

NOVOTEL

HOTELS & RESORTS

NOVOTEL MANCHESTER WEST

Our hotel services



Our unique approach to hospitality, one that is built on simplicity and elegance, is loved the world over. From relaxing in your room to meeting friends in the lobby, there is a place for everyone. And our teams, known for their attention to detail, are always at hand.



At Novotel we are serious about sustainability!
ISO 14001-certified hotel
Audited by an independent agency



RECEPTION AND LOBBY

Free WiFi

Free wireless high-speed internet access available.

To connect; open your browser - our guest Wi-Fi portal will automatically load. Enter your email address and follow the instructions on screen.

Virtual concierge

Our virtual concierge is located in the lobby next to guest service desk and provides information on the local area including

- Key tourist attractions and recommendations
- Flight times
- Local transport
- Maps
- Weather information
- International news
- Virtual postcards



LOYALTY

LeCLUB Accor Hotels

Always the best rates for le club members

- As a member of Accor hotels free global loyalty programme, you can earn points at over 2800 hotels worldwide. Register online, or ask any team member for help
- Instant benefits, earn points from your very first stay
- Redeem points for money off future stays or convert into airline miles or partner vouchers
- Exclusive discounts for Le Club Accor hotels members

Welcome by LeCLUB Accor Hotels

Book on novotel.com or accorhotels.com and enjoy:

- Online check-in - your room key will be ready when you arrive
- Useful hotel information texted to your phone
- Personalised welcome service
- Fast check-out - just return your key and your invoice will be emailed to you



BEDROOM

Radio and TV

Select the TV and radio channels via the onscreen menu

Room Service

Available 24/7 please see the menu for information and charges.

Telephone

Internal Calls

- Reception *25
- Room Service *20

To dial **another room** prefix with a 7, so room 101 dial 7101

For a **wake-up** call dial *68 and follow the instructions.

To **retrieve a message** (your phone will have a flashing red light) *97 and follow the instructions.

External Calls

UK National numbers (land and mobile) are free of charge (max. 10 mins.) just dial the UK number in full.

International calls are chargeable at BT standard tariff rates, dial the full international number.

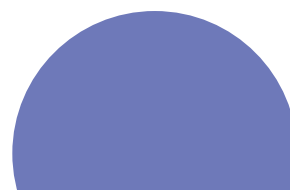
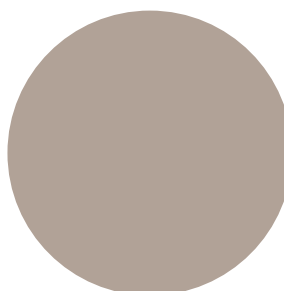
Please note that some free phone and all premium numbers cannot be dialled from our system.

Check-in and check-out times

- Check in from 2pm and check out before 12noon
- Early check in may be available, if we can do this there is no charge
- Late check out (3pm) may be available but is charged at £45 Monday to Friday and £35 at the weekend
- Late check out is free of charge to LeClub members

Toiletries

Toothbrush and paste, sanitary items, razors and shaving kits are available from the guest services desk.





BREAKFAST

As you like, from the type that suits you best

- **Have time** - Take your time and enjoy a generous and balanced buffet breakfast in our restaurant. Hot and cold buffet breakfast is available from 6.30am-9.30am (Saturday/Sunday and bank holidays 7am to 11am)
- **Served to your room** - Enjoy a continental or cooked breakfast in your room. Served every 15 minutes from 6.30am to 12noon. Please hang your completed breakfast order form outside your door before 1am. Please note a tray charge of £3 applies
- **Early bird breakfast** - Available on request from 5.30am
- **In a rush** - Enjoy a simple & quick breakfast in the bar 7am – 11am



GUEST SERVICES

Business services

- Photocopy, fax & print services available from the guest services desk, charges may apply
- We have 10 private meeting rooms for hire for 2 to 200 delegates

Laundry and dry cleaning

- Same-day service available. Please use the laundry bag and list in your room. Please contact guest services to collect before 8.30am
- Your laundry will be returned around 3pm
- This service is not available on Saturday, Sundays or Bank Holidays

Luggage storage

- We are happy to hold on to your luggage for you, please request this with guest services.

Transport

- **Manchester International airport** - 20 mins drive via M60 and M56
- **Walkden Train station** - 1.6 miles, services into Salford, Manchester and Wigan
- **Manchester Piccadilly station** - 8 miles, services to nationwide destinations
- **Taxi (Lynch Taxis)** - 0161 661 7777
- **Bus service 34** (Outside Hotel), goes to Manchester city centre via Salford Hospital and Salford crescent railway station, roughly every 45 minutes



RESTAURANT AND BAR

Restaurant

Serving breakfast, lunch, evening meals, snacks and drinks from 6.30am until 10pm daily. (Room Service menu available 24/7)

Enjoy a delicious range of food in a casual setting overlooking our gardens.

Bar

Open from 7am until 12 midnight (10pm for food).

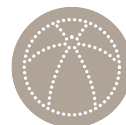
Enjoy a hot drink, beer, wine and spirits or something to eat in our stylish lounge and bar.

Children

We offer a Children's menu throughout the day.

Room Service

- Menu available 24/7
- See items marked with the 24hr symbol
- Dial *20 from your bedroom phone



LEISURE AND ACTIVITIES

In Balance by Novotel

Energise and unwind

Gym opening hours: from 8am until 10pm, located on the ground floor (level 2)

- **Safety:** maximum numbers are enforced
- **Access:** in order to access our InBalance facility, please ask at guest services (reception desk) and complete the pre-exercise questionnaire. Once completed your key will be coded for the gym

Out and about

(Please also see virtual concierge)

- Trafford centre (shopping)
- Manchester United football ground
- The Lowry arts complex and media city
- Chill Factor - Skiing and snowboarding centre
- Worsley Park golf club
- Lancashire cricket ground

Child friendly

Our dedicated play area, designed for children of all ages, is located in the hotel garden and can be used from March until the end of October.

A range of games and play activities are also available in the indoor children's area.

Guest services available 24/7

Dial *25 from your room

AT NOVOTEL, YOUR SATISFACTION IS OUR TOP PRIORITY



A problem? A question?

Call us right away.

We will answer 24/7



**We will do everything
we can to help with
whatever comes up
quickly and effectively**

Because it's a lot better at Novotel

FIND OUT MORE ON

novotel.com · accorhotels.com



NOVOTEL MANCHESTER WEST

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All content correct at the time of going to print


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