

Victoria House Guidebook



02477 752663 | bimal@covstays.co.uk



Welcome to Victoria House

Fully furnished modern studios, containing a comfortable small double (4ft) bed with an en-suite shower, large wardrobe, chest of drawers, bedside chest with lamp, desk and chair. A smart TV, 50+ Mbps Wi-Fi and USB charging ports are all provided. Communal, paid washing machines and dryers are also available. The kitchen comprises of a white Corian worktop, ample storage units, 2-burner induction hob, under counter fridge/freezer, integrated combi microwave and electric kettle as well as all cooking essentials.



DETAILS



LOCATION

Victoria House
44-45 Queen's Road,
Coventry, CV1 3EH



BEDROOMS

1 Double Bedroom



BATHROOMS

1 En-Suite



AMENITIES

- Fresh towels & linens
- Shampoo, shower gel & handwash
- Induction hob
- Fridge/freezer
- Washing machine & dryer (communal, paid)
- Combi microwave, kettle
- Superfast Wi-Fi
- Cookware, crockery & cutlery
- Private parking
- Hair dryer and iron (on request during office hours)



RULES

- **No parties**
- Quiet time from 22:00 to 09:00
- **No smoking**
- Funds will be deducted from deposits for infraction.
- **No pets**



VIRTUAL TOUR

Standard

Queen

King

Superior

About us

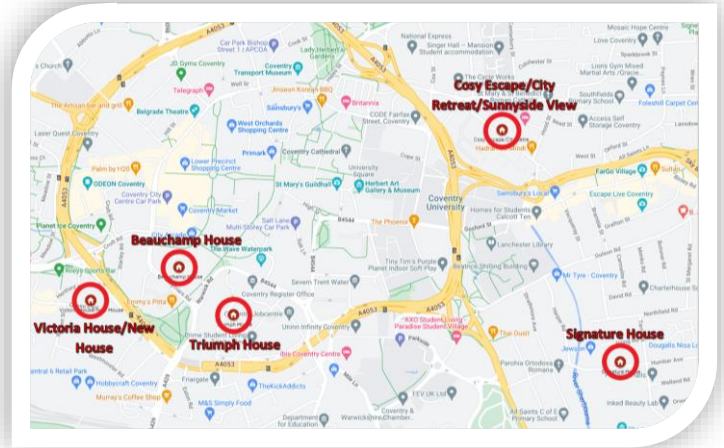
A warm welcome from the CovStays Team

Thank you so much for choosing to stay at our properties and supporting our small business – your patronage is greatly appreciated.

We are a local serviced-accommodation provider dedicated to providing a comfortable experience at an affordable price. We have hosted guests from around the globe in Coventry for several years and are looking forward to many more.

We are based at Victoria House, 44-45 Queen's Road, CV1 3EH. Please feel free to get in touch via the contact information provided, whether it's an issue with your stay or simply constructive criticism, we will try our best to address it in a timely manner.

If you are planning on visiting Coventry, we would love to welcome your continued patronage on our website, where all stays are discounted from their portal equivalents.



CONTACT INFORMATION

Number:

Mob, WhatsApp: +44 (0) 2477 752663

This number is readily available for calls
Mon – Fri: 9 – 5pm, please only call outside
of these hours if urgent.

Website:

<https://www.covstays.co.uk/>

Instagram and Facebook: CovStays



Emergency Numbers:

Main emergency number - 999

Alternative – 112

Non-emergency police – 101

Non-emergency medical - 111

Check-in

Standard check-in time starts **from 3pm**, please call us on arrival and someone will check you in. For check-ins after 5pm or on weekends, a lockbox access code will be provided via your booking portal on the day.

If you would like to check-in earlier than this, please get in touch. Note that this is subject to availability and may incur an extra charge.

If you are bringing a lot of luggage a ground floor room can be provided on request if available.

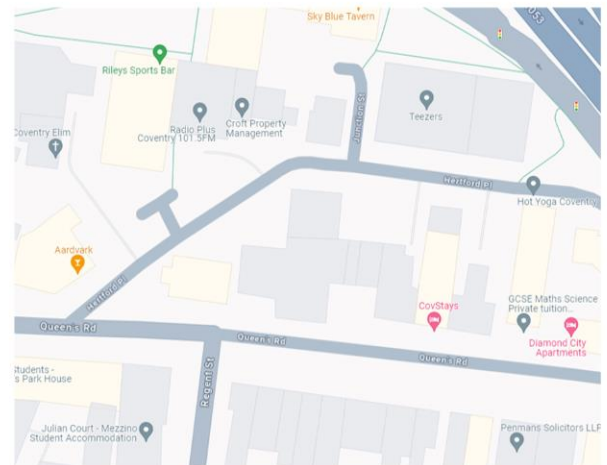
Directions

Victoria House is located at 44-45 Queens Road, CV1 3EH, and is the 3rd property after the red block of flats on the left-hand side of the road. Victoria House is a white building with bay windows and green blinds.

There are 4 unallocated private parking bays at the front of the property.

ADDRESS

44-45 Queen's Road
Coventry
CV1 3EH



There are 8 more adjacent to the rear of the property, accessed via Hertford Place (follow the road out in the same direction you came in, and turn right at the Aardvark pub). Our bays are marked CovStays. We are not liable for any loss or damage caused to vehicles left in our car parks.



For remote check-ins your key card will be stored in a lockbox located on the front wall of the property. The lockbox number and code will be provided on the day.



Using the lockbox:

1. Slide down the black cover
2. Enter the code provided
3. Push down on the black button firmly and pull towards you, the box will open and you can take the keys
4. Close the box and scramble the number combination, remember to push the cover back up

House Manual

WI-FI

NETWORK: VictoriaHouseStudentInternet

PASSWORD: T2MBOQUEEN

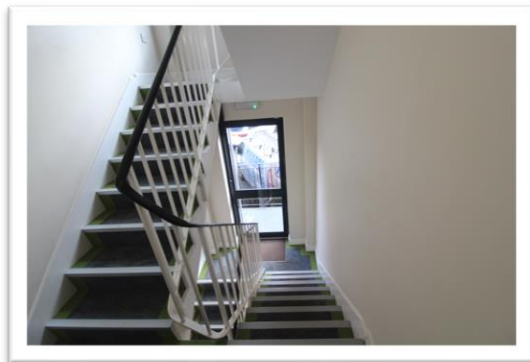


Cleaning

Please note that all cleaning information and fees are always kept up-to-date on the Charge Automation link we send out, so kindly refer to that link for the latest details.

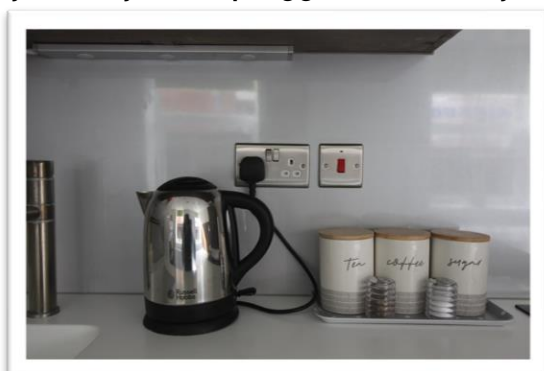
Bins

If your bins get full before we come to empty them you will be able to take them to the large bins located outside at the rear of the building, you will need your keycard to re-enter. Walk down the corridor from the front of the building and exit via the fire door located on the right-hand side, walk down the external staircase and round to the back of the building. A spare bin liner has been provided in the cupboard under your sink.



Electrics

If you encounter any problems with the cooker or fridge, ensure the red switch is on at the wall and that none of the breakers have tripped. The breakers are in a white box high up on the inside of the door. If the breakers continue to trip you may have plugged in a faulty device.



Delivery/Mail

Please ensure any mail sent to the property is referenced with your room number. We would be happy to pick up mail delivered for you during office hours. Unfortunately, we are unable to redirect any mail after the guest has checked out.

Internet

Ethernet ports are present on the wall behind the desk in every room if you require a faster wired connection, an ethernet cable for this can be provided on request. We ask that you unplug and leave this easily visible on check-out.

Laundry

There are communal washing machines and tumble dryers located at the ends of the corridors on the ground and first floor towards the rear of the building on the right-hand side, these can be accessed using your keycard.



The machines are app-controlled with full instructions on the wall. If the QR code doesn't work, download the app called "Washnet". Please ensure that you select the correct floor when paying. A soap tab has been provided in the cupboard under your sink. more can be provided on request.

Heating

The radiators can be adjusted by turning the valve on the right side. Most of these are labelled from off to a maximum setting of 6. Turning the valve anticlockwise will increase temperature, turning it clockwise will decrease it. The heating is controlled 24/7 by an external thermostat.



Extensions

Please let us know as soon as possible if you are planning to extend your stay so that we can accommodate you before the property is booked by another guest. We would love to welcome your continued patronage on our website, where all stays are discounted from their portal equivalents.

<https://www.covstays.co.uk/>



Check out

Standard check-out time is **11am**, if you plan on checking out earlier, please let us know as it helps us organise our cleaners.

If you would like to check-out later than this, please get in touch with us. Note that this is subject to availability and may incur an extra charge.

Kindly wash, dry and put away any dishes. Please make sure to take all your personal belongings with you and **leave your keycard in the room. Do not return the cards to the lockboxes** as they will be prepared for other guests.

Finally, we'd be most grateful if you could spare a minute to leave us a review either on the portal on which you booked, or on our CovStays Google page - as this allows us to grow our business.



House Rules



No parties or events

No smoking



No pets



Only the number of guests that have been booked in are permitted on the premises. This property can accommodate a **maximum of two people**.

Please be respectful of bed sheets and towels. Makeup/foundation, face medications/creams, and tanning products will stain and/or bleach linens/towels. Towels must only be used to dry yourself. **Un-salvageable linens/bath towels will be charged to the guest.**

Late calls due to guests locking themselves out of their rooms will be charged **£35.00** and **will be deducted from the deposit.**

At the sole discretion of the host, an **additional cleaning fee** can be **deducted from the deposit** if clean-up is required that goes **beyond standard cleaning.**

Please keep the room ventilated when taking a shower or cooking by opening windows and doors and using the extractor fans. These can be switched on using the button above the bathroom door if they are not already switched on. If you are disturbed by the fan at night and need to switch it off, please remember to switch it back on, especially before check-out.

The guest will be responsible for loss of income/damage incurred by breaking any of the house rules.