BANK/ATM

Please ask at Reception for the directions to local banks and ATM machines.

TRAVEL & LOCAL AREA INFORMATION

Our Reception team will be happy to give you any information you need.

CURRENCY EXCHANGE

Need to change your money? Ask our Reception team for local currency exchange options.

EXPRESS CHECK-OUT

Express check-out is available - please ask Reception for details when checking in.

MEDICAL SERVICES (DOCTORS, DENTIST OR PHARMACIES)

Should you require the assistance of a doctor, dentist or need to know where the nearest pharmacy is, please speak to our Reception team, who will be able to provide you with the necessary information.

STAMPS

Sending a letter? You can buy stamps from Reception.

PHONE DIRECTORY & TV PROGRAMMES

IN-HOUSE TELEPHONE NUMBERS

Outside Line - Dial 9 for an outside line

Reception - Dial 0

Reservations - Dial 0

Room Service - Press the room service button on the telephone.

Restaurant - Press the room service button on the telephone.

To make calls to other rooms dial: 3 then the room number (ground floor rooms start with 0).

PRICING STRUCTURE

Please refer to the information on your telephone.

TV PROGRAMMES

We offer a variety of local and international TV channels, as well as access to radio.

HEALTH & SAFETY

EMERGENCY SERVICES

EMERGENCY

Should you have or discover an emergency, please contact Reception immediately.

EMERGENCY EVACUATION

We have taken every precaution to ensure the safety and comfort of all our guests whilst in the hotel.

Please familiarise yourself with the fire evacuation instructions, including directions to your nearest emergency exit, displayed on the back of your entry door.

IN THE EVENT OF THE FIRE ALARMS BEING ACTIVATED PLEASE LEAVE THE BUILDING VIA THE NEAREST ESCAPE ROUTE.

If you discover a fire, please activate the nearest break-glass point or press the emergency button on your room phone.

UNDER NO CIRCUMSTANCES SHOULD YOU USE THE LIFTS TO EVACUATE.

DO NOT STOP TO COLLECT PERSONAL BELONGINGS.

ASSEMBLE AT THE EVACUATION POINT.

ASSISTED EVACUATION

We operate a system of assisted escape for disabled guests and visitors. Please contact Reception who will provide more information. Please advise Reception if you will require assistance in the event of an evacuation, who will take note of this information.

EMERGENCY LIGHTING

In the event of a power failure, emergency lighting will come on throughout the building. Candles are not permitted in the bedrooms in the interest of safety.

FIRE ALARMS

Our fire alarm tests are Mondays at 11:00am.

However, if at any time the siren should continue to sound please make your way to the nearest exit and go to the fire assembly point.

OUT AND ABOUT

AIRPORT INFORMATION

Our hotel is conveniently located to the following airports:
Liverpool John Lennon Airport - 1.9 miles away

For further details and for transfer options please ask our Reception team.

LOCAL LEISURE FACILITIES

There are plenty of leisure facilities to enjoy nearby - for more information please ask the Reception team.

POST

Reception will be happy to post any item for you. The cost of postage will be added to your room bill.

PUBLIC TRANSPORT

Ask at Reception for timetables and public transport information.

LOCAL TAXIS

Need a cab? Call one of the companies below, or ask at Reception.

Alpha Taxis - 0151 722 8888

We can also order for you through our taxi app. Please contact Reception.