



THE CITY
ROOMS
ABERDEEN



Welcome to

THE CITY

37 - 39 Netherkirkgate, Aberdeen, AB10 1AU

INDEX

- Arrival Information
- Dos & Don'ts
- Housekeeping / Maintenance
- Additional Information
- Fire Policy
- Fire Escape Routes
- Useful Contacts

The City is an unmanned building managed by Drumrossie Properties Limited.

This Welcome Pack has been provided to ensure your stay at The City is safe and comfortable.



All Guests are required to read the Welcome Pack and familiarise yourself with the Fire Policy & Escape Routes.



**Face Coverings MUST be worn in ALL Communal Areas
(incl. Corridors, Stairwells & Kitchen / Lounge)**

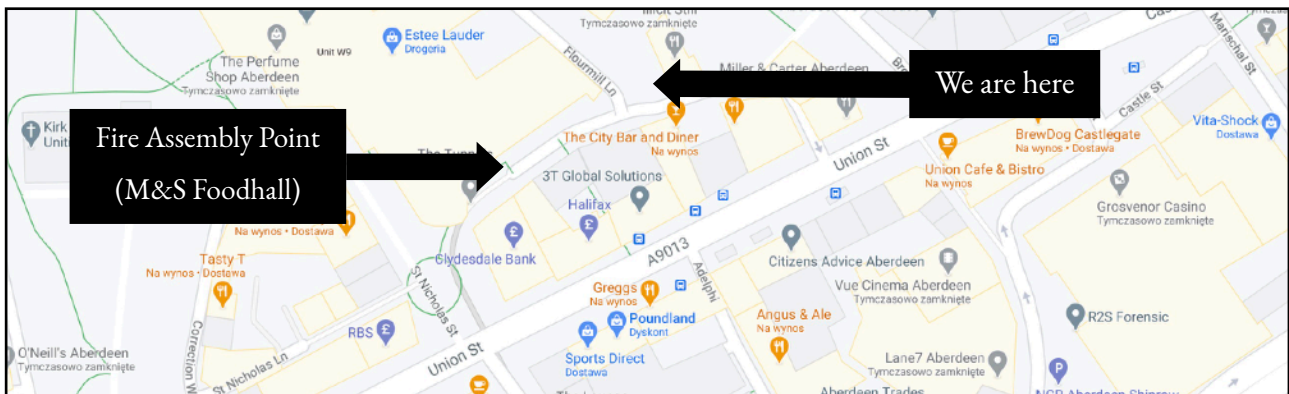
ARRIVAL INFORMATION



Your room will be available from 15:00hrs on day of arrival

Departure Time: 10:00hrs* on day of departure

- **Your 6-digit Door Entry Code** provides access to The City Entrance & Bedroom
- **Each Bedroom** has a TV, mini fridge, safe & private bathroom facilities
- **Breakfast** is not provided
- **Private Kitchen / Dining / Lounge** is located on the 6th Floor (Top Floor) which includes: kitchen & dining facilities
- **Laundry Room** is located on the 6th Floor (Top Floor) which includes: washing machine, tumble dryer, iron, ironing board & additional blankets
- **Complimentary Wi-Fi** is available throughout The City
Password: Aberdeen1
- **Parking** is not provided
- **Taxi** reservations can be made via the Rainbow Taxi booking station located in the Lounge, in order for you to make your own arrangements
- If you require **Fresh Towels**, all soiled towels should be left directly outside your bedroom for Housekeeping to replenish
- **Housekeeping Hours:** 09:00hrs - 15:00hrs (Mon to Fri, excl Public Holidays)
Weekend departures will be serviced as required



DOs & DON'Ts

Do:

- Familiarise yourself with all fire escape routes
- Take responsibility for your belongings and use the safe provided for valuables
- Ensure all doors securely close behind you
- Use the bathroom and cooker extractor fans as required
- Switch off all lights, appliances and extractor fans when not in use

Don't:

- Smoking is **STRICTLY PROHIBITED** in the building (this includes e-Cigarettes)
- Interfering with smoke detectors / CCTV equipment is **STRICTLY PROHIBITED**
- Guests must ensure that used dishes are washed and tidied away after every use
- To avoid unwanted complaints, Guests are reminded to respect others by keeping noise to a minimum.

HOUSEKEEPING / MAINTENANCE

- Bed linen and towels will be fresh ready for your arrival; these will also be changed over after 7 days stay with us
- If your bed linen change is scheduled for a weekend or Public Holiday, this will take place the next working day
- If you require additional towels or if you have a maintenance issue, email your request to info@stayABZ.com
- Additional blankets are located in the Laundry Room on the 6th floor
- To avoid being disturbed, if you are a nightshift worker, this should also be communicated to info@stayABZ.com.

ADDITIONAL INFORMATION

- **Complimentary Wi-Fi:** Guests are asked to refrain from using streaming websites.
- **First Aid:** First Aid kits are located beside the Lift (Ground Floor) / Main Stairwell (1st Floor) / Private Lounge (6th Floor).

Miscellaneous Charges:

- Guests found to be smoking within The City will be fined £200

FIRE POLICY

- ! **WEEKLY FIRE ALARM TEST**
Every Tuesday between 14:00hrs – 15:00hrs

In the event of a fire, follow the instructions shown on the Fire Action notices displayed throughout the building.

If you discover a fire:

- Activate the nearest fire alarm
- Leave the building by the nearest fire exit
- **DO NOT** stop to collect personal belongings
- Proceed to the fire assembly point (M&S Foodhall located on Netherkirkgate)
- **DO NOT** re-enter the building unless authorised to do so by Fire Brigade or Duty Manager.

- ! **NEVER attempt to tackle a fire yourself!!**

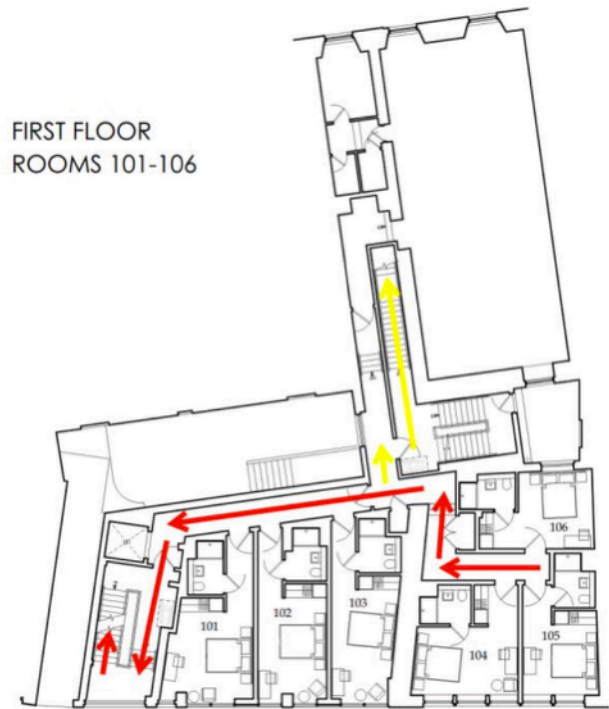
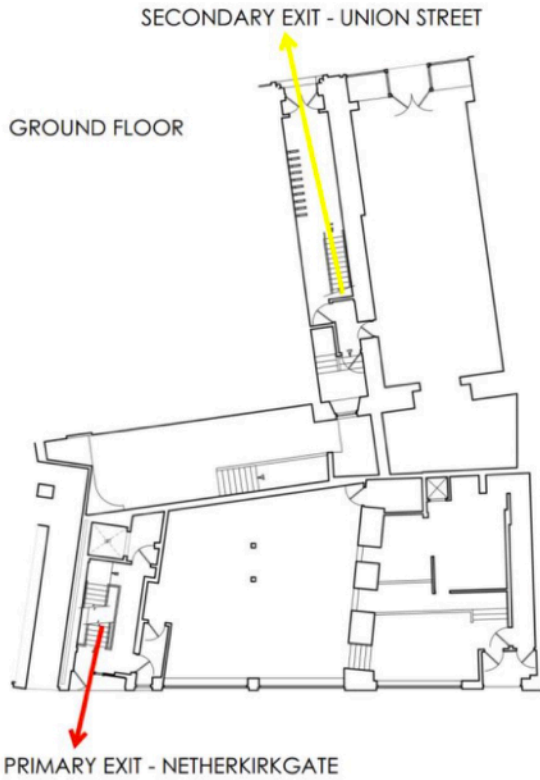
On hearing the fire alarm:

- Leave the building by the nearest fire exit
- **DO NOT** stop to collect personal belongings
- Proceed to the fire assembly point (M&S Foodhall located on Netherkirkgate)
- **DO NOT** re-enter the building unless authorised to do so by Fire Brigade or Duty Manager.

Means of escape:

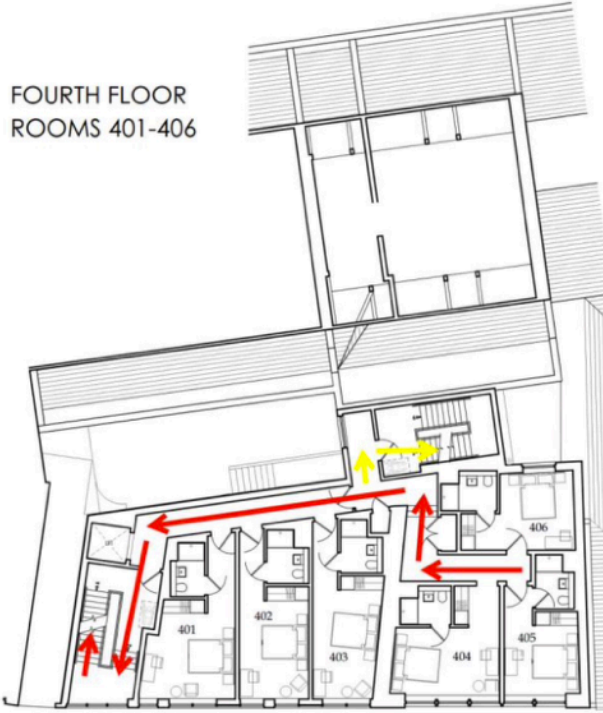
- You **MUST** familiarise yourself with all fire exits
- Fire exits and escape routes must be kept clear of obstructions, especially combustible items (it is an offence to obstruct a fire exit)
- Fire doors should be kept closed at all times.

FIRE ESCAPE ROUTES

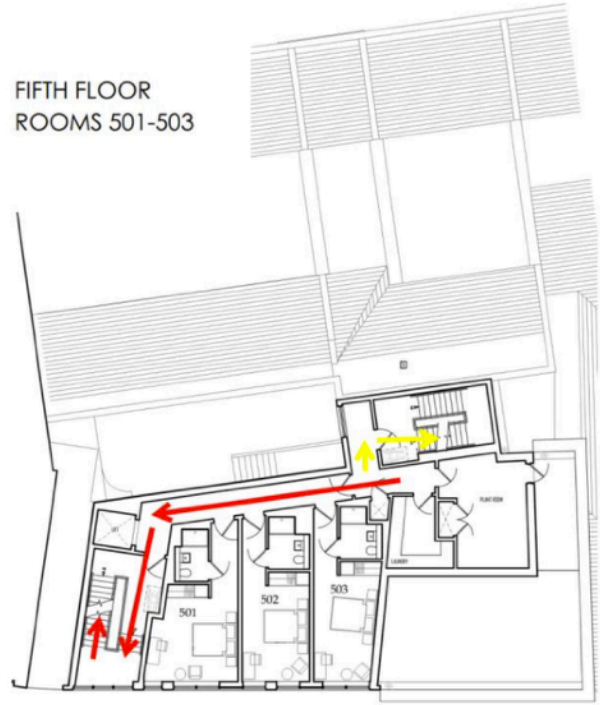


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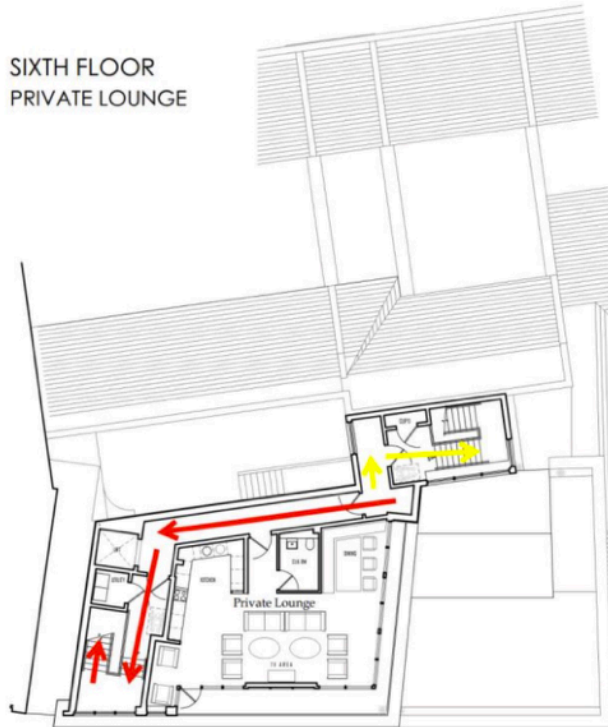
FOURTH FLOOR
ROOMS 401-406



FIFTH FLOOR
ROOMS 501-503



SIXTH FLOOR
PRIVATE LOUNGE



USEFUL CONTACTS



LOCAL TAXI

Taxi reservations can be made via the Rainbow Taxi booking station located in the Lounge, in order for you to make your own arrangements.

LOCAL CAR PARKS

- [Aberdeen City Council](#)
- [Union Square](#)
- [Bon Accord Centre](#)
- [NCP](#)

OTHER

DETAILS

- Police Non-Emergency
- Emergency
- NHS 24 (Medical)

TELEPHONE

101
999
111