



# CROWN LAWN APARTMENTS



Exchange Court, Turner House, Maiden Lane,  
Covent Garden, WC2R 0PP



## Crown Lawn London Serviced Apartments

Crown Lawn has over twenty years' experience in providing serviced accommodation for international visitors, relocation agents, serviced apartment agents and blue-chip companies. We treat our guests with care and respect and aim to provide a personal and highly professional service.

We specialise in providing London serviced apartments in Kensington, Westminster, Covent Garden and Docklands for leisure and business travellers. Crown Lawn provides all the comforts of your own home. When you stay in a Crown Lawn serviced apartment you will enjoy chic, spacious and modern accommodation at attractive rates of up to 30% less than hotel rooms in the most sought after areas of London.

## Exchange Court

### Apartment types: One Bedroom & Two Bedroom serviced apartments

Our serviced apartments at Exchange Court are beautifully decorated with comfortable furnishings and modern appliances. Exchange Court is located in the heart of the West End at Covent Garden, just moments from the Piazza. Our contemporary serviced apartments have spacious living and dining areas.

- ✓ Piazza (Shops, Bars and Restaurants) - 2 mins walk
- ✓ Strand (theatres, Savoy Hotel) - 1 min walk
- ✓ Trafalgar Square (National Portrait Gallery, Fountains) - 4 mins walk
- ✓ Leicester Square (Cinemas, Clubs and Restaurants) – 6 mins walk
- ✓ Embankment (River services) – 6 mins walk

## Check In / Check Out Times

Our check in time is from 2pm (14:00)

Our check out time is before 10am

We can sometimes accommodate an early check-in or late check-out; however this will need to be arranged prior to arrival and may incur a fee of up to half the nightly rate.

## Concierge

Please note clear that the concierge is not exclusively for the use of Crown Lawn guests. Whilst the concierge staff are very accommodating, they are employed by the building and not Crown Lawn so any help and assistance is at their own discretion.

## Out of Hours Contact Information

If you have a query specific to the service we offer, you will need to call our office on 0845 519 6464. Our main office line is diverted to a member of our team outside of business hours. Please note this is for emergencies only.

## Housekeeping

We do not have any housekeeping staff based on site. They are scheduled to come to the apartments on certain days of the week to service particular apartments. To find out which day of the week your apartment will be serviced please call our office during office hours.



If you require any of the following, please contact the office:

- ❖ Single Foldaway Beds – £15.00 per night
- ❖ High Chair – £45.00 per week
- ❖ Baby Cot – £45.00 per week
- ❖ Air Conditioning Unit – £45.00 per week (*subject to availability*)
- ❖ Extra Servicing (*Light Clean*) – £30.00 per day
- ❖ Extra Servicing (*Cleaning + Change of Linen*) – £50.00 per day

### Keys

You have been provided with one set of keys. Should you require a second set then please contact us.

### Luggage Storage

We cannot store luggage at this site prior to arrival and after departure as we do not have secure facilities available.

### In the event of Fire

Please use the nearest stairwell and go down to the ground floor – do not use the lift.

### Telephone Service (Direct Line, Call Charges Etc)

We use a service called 'Gotalk' for all outgoing 'phone calls. You will need to set up an account directly with them in order to make calls. Incoming calls work without the need of a 'Gotalk' account.

More information on how to set up this service can be found later in this information pack.

### Internet Access

Internet access is free of charge. To log onto the internet, you will need to find the details of the name and password of your internet modem. These can be found on the bottom of the modem which is located next to the phone-line in your apartment. If you require any assistance, please phone our internet providers, Glide, using the landline phone located in your apartment and dialling 150 free of charge between Monday to Friday 8am-8pm.

### Personal Security

For your own safety we advise that you lock your door whilst in residence and when leaving your apartment.

### Insurance

Please note that it is your responsibility to insure any personal property left in any of our apartments and Crown Lawn accepts no liability of any loss or damage to personal items howsoever caused.



### **Pets**

Pets are not allowed in any of the apartments.

### **Safety Deposit Boxes**

The majority of our apartments are fitted with safety deposit boxes. Should this not be the case and you would like to have one, please notify us as soon as possible.

### **Smoking**

All of our apartments are Non-Smoking.

### **Temperature Control & Hot Water**

Each apartment is fitted with its own thermostat; you can change the temperature of the apartment by controlling this. Please be respectful as to usage and turn lights off and heating down when leaving the apartment.

Please be advised that, due to the large number of apartments in the block, the demand for hot water at certain times may cause a shortage. Therefore, please be patient and try and not have back-to-back showers or baths that may cause this.

### **Car Parking**

Only limited street parking is available at this site (controlled by Westminster Council).

### **Taxis**

We would recommend using 'Addison Lee' should you require a taxi service in London.  
Telephone Number: 0844 800 6677

Or Dulwich Cars: 0208 693 9933

### **Breakages**

We do understand that from time-to-time breakages do occur due to unforeseeable circumstances. Therefore, if you do accidentally break an item, please report this to the office as soon as possible in order for us to arrange for a replacement. All breakages will incur a charge that will be deducted from your deposit.

### **Lost & Found**

Please report any lost items to our office immediately. We will do our best to try and retrieve any such items but cannot be held responsible for your personal possessions.

### **Check-out**

On check-out, please lock your apartment and leave the keys in the apartment. Please also ensure that all lights are switched off in the apartment, any cutlery or glasses are put in the dishwasher and furniture is put back in its original place.



## Nearest

### Airports

London Heathrow Airport (31mins by Taxi or 51mins by Tube)  
London City Airport (27mins by Taxi or 36mins by Tube)  
London Gatwick Airport (56mins by Taxi or approx 47mins via Train)  
London Luton Airport (51mins by Taxi or approx 60mins by Train)  
London Stansted Airport (53mins by Taxi or approx 67mins by Train)

### Banks

Barclays Bank – 366 Strand, Charring Cross, WC2R 0JF (4mins walk)

### Chemist

Boots – 105 Strand, Charring Cross, WC2R 0AA (4mins walk)

### Doctor

DoctorCall (Emergency Call Out) – 0207 535 1888 (Fees apply)

### Dentist

The Dental Clinic – 65-72 The Strand, WC2N 5LR (2mins walk)

### Dry Cleaning / Laundry

Big Bite – 51 Bedford Street, Charring Cross, WC2R 0PZ

### Hospital

St Thomas – Westminster Bridge Road, SE1 7EH (8mins by taxi)

### National Rail Station

Waterloo Station – (7mins by taxi or 3mins by tube) (National Rail enquires 08457 484 950)

### Tube Station

Charing Cross or Covent Garden (3mins walk)

### Supermarket

Tesco Metro – 22 Bedford Street, WC2E 9EQ (2mins walk)

### Pub

Porterhouse – 21/22 Maiden Lane (Downstairs)

### Recommended Sites

Crown Lawn recommends the following websites to familiarise you with all that London has to offer, including up-to-date list of events taking place, as well as suggestions of shops, restaurants and cafes:

Official city guide – [www.visitlondon.com](http://www.visitlondon.com)

Information, tickets, tours, maps and more – [www.londontown.com](http://www.londontown.com)

Reviews and recommendations for restaurants with on-line booking <http://www.toptable.com>





## Museums, Shops & Attractions

- ✓ National Portrait Gallery, St Martin's Place, WC2H 0HE (4mins walk)
- ✓ Buckingham Palace (20mins walk or 5mins by taxi)
- ✓ Piccadilly Circus (11mins walk or 8mins by taxi)
- ✓ Houses of Parliament (17mins walk or 6mins by taxi)
- ✓ London Transport Museum, Covent Garden (3mins walk)
- ✓ Fortnum & Mason, 181 Piccadilly, W1A 1ER (15mins walk or 7mins by taxi)



HOUSES OF PARLIAMENT



FORTNUM & MASON



NATIONAL PORTRAIT GALLERY



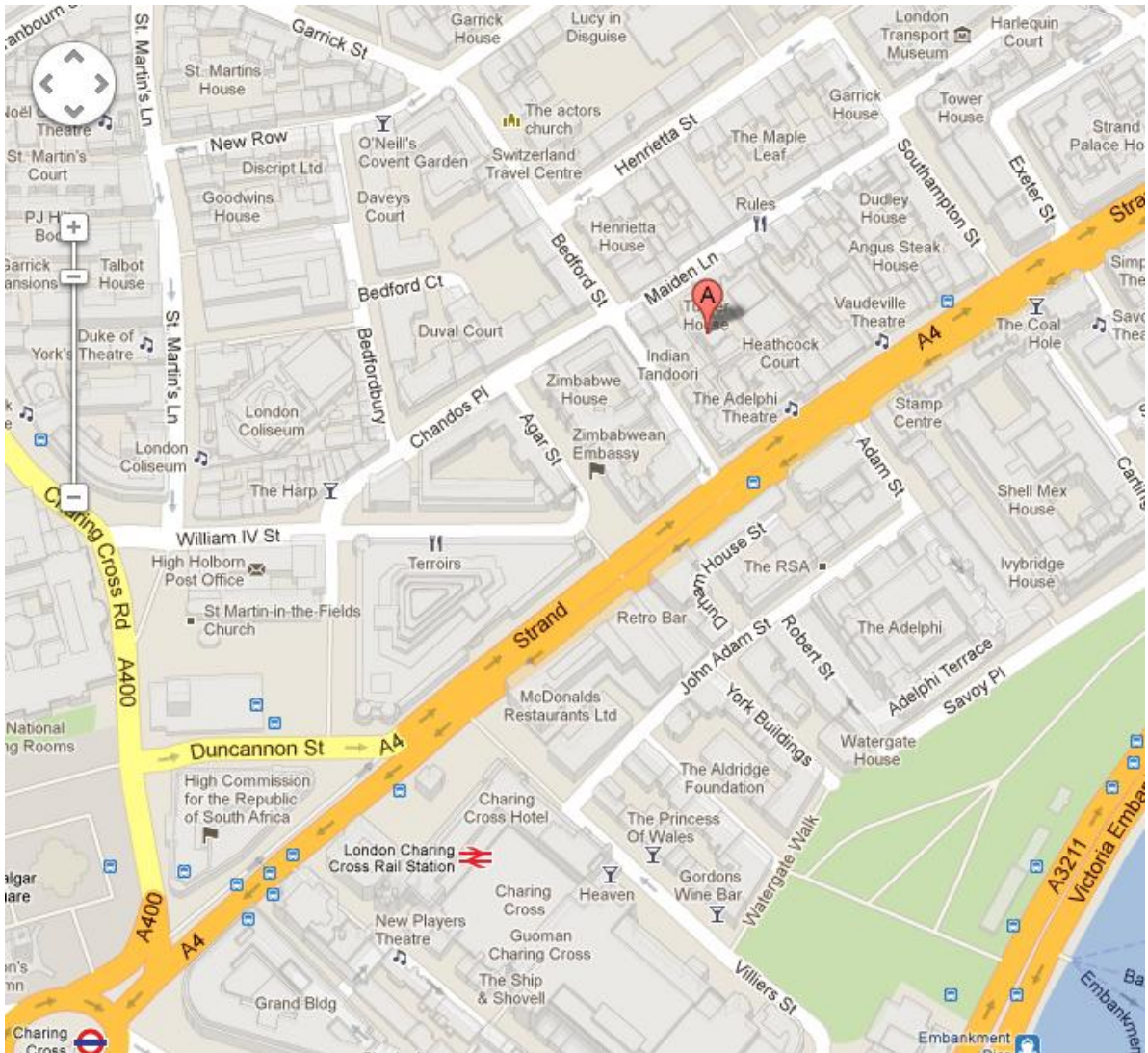
BUCKINGHAM PALACE



PICCADILLY CIRCUS

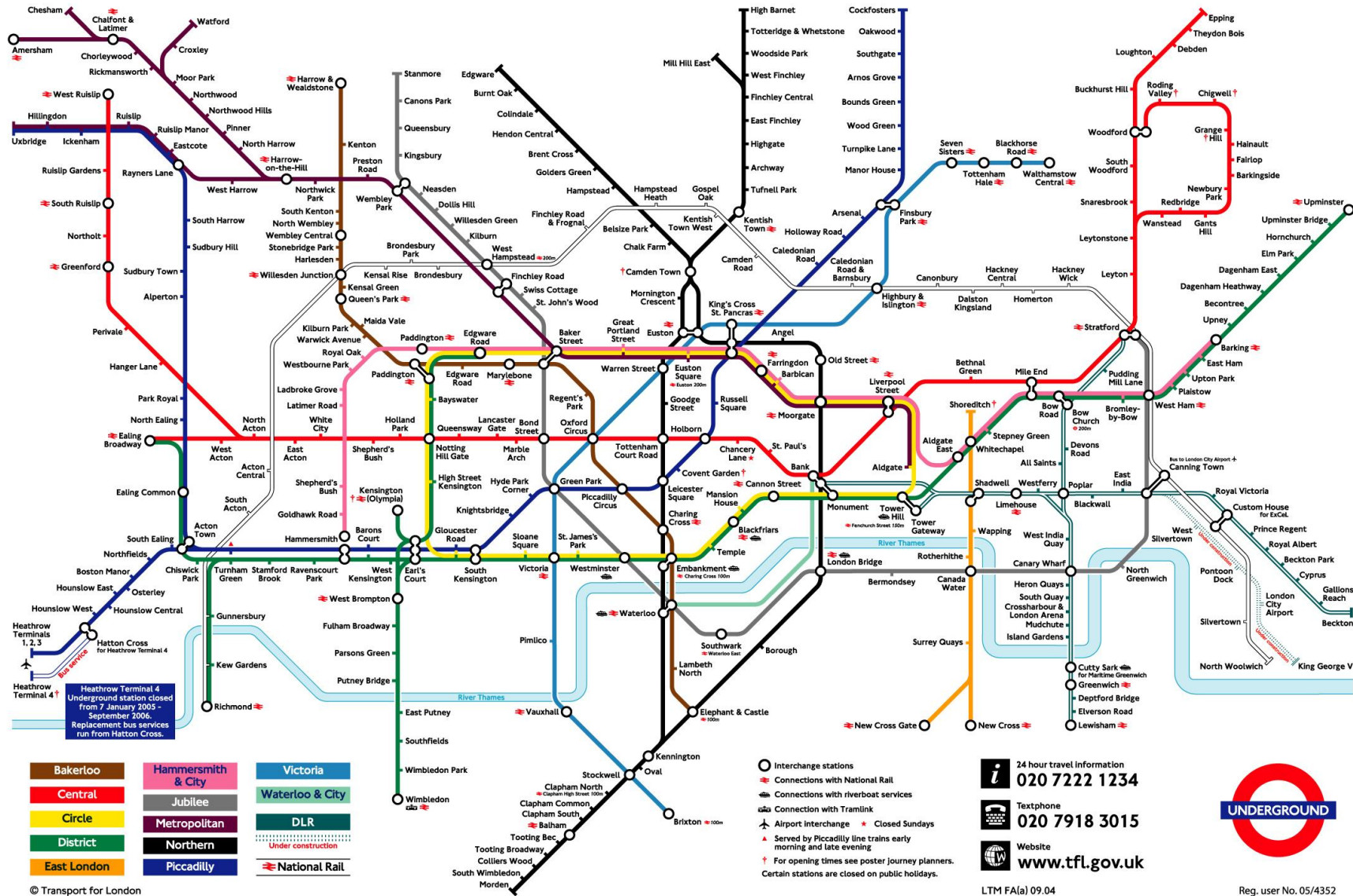


## Local Map





# Underground Map



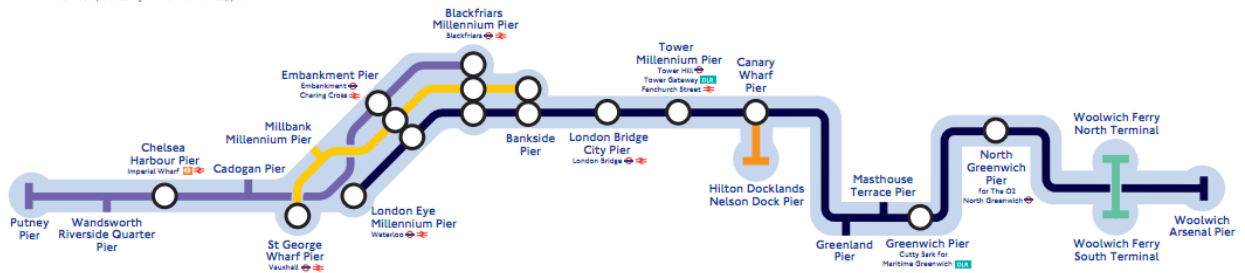




## River Service

### Map of scheduled River Bus services

- Putney Pier to Blackfriars Pier**  
Operates Monday to Friday peak hours only  
Service operated by Thames River Taxi
- St George Wharf Pier to Bankside Pier**  
Daily  
Service operated by KPMG Thames Clippers
- Embankment Pier to Woolwich Arsenal Pier**  
Daily  
Service operated by KPMG Thames Clippers
- Woolwich Free Ferry**  
Daily (except evenings)  
Service operated by Serco for Transport for London
- Canary Wharf Pier to Hilton Docklands Pier**  
Daily  
Service operated by KPMG Thames Clippers

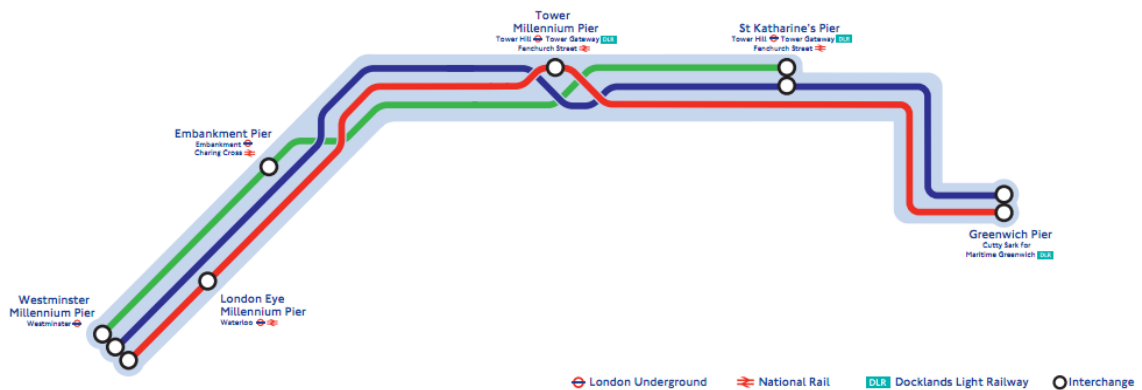


This map is a guide to services provided by the River Bus operators along the Thames on weekdays, but does not guarantee direct services between the piers shown. Some services/piers are not served outside of peak commuter hours.

- London Underground
- London Overground
- National Rail
- Docklands Light Railway
- Interchange Piers

### Map of scheduled River Tours services

- Westminster Pier to St Katharine's Pier**  
Operated by Crown River Cruises
- Westminster Pier to Greenwich Pier**  
Operated by Thames River Services
- Westminster Pier to Greenwich Pier**  
Operated by City Cruises



- London Underground
- National Rail
- Docklands Light Railway
- Interchange



## Television Channels

1		BBC One 24 hours	15		abc1 (not in Wales) 06:00 - 18:00	32		Film4+1 16:00 - 04:00	35		Five US 16:00 - 01:00
2		BBC Two 24 hours	16		QVC 24 hours	36		Five Life 06:00 - 23:00	87		Community Channel 06:00 - 09:00
3		ITV 1 24 hours	18		The Hits 24 hours	37		Smile TV 01:00 - 05:00	88		Teachers' TV 11:00 - 3:00
4		Channel 4 24 hours	19		UKTV Bright Ideas 06:00 - 18:00	70		CBBC 07:00 - 19:00	100		Teletext 24 hours
5		Five 24 hours	20		Ftn 18:00 - 06:00	71		CBeebies 06:00 - 19:00	101		Teletext Holidays 24 hours
6		ITV 2 24 hours	21		TMF 24 hours	75		CITV 06:00 - 18:00	102		Teletext Cars 24 hours
7		BBC Three 19:00 - 04:00	22		Ideal World 24 hours	80		BBC News 24 24 hours	103		Teletext Games 24 hours
9		BBC Four 19:00 - 04:00	23		bid tv 08:00 - 01:00	81		BBC Parliament 24 hours	104		Teletext on 4 24 hours
10		ITV 3 24 hours	24		Price-drop tv 08:00 - 01:00	82		Sky News 24 hours	105		BBCi 24 hours
11		Sky Three 24 hours	28		ITV 4 15:00 - 03:00	83		Sky Sports News 24 hours	108		Sky Text 24 hours
12		UKTV History 07:00 - 01:00	29		Film4 15:00 - 03:00		<b>regional variations</b>				
13		More4 10:30 - 02:00	30		E4+1 24 hours	4		S4C (in Wales) 11:00 - 03:00	8		TeleG (in Scotland) 18:00 - 19:00
14		E4 24 hours	31		ITV 2+1 24 hours	8		Channel 4 (in Wales) 24 hours	86		S4C2 (in Wales) 09:00 - 18:00



## Radio Stations on the Television

700		BBC Radio 1	710		BBC World Service	722		Kerrang!
701		1Xtra BBC	711		The Hits Radio	723		talkSPORT
702		BBC Radio 2	712		Smash Hits!	724		Clyde1
703		BBC Radio 3	713		Kiss	725		Premier Christian radio
704		BBC Radio 4	714		Heat	726		U105
705		BBC Radio Five Live	715		Magic	727		Virgin Radio
706		BBC Five Live Sports Extra	716		Q	728		Heart FM
707		BBC 6 Music	717		One Word	729		Radio Music Shop
708		BBC 7	718		Smooth FM			
709		BBC Asian Network	721		Mojo			



In order to use your telephone, please follow these instructions to set up your **Gotalk!** Phone Account. This will enable you to call anywhere in the world with calls being charged directly to your Credit Card. If you have any queries please pick up the handset and dial ? for customer services.

**1. To set up a Gotalk! Phone Account**

- Pick up the handset and press the button marked ?. This connects you directly to **Gotalk!** Customer service.
- With the assistance of **Gotalk!** Customer services you will be able to set up a **Gotalk!** account. Please have a credit card to hand and mention '**Crown Lawn**'.

**2. To make a call**

- Pick up your handset.
- Dial your destination number including full national or international code.
- To make a follow on call press ##

**3. To recharge your phone account**

- Call customer services to credit your account. Have a credit card to hand.
- It takes only a few minutes to recharge your **Gotalk!** account.

**4. Using the internet**

- Connect your modem to the dialer box
- Enter 0800 097 7799, 2 pauses (,) and your ISP number in your PC's Dial Up Networking
- Internet calls will be charged to your **Gotalk!** Account

**5. Using your Gotalk! account from any other phone including mobile phones**

- Dial 0800 097 7777 (or from a mobile dial 020 7097 7777)
- Enter Pin number
- Dial your destination number including full national or international code
- To make a follow on call press ##

**6. Customer Service Queries**

- **Gotalk!** Customer Service is available from 12 Noon – 9pm (7 days a week)
- From your **Crown Lawn** accommodation pick up the handset and press the button marked ?
- From any other phone dial **0800 097 5177**





**Did you enjoy your stay with us?**

**Let us and everyone else know by writing a review  
on 'Trip Advisor'**

**It's very easy and very quick and it's the best way to  
compliment us!**

**Or**

**Is there something we could improve on? What  
could we do next time?**

**If you would prefer send us your comments by  
emailing us at [info@crownlawn.com](mailto:info@crownlawn.com)**



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