

Q. Do you have a car park?

A. There is a car park at the rear of the hotel with 12 spaces and off road parking is also available along Cathedral Road/Side streets and there are no parking meters.

Q. What time can we check in?

A. Check-in is from 14:00 to 22:00 (GMT). Check- in times outside of those specified must be confirmed with us prior to arrival. Check-out is at 11:00 am (GMT). Early/Late check-out can be arranged either prior to arrival or at check-in. For your convenience luggage may be left with reception staff and will be stored securely until you check in if you arrive early.

Q. Is your hotel non smoking?

A. Non-Smoking Policy (UK Law)

We adopt a strict no smoking policy in all rooms and all internal areas of the hotel. Should you choose to ignore this policy, you will be asked to leave and charged in full for your entire stay plus an additional £100 for specialist cleaning of your room.

Q. Do you supply cots?

A. We do have travel cots available on request.

Q. How far is it to the town centre?

A. The hotel is approximately a mile to the town centre & about 20 minutes walk, or a taxi would be around 7 minutes.

Q What transport is available to Mermaid Quay/Cardiff Bay?

A. The Water Bus <http://www.aquabus.co.uk> goes directly into Mermaid Quay or the hotel can book a taxis.

Q. Do you have hairdryers in your rooms?

A. We do have hairdryers in all rooms; we also provide irons and ironing boards.

Q. Are there any theatres in Cardiff?

A. There are theatres in Cardiff the websites are: <http://www.wmc.org.uk>
<http://www.newtheatrecardiff.co.uk/>

<http://www.stdavidshallcardiff.co.uk/>

Q. Are there tours/sightseeing of Southern Wales?

A. Please visit the following sites <http://www.city-sightseeing.com/>
<http://www.seewales.com> <http://www.wherewhenwales.com>

Q. Do you have Wi-Fi?

A. High Speed Wi-Fi is supplied throughout the hotel instructions on how to log on will be in a folder on the desk in all rooms.

Q. Has your hotel got lifts?

A. Unfortunately we do not have any lifts at the hotel we have ground floor rooms available on request, there are 2 floors with stairs leading to different rooms. If you should need help with your luggage please ask at reception and a member of staff will gladly help.

Q. Are there restaurants in the area?

A. There are a number of nice restaurants near the hotel in Pontcanna they are in walking distance, all the information about them will be in the folders in every room or visit the hotel website for more information.

Q. Are animals allowed in the hotel?

A. Assistance dogs are accepted unconditionally. We regret that no other pets are welcome.

Q. Have all rooms got desks?

A. All our rooms do have desks.

Q. Are there baths or showers in the rooms?

A. Some of our rooms have only showers the others have baths with a shower overhead.

Q. Are there any car rental hire places near the hotel?

A. http://www.enterprise.co.uk/car_rental,

<https://www.eurocar.co.uk/locations/united-kingdom/cardiff>

Q. Do you have quiet rooms/ views?

A. The hotel is situated within a residential/conservation area and walking distance from the City centre, we do not have any views. To the front is the main road with a view of Victorian houses/hotels and to the rear of the hotel is a view of the car-park/Victorian houses. If you require a front or rear room the hotel will require notification and we are unable to guarantee.

Q. Cardiff Airport/ transport?

A. <http://www.cardiff-airport.com/by-bus/>

<http://www.nationalexpress.com/airports/bristol-airport.aspx>

<http://www.nationalexpress.com/airports/heathrow-airport.aspx>