

## Use of the Guest Room – Guest Instructions

Guest Room Two is located in the heart of the Charterhouse on the ground floor of Wash House Court, which is a surviving part of the Carthusian Monastery that first occupied the site. Set alongside Brothers' accommodation, the guest room offers a sense of the peace of the Charterhouse that is such a special characteristic of its unique atmosphere. The Charterhouse is a private home for both Brothers and residential tenants. Guests are kindly requested not to roam the site, unless accompanied by a Brother or member of staff.

### Booking process

Should you like to book a guest room:

For Internal bookings for Brothers and staff, please contact the Health & Wellbeing Assistant – [Sophia.osei@thecharterhouse.org](mailto:Sophia.osei@thecharterhouse.org), who will check availability.

For Friends of the Charterhouse, please contact the Development Office - [development@thecharterhouse.org](mailto:development@thecharterhouse.org), who will check availability.

Please provide your preferred dates, your full name, contact phone number, email, postal address and details of the category of guest – a guest of a Charterhouse Brother, a Friend of the Charterhouse, etc.

### Payment

Payment is taken at the time of booking, and a receipt will be provided by the Charterhouse Finance Officer, via email or alternatively in hard copy for those without email.

The preferred payment method is by bank transfer, cheque, or cash. The Charterhouse bank account details are as follows:

<b>Bank Account Name</b>	GOVERNORS OF SUTTONS HOSPITAL IN CHARTERHOUSE
<b>Bank Account Number</b>	90883298
<b>Sort Code</b>	206582
<b>BIC/SWIFT Code</b>	BARCGB22
<b>IBAN</b>	GB39BARC20658290883298
<b>Routing Number (US &amp; Canada Only)</b>	
<b>ABA Code (US &amp; Canada only)</b>	
<b>Bank Name</b>	BARCLAYS
<b>Bank Address</b>	1 CHURCHILL PLACE LONDON E14 5HP

### Costs and financial process

- Brothers are charged a nightly rate of £35 for single occupancy, £45 per night for dual occupancy including breakfast.
- Other guests are charged a nightly rate of £70 room only.

**Cancellations, refunds, and non-arrival:**

If cancelled up to 48 hours before the date of arrival a full refund will be offered. Refunds will be paid via bank transfer, on receipt of bank details from the booker. No refunds will be offered for cancellations within 48 hours, for no-shows, or for early departures.

**Duration of stays**

- Brothers are entitled to book the guest room for up to 2 consecutive nights, and are entitled to book up to 14 nights per year.
- Friends of the Charterhouse are entitled to book up to 2 consecutive nights, and are entitled to book up to 7 nights per year.
- Friends at Associate and Thomas Sutton Circle level are entitled to book up to 2 consecutive nights, and are entitled to book up to 14 nights per year.

**Breakfast**

Brothers who book rooms must accompany overnight guests to Breakfast, and Brothers must book in breakfast guests so that the kitchen is aware.

**Key collection, arrival and departure**

Arrival: The guest room is available from 1500hrs.

Departure: The guest room must be vacated by 1000hrs.

The guest is responsible for collecting the keys from the Security Guard in the Gatehouse. Keys must be returned to the Gatehouse on departure.

All guests must be signed in at the Gatehouse on arrival, and signed out on departure.

**Smoking**

The Charterhouse has a designated smoking area in Stable Court. Otherwise, smoking, including the use of e-cigarettes, is not permitted throughout the site.

**Pets**

Assistance dogs are allowed, pets are not allowed.

**Internet access:**

The guest room doesn't have wifi.

**Emergency Contact:**

In case of emergency, please contact the Security Guard in the Gatehouse – 020 7490 7738.

**Maximum occupancy:**

A maximum of 2 people is permitted in the guestroom, this includes children. Babies are welcomed although there is no provision for cots or additional beds.

