



WELCOME TO YOUR  
CITYSTAY APARTMENT!

GELDONIA COURT APARTMENTS  
St Augustine's Road  
Bedford  
MK40 2NL

## WELCOME!

We hope you have enjoyable stay in your Geldonia Court apartment. If there is anything you require during your stay we would be happy to assist you.

City Stay is operated by a team who are local and have great knowledge of the Bedford area. Please feel ask if you would like to know anything about your local area.

We hope that in this welcome folder we have answered any questions you may have about your stay. You can contact us using the details below if there is anything else we can help you with.

## CONTACTING US

Telephone: 01908 664516

Office open hours: 9.30am – 5pm, Monday – Friday

Email: [info@citystayaparts.com](mailto:info@citystayaparts.com)

### Out of office hours (Please send a text message)

Mobile: 07498 993 903

Please be aware that should you need assistance during out of office hours and require a non-emergency call out, you may incur a charge. Please leave us a message or send us a text with your contact details and we will get back to you if we think it is an emergency.

# YOUR GUIDE FOR YOUR STAY

## WIFI

Wifi details are located on a small white sign in the apartment. (normally located next to the tv or on the coffee table) Alternatively the connection details are on the bottom of the internet router located in the Tv unit.

## Working the TV

Turn the Tv on by pressing the red button on the Samsung remote

For regular Tv channels press the Guide button on your tv remote.

For online streaming channels and apps press the home button on the Samsung remote

If you sign into our online account please ensure you log out of your account before you check out of the apartment.

## Parking

City Stay will reserve one parking space in the carpark for you. You must give us your vehicle registration for us to register your car. You can park in any one of the spaces. If you require a second place please ask the office first as it will depend on availability. You can park on the street if there are no extra spaces available.

## Rubbish Disposal

The bin store is located at the front of the building in the carpark.  
Please dispose of rubbish correctly

Bins with orange lid are recycling and bins with a black lid are general rubbish.

**Please empty your bins regularly so there is no build up of rubbish in your apartment.**

## Cleaning During your Stay

If you are staying longer than 7 days, your apartment will have a service clean every 7-8 days. This service will provide you with clean towels and freshly made bed/new linen.

They will give general tidy up just to keep your apartment in good order.

Please be aware that long term guests are expected to replenish their own stock, e.g. toilet roll, soap etc. These will not be replenished on your service.

If you would like a particular day/time for your service cleans please contact the office arrange this. If you turn away our cleaners due to the service being inconvenient please arrange with us another time to attend.

## Extras

We are able to provide cots, these must be requested 24 hours before you arrive. We will not provide any bedding and the cots will not be made up prior to your arrival. A second set of keys can be given on request.

## Maintenance

We hope you understand that maintenance issues happen from time to time, so if there is one that affects your apartment during your stay please inform us immediately. If you inform us early in the day before 12pm we will try and get this fixed on the same day. We rely on contractors and cannot always guarantee their availability. Maintenance reported over a weekend may take longer to fix.

We will always endeavour to get issues sorted ASAP.

## Damages

If you can see any damages to your apartment upon check in chances are will be aware of them and they are on our maintenance list. Any damages we feel will impact your stay we will notify you prior to arrival.

If by accident something is broken during your stay please let us know before you checkout. We understand that accidents do happen from time to time, and would appreciate being told. Deductions may be made from the deposit depending on what it is.

Damages may incur charges from your deposit.

## Heating in your Apartment

The apartment comes with electric heating. To turn the heating on make sure the spur switch is turned on at the wall.

Once it is turned on you can adjust the heating by pressing the + and – button. You can also set your heating to come on at various times during the day.

If you are out of the apartment we would appreciate if the heating is turned off.

If you are having problems with your heating please report it to the office immediately, City Stay will endeavour to get it fixed as soon as possible. We rely on outside contactors and it will depend on them when they can attend. Please use the portable heater in the apartment in the meantime.

## **WE HAVE A STRICT NO PARTY POLICY.**

**Our apartments are surrounded by residents and respect must be shown to them at all times.**

Under no circumstances do we allow parties in our apartments of any kind and we reserve the right to ask guests to leave if found doing so and no deposit refund will be given.

The total occupancy level must be stated at the time of booking and must not exceed the occupancy levels. We will contact the police if noise and gatherings persists after the time of 11pm.

**WE ASK THAT YOU PLEASE TURN ALL SOUND LEVELS DOWN AFTER 11PM AND BEFORE 8AM**

**Smoking in the apartment is strictly forbidden.**

If you do smoke, please do so outside the apartment building and dispose of the cigarette appropriately. If we smell smoke or find evidence of smoking in the apartment payment will be deducted from your deposit.

## Damage Deposits

If we have taken a damage deposit payments or charged a pre authorisation on your card payments will be deducted of we received noise complaints, extensive clean from mess and misuse, large damages to the apartment, smoking, and any call out charges. Deposits will be refunded after the apartment has been checked over and will take 2-3 days for the payment to return on your card.

## Checking Out of your Apartment

Check out is at 10am unless you have arranged a late checkout with the office. We need at least 24 hours notice to request a late check out.

When you check out we would appreciate:

- Wash up dishes / cutlery / cooking utensils
- Bagging up your rubbish and taking it to the bin store
- Leaving keys in the lock box outside of the apartment using the same code you used to gain entry

## Feedback

We always appreciate feedback from your stay and we are always looking for ways to improve.

Please send us an email on [info@citystayaparts.com](mailto:info@citystayaparts.com) or send us a message through your booking platform.

## Thinking of staying again?

If you enjoyed your stay and would like to visit us again, if you book directly with us by contacting our office we can offer better discounts than if you booked through an online agency. We appreciate your support. We hope to see you again soon!

# EMERGENCY CONTACT NUMBERS

**Call 999 for**

The Police, an Ambulance or Fire Brigade.  
**Call 101** for non emergency police enquiries

## **Bedford Main Police Station**

Woburn Road  
Kempston  
Bedfordshire  
MK43 9AX

## **Bedford Hospital**

Contact: 01234 355 122  
**Bedford Hospital**, South Wing,  
Kempston Road, Bedford,  
MK42 9DJ

## **NHS Direct Helpline** **(Non emergency health issues)**

Dial 111

## **The Urgent Treatment Centre (UTC)**

Located next to the A&E Department in the Cauldwell Centre  
Appointments can be booked dialling 111

## **Emergency Dental Care – 24 hour service**

St. Peter's Studio Dental Clinic  
28 St Peters Street  
Bedford  
MK40 2NN

Out of hours: 07516 065 413  
Office: 01234 261 881

# INVENTORY FOR YOUR APARTMENT

City Stay Apartments provides all your home from home needs, we have put together a list of the items that come in your apartment as standard. If there is something missing in your apartment that shows in the list below please let us know and we will be happy to provide it for you.

## Apartment Inventory

### Kitchen

8 x Bowls	3 x Saucepan (Large and Small)
8 x Side Plates	1 x Scissors
8 x Dinner Plates	1 x Sieve
8 x Mugs	1 x Microwave
8 x High Ball Glasses	1 x Kettle
8 x Wine Glasses	1 x Toaster
8 x Cutlery (Knife,Fork,Spoon,Tea Spoon)	1 x Tea Towel
4 x Place-mats	1 x Oven Glove
4 x Coasters	1 x Washing up Liquid
5 x Cooking Knives	1 x Jay Cloth
1 x Corkscrew	1 x Sponge
1x Serving Spoon	
1 x Spatula	
1 x Frying Pan	Free Condiments: Tea Bags, Coffee sachets, Sugar, Milk, Biscuits and Washing Tablets
1 x Grater	
1x Tin Opener	
2 x Oven Dishes	
1 x Large Chopping Board	
1 x Potato Peeler	

### Lounge

1 x TV + Remote  
1 x Wifi Box  
1 x Welcome Folder  
1 x Wifi Sign

### Hallway Cupboard

1 x Bucket  
1 x Mop  
1 x Clothes Airer  
1 x Henry Hoover  
1 x Iron  
1 x Ironing Board

### Per Bathroom

1 x Bin  
1 x Toilet Brush  
1 x Bath Mat  
1 x Soap  
1 x Shower gel  
1 x Shampoo/  
conditioner  
2 x Toilet Roll

### Per Bedroom

1x Hair-dyer (per apartment)  
2 x Bath Towels  
2 x Hand Towels  
4 x Pillows  
1 x Duvets  
8 x Hangars  
1 x Fan (On request)

Please note that all ornaments, pillows, pictures and stock vary from each apartment and City Stay will take note if anything goes missing and you will be charged if anything is taken and in some cases reported to the police. If you are short of any items please contact us on **01908 664516**.