



BROCK BNB



www.brockbnb.com

GUEST

Guidebook



WELCOME

Make yourself at home

Hello,

We are delighted to have you here!

To make your stay as comfortable and enjoyable as possible, please feel free to reach out if you need anything, or if you have any questions. If something isn't quite right, or perhaps not working, please let us know whilst you are here so we have the opportunity to put it right.

You can reach us by sending a message via the Airbnb app, or you can call us using your in-room control panel. Simply swipe to the right to reach the calling options.

We've prepared this Guest Guidebook to help you make the most of your time here. It's filled with helpful information about the room, the house, and local amenities, including shops, restaurants, and travel tips.

Feel free to download a copy to your device or save the link so that you can access it whilst you are out and about.

We wish you a pleasant stay.

Luke & Mikey



How to

CONTACT US

1

Message us

Log in to the Airbnb app and message us via the listing. Both of us will be able to see the message.



OR

2

Call us

Use your in-room control panel to speak to us. Simply swipe to the call section, select Family Call and tap Luke pr Mikey.



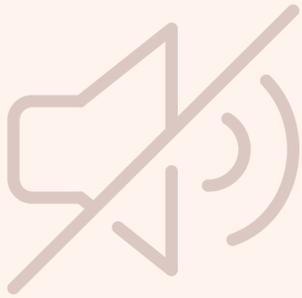
FOR EMERGENCY SERVICES CALL

999



USEFUL *Info*

We hope you have a great stay with us. If we can be of assistance, please ask, or send us a message via the Airbnb app.



QUIET HOURS

23:00-06:00



CHECK-OUT BY

10:00

or keep the room until 14:00 for £15. Please ask in advance.



FREE WIFI

BrockbnbGuestWiFi

70!Brockbnb



PRICE

List

The essential items listed below are available in your room. If you wish to purchase any of them, just tap the buy button to complete your payment. You can also pay in person by cash or card.

TOOTHPASTE	£2.50	BUY →
TOOTHBRUSH	£2.50	BUY →
MOUTHWASH	£2.50	BUY →
DEODORANT	£3.00	BUY →
RAZORS	£3.00	BUY →
USB CHARGING CABLE	All phone brands supported	£3.00	BUY →
PLUG ADAPTER	EU / US / AU to UK	£3.00	BUY →
SIM CARD	Requires credit top up to activate	£2.00	BUY →
DRINK CAN	330 ml can	£1.00	BUY →

ENJOY WITH OUR COMPLIMENTS

TEA	FREE
COFFEE	FREE
MILK	FREE
CEREAL	FREE
FILTERED WATER	FREE

BREAKFAST *time*

Kick start your day with a complimentary breakfast. You'll find a selection of cereals in your room, together with bowls, spoons and fresh milk.

If you need any extra milk, please let us know, or help yourself from the main fridge. Additional cereal portions are also available upon request.

If you have allergies, please let us know before consumption and we will do our best to source suitable options for you.



CHOICES ARE SUBJECT TO AVAILABILITY

SMOKING & VAPING *Policy*

**WE OPERATE A NO-SMOKING POLICY
THROUGHOUT THE INTERIOR OF OUR PROPERTY.
THIS INCLUDES E-CIGARETTES AND VAPES.**

**YOU MAY SMOKE IN THE BACK GARDEN OR OUT FRONT.
PLEASE DO NOT LEAVE LITTER ON THE FLOOR.**

Tamper-proof smoke detectors are fitted throughout the property, including all guest rooms and communal areas.

Illegal substance, including marijuana, are forbidden **everywhere** on our premises.



FIRE

Safety

in case of fire ☎ 999



You will find a fire extinguisher in your room and a fire blanket in the kitchen area.



Interconnected and tamper proof smoke and heat detectors/alarms are installed throughout the property. If the alarm sounds, leave the property immediately.



Your means of escape are via the ground floor through the front door, back garden door, or window. Lights will automatically come on when an alarm is triggered, but should this fail, you will find a torch in your room.

KEEP SAFE TIPS:

- Assess your means of escape and your closest exit upon arrival.
- Turning electrical devices off at the mains when not in use.
- Keep your guestroom clutter free and dispose of combustibles correctly.
- Keep bathroom, cupboard, and guestroom doors closed, especially sleeping.

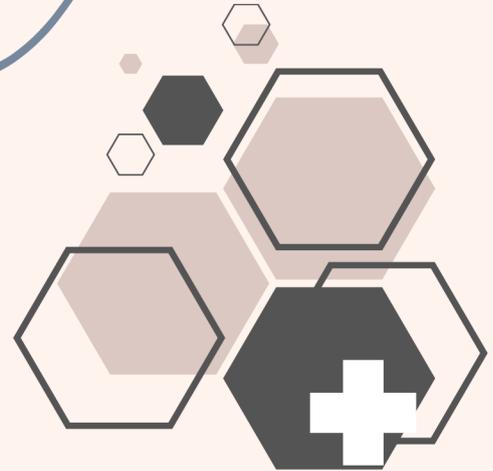
EMERGENCY

Care

EMERGENCY



Advice



HOSPITAL



KINGSTON HOSPITAL

OPEN 24h

Galsworthy Road, Kingston-Upon-Thames, KT2 7QB
+44(0)2085467711

DIRECTIONS →

PHARMACY



CONCEPT CHEMIST

MON-FRI 09:00-19:00, SAT 09:00-17:00, SUN CLOSED

127 Manor Drive North, New Malden, KT3 5PD
+44(0)2083374618

DIRECTIONS →

FIRST AID



A FIRST AID KIT CAN BE FOUND IN OUR KITCHEN

USE WHAT YOU NEED

Please let us know afterwards so we can
replace whatever was used



HOUSE

Rules

To guarantee that every guest enjoys a safe, clean, and pleasant experience with us, we kindly ask that you adhere to the following house rules:

- Only **booked guests** are permitted inside.
- When using the **kitchen** please be considerate of others by limiting your time to a maximum of **60 minutes**, and avoid using it after **21:00**.
- While there is **no curfew**, we have quiet hours from **23:00 to 06:00**. Please keep noise to a minimum during this time.
- **Turn off** lights, appliances, chargers, and other devices when they are not in use.
- Keep **doors and windows closed** to retain heat in colder weather, and make sure to turn off air-conditioning, heaters, and fans when you leave.
- Please **wash** your cups, glasses, dishes, etc., after use.
- Always **lock the main front door** behind you when entering and exiting the property.



TOWELS & Linen

Upon your arrival, you'll find your bed made with fresh linens. Additionally, your room will have two large, clean towels, along with a small hand towel and a bath mat in your bathroom.

IF YOU NEED FRESH TOWELS OR A CHANGE OF LINEN, SIMPLY LET US KNOW.

Leave any dirty towels and linen outside your bedroom door so we can collect, wash and replace.

Checking Out

When checking out, leave used towels in your bathroom. Clean towels can be left folded in your room. You do not need to strip your bed of linen.

UNRETURNED TOWELS WILL BE CHARGED AT £15 EACH.



How to use the FRONT DOOR

GOING OUT

STEP 1



Push the dial in, hold it in and turn clockwise all at the same time.

STEP 2



When the light turns green use the handle to open the door.

STEP 3



Lock the door after exiting by rotating the handle upward and holding it for 3 seconds. A red light will confirm the door is locked.

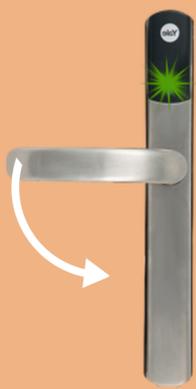
COMING IN

STEP 1



Tap your Yale fob on the lock's top black part or input your code on the keypad.

STEP 2



When the light turns green use the handle to open the door.

STEP 3



Lock the door after entering by rotating the handle upward and holding it for 3 seconds. A red light will confirm the door is locked.

There is no curfew, but please be mindful of our quiet hours between 23:00-06:00.



How to use the BEDROOM DOOR



To unlock the door, simply tap your Yale fob on the number 4.

Once you do this, the door will remain unlocked for five seconds.

It will automatically lock once you close it behind you.

For added security, you can use the double lock feature after you're inside.



REMEMBER YOUR KEY

To avoid being locked out, remember to take your key fob with you every time you leave the room.

At the end of your stay, please leave your key fob anywhere in your room and close the door behind you.



How to use the SAFE BOX

SETTING YOUR PIN

- 1 Open the door and then remove the battery cover.
- 2 Press the red button located behind the battery cover.
- 3 Carefully replace the battery cover.
- 4 Enter a PIN number then press .

UNLOCKING

Enter your PIN followed by ✓.



**PLEASE LEAVE THE DOOR OF THE SAFE BOX
OPEN WHEN YOU CHECK-OUT.**





HOW TO USE THE Washing Machine

You are invited to make use of our washing machine throughout your stay. Complimentary fabric softener and detergent are available for your convenience.

1 SWITCH OFF

Make sure the power is switched off and no lights are on. You will be unable to start the wash if the machine is on.

HOURS OF USE

AVAILABLE
06:00
to
23:00

Please do not use the washing machine during quiet hours and ensure your wash is done by 23:00.

2 LOAD LAUNDRY

Open the door and load your laundry into the machine. Be sure not to fill it beyond three-quarters full.



Using the washing machine is free, but please fill it up. Washing one item costs as much as a full load.

3 ADD LIQUID

Add one capful of detergent and one of softener directly into the machine, then close the door.



4 START WASH

With the power still **turned off** hold the blue button down for 5 seconds. The cycle will start automatically.



Don't press any other buttons or use the dial.

THE MACHINE WILL NOT START IF THE POWER IS ON.

5 END OF CYCLE

If your laundry is very wet at the end of the wash, move the dial to **'spin and drain'** then press **'start'** to begin a 10 min spin.

DRYING



You will find a drying rack in your guest room that you can use to air your clothes.



On warmer days, you are also welcome to hang your washing out on the line in the garden.



If you need them you can find pegs and baskets in the laundry room.

Please ask if you need any help or if you have any questions.



TRAVEL

Tips

No need for

OYSTER

Tips

If you have a contactless Visa, Mastercard, American Express, Apple Pay, or Google Pay, you can travel like with an Oyster card. You'll get the best fare without topping up or registering, with billing at the end of the day. Just tap at the start and end of each journey, but for buses, only tap in.

Download

CITY MAPPER

This free app guides you from your location to your destination using multiple transportation options like tubes, trains, taxis, bikes, trams, scooters, boats, and walking. It offers journey times, prices, disruptions, traffic conditions, and estimated calories burned.

FREE MAPS

Access useful travel maps. Save them to your phone and take them with you.

BUSES →

BOAT →

RAIL & TUBE →

NIGHT TUBE →

TRAVELLING TO...

CENTRAL LONDON

Walk to Malden Manor station and take the train to Waterloo. Trains depart every 30 minutes from around 06:30 to 00:30.

UNLIMITED DAY TRAVEL 25 MINS
£10-£15

HEATHROW AIRPORT

Walk to Worcester Park station and take the SL7 Superloop Bus to Heathrow Central. Buses run every 15 minutes from around 05:00 to 01:00.

SINGLE JOURNEY 70 MINS
£1.75

GATWICK AIRPORT

Walk to Malden Manor station and take the train to Clapham Junction. Then take the train to Gatwick Airport. Trains depart every 30 minutes from around 06:00 to 00:30.

SINGLE JOURNEY 60 MINS
£15-£20



CHECKING *Out*

**REGULAR
CHECK
OUT**

10am

**LATE
CHECK
OUT**

2pm

£15 fee applies

1

GATHER USED TOWELS

Leave used towels in a heap in your bathroom. Any unused towels can be left folded in your guest room. Unreturned towels are charged at £15.

2

TRASH THE TRASH

Place all trash in the bin within your room. Any excess trash can be placed in the main bins. Don't forget to empty your fridge.

3

LIGHTS OUT

Switch off any lights and check for anything you might have plugged in.

4

RETURN YOUR KEY

Place your key on the desk within your room and close the door. Mobile keys and access codes become inactive after check-out.

5

LOCK UP

As you leave, please remember to lock the main front door behind you by pulling the handle up and wait for the red light.

6

WRITE A REVIEW

Before you leave, don't forget to write a message in our guest book before and remember to leave a review on Airbnb.

SIGN OUR GUESTBOOK

You will find it on the table in the hallway.
We appreciate your gratuity if you wish to tip.

TAP TO TIP →



OUR

Cats



We also share our home with two delightful cats, Patchi and Perci. They are quite friendly and usually venture outside during the day. You might also spot a white cat, whom we affectionately call Frank, coming and going during your stay. He belongs to one of our neighbors and is welcome to come inside if you find him hanging around.

PATCHI



PERCY



LOCAL

Restaurants

MILLER AND CARTER	£££	Steak and burgers	Church Rd, Worcester Pk, KT4 7RD	10 mins
TOBY CARVERY	£	Traditional roast & English breakfast	Old Malden Ln, Worcester Pk, KT4 7PY	10 mins
NANDO'S	£	Chicken	82-86 Central Rd, Worcester Pk, KT4 8HX	15 mins
PAVILION FISH & CHIPS	££	Traditional Fish & Chips	184 Central Rd, Worcester Pk, KT4 8HQ	15 mins
OSAKS	3£	Japanese Sushi	358 Malden Rd, Worcester Pk, KT4 7NW	10 mins
PIZZA EXPRESS	£	Pizza and Pasta	87 Central Rd, Worcester Pk, KT4 8HZ	10 mins
BRONCO'S	£	Burgers, Pizza and Ribs	63-65 Central Rd, Worcester Pk, KT4 8EB	15 mins
PARK GRILL	££	Mediterranean	156 Central Rd, Worcester Pk, KT4 8HH	15 mins
COLOMBO KITCHEN	£££	Sri-Lankan	25 Central Rd, Worcester Pk, KT4 8EG	15 mins
THE BROOK	££	Pub food and fine dining	181 Central Rd, Worcester Pk, KT4 8DR	20 mins

Use the free **City Mapper** app for directions and travel information.



SHOPPING

Services

GROGERY STORES			
WAITROSE	Stone Pl, Worcester Pk, KT4 8DX	15 mins	DIRECTIONS →
TESCO EXPRESS	354-356 Malden Rd, Worcester PK, KT4 7NW	7 mins	DIRECTIONS →
GO-OP	Manor Dr N, New Malden, KT3 5PN	5 mins	DIRECTIONS →
SHOPPING MALLS			
BENTALL CENTRE	Wood St, Kingston upon Thames, KT1 1TP	30 mins	DIRECTIONS →
ST NICHOLAS	3 St Nicholas Way, Sutton, SM1 1AY	30 mins	DIRECTIONS →
ASHLEY CENTRE	Ashley Rd, Epsom, KT18 5AB	20 mins	DIRECTIONS →
HAIR			
THE HAIR BOUTIQUE	162 Central Rd, Worcester Pk, KT4 8HQ	15 mins	DIRECTIONS →
GUT AND BLEND BARBER SHOP	121 Central Rd, Worcester Pk KT4 8DY	15 mins	DIRECTIONS →
DRY GLEANERS			
QUALITY DRY GLEANERS	127 Central Rd, Worcester Park KT4 8DY	15 mins	DIRECTIONS →
POST OFFICE			
POST OFFICE	178 Central Rd, Worcester PK, KT4 8HQ	15 mins	DIRECTIONS →
PHARMACY			
CONCEPT	127 Manor Dr N, New Malden KT3 5PD	5 mins	DIRECTIONS →
BOOTS	158 Central Rd, Worcester Pk KT4 8HH	15 mins	DIRECTIONS →
SUPERDRUG	107 Central Rd, Worcester Pk, KT4 8DY	15 mins	DIRECTIONS →

Use the free **City Mapper** app for directions and travel information.



WIMBLEDON Tennis



If you're a tennis fan, visit the renowned All England Lawn Tennis Club, known as Wimbledon. It's famous for its summer championships and has an accessible museum open year-round.

HOW TO GET THERE

DIRECTIONS →

by Tube and train

Take the train 3 stops from Malden Manor to Wimbledon - this takes around 10 minutes. From there you can either do either of the following:

OPTION 1: take any District Line train from Wimbledon two stops to Southfields, followed by a 15 min walk.

OPTION 2: take a local bus to Wimbledon Village followed by a 10 minute walk.

OPTION 3: walk from Wimbledon which takes around 25 minutes.

by Taxi

Take a taxi from our property directly for around £12. The journey will take around 10-20 minutes depending on the time of day.

by Bike

Use the 'Forest' app to locate a nearby e-bike and enjoy a ride. The journey takes about 25 minutes, and there are typically bikes available on our street or nearby. Forest charges £1 for each ride and an additional £0.29 per minute. However, you can enjoy the first 10 minutes for free every day.

If visiting during the championships, special bus services will depart from Wimbledon station. Arrive very early if you plan to queue for tickets and remember public transport starts around 06:30 so you may wish to consider taking a taxi or cycling.



ATTRACTIONS

E Leisure

GINEMA		
ODEON WIMBLEDON	39 The Broadway, The Crescent, SW19 1QB www.odeon.co.uk	15 mins
ODEON KINGSTON	The Rotunda, Clarence St, KT1 1QP www.odeon.co.uk	7 mins
OMNIPLEX SUTTON	St. Nicholas Shopping Ctr, St Nicholas Way, SM1 1AZ www.omniplexcinemas.co.uk	5 mins
THEME PARKS		
CHESSINGTON WORLD OF ADVENTURES	Wood St, Kingston upon Thames, KT1 1TP	30 mins
THORPE PARK	3 St Nicholas Way, Sutton, SM1 1AY	30 mins
LEGOLAND WINDSOR	Ashley Rd, Epsom, KT18 5AB	20 mins
BOWLING		
HOLLYWOOD BOWL	Kingston Rd, Surbiton, KT5 9PB www.hollywoodbowl.co.uk	15 mins
TENPIN KINGSTON	The Rotunda, Kingston upon Thames, KT1 1QJ www.tenpin.co.uk	15 mins
OUTDOOR		
KEW GARDENS	127 Central Rd, Worcester Park KT4 8DY	15 mins
WISLEY GARDENS	178 Central Rd, Worcester PK, KT4 8HQ	15 mins
HAMPTON COURT PALACE	127 Manor Dr N, New Malden KT3 5PD	5 mins
RICHMOND PARK	158 Central Rd, Worcester Pk KT4 8HH	15 mins
PAINSHILL PARK	107 Central Rd, Worcester Pk, KT4 8DY	15 mins



Worcester Park

THE BROOK

181 Central Road
KT4 8DR

OPEN LATE
GREAT FOOD
PUB GARDEN

MILLER & CARTER

Church Road
KT4 7RD

CLOSE BY
GREAT STEAKS
RESTAURANT

NORTH END TAVERN

245 Cheam Common Road
KT4 8ST

LIVE MUSIC
SPORT
CHEAP DRINKS

Wimbledon

THE ALEXANDRA

33 Wimbledon Hill Road
SW19 7NE

GREAT COCKTAILS
FOOD AVAILABLE
HAS MUSIC AND ENTERTAINMENT

PRINCE OF WALES

2 Hartfield Road
SW19 3TA

LARGE TRADITIONAL PUB
CHEAP FOOD
LIVE MUSIC AND KARAOKE

ROSE & CROWN

55 High Street
SW19 5BA

GOOD SELECTION OF DRINKS
FOOD SERVED
NICE AREA

Other Areas

WILLOW TREE

Vale Road
KT4 7ED

LOCAL PUB
CHEAP FOOD
LARGE GARDEN

WOODIES

The Sportsground
Thetford Road KT3 5DX

GOOD FOOD
COOL DECORATION
HAS A QUIZ NIGHT

THE WATCHMAN

184 High Street
KT3 4ES

CHEAP FOOD AND DRINK
BREAKFAST AVAILABLE
SERVES COCKTAILS





RECYCLE YOUR WASTE

Our local council require us to recycle waste and have provided us with four bins. This guide will help you identify what you can put in each bin.



The bins are located in the kitchen area and are colour coded as above. We will sort any waste left in the bin located in your room. Do not hesitate to ask us any questions by sending us a message via the Airbnb app - we'll gladly help.



PLEASE USE THE CORRECT GARBAGE CAN





something
WRONG?

TELL US

We want everyone who stays with us to have a safe, comfortable and enjoyable experience. But, even with the best will in the world, sometimes things don't go according to plan.

If you find something isn't quite right or not to your liking, let us know so we can have the opportunity to help.

Don't be one of those guests who leave it until they leave to inform us of things we could have sorted as that doesn't help anyone.



LEFT LUGGAGE SERVICES

If you need somewhere to leave your luggage either before check-in or after check-out, please ask us in advance. We will do our best to accommodate your request, but as we have full time jobs, it may not be possible. So you have options, here is a list of left luggage services in central London that you can also consider

BOUNCE WWW.USEBOUNCE.COM

FROM £4.90 PER BAG

OVER 300 LOCATIONS INCLUDING WATERLOO STATION, AND AIRPORTS

LUGGAGE HERO WWW.LUGGAGEHERO.COM

FROM £3.19 PER BAG

OVER 140 LOCATIONS INCLUDING MAIN TRAIN STATIONS

RADICAL STORAGE WWW.RADICALSTORAGE.COM

FROM £5 PER BAG

MOST TRAIN AND COACH STATIONS COVERED, INCLUDING WATERLOO AND VICTORIA

STASHER WWW.STASHER.COM

FROM £2.99 PER BAG

OVER 410 LOCATIONS, INCLUDING SHOPS, STATIONS, AND HOTELS

AIRPORTS

HEATHROW T2, T3, T5

GATWICK NORTH TERMINAL

STANSTED ARRIVALS HALL

LUTON ARRIVALS ZONE A

TRAIN STATIONS

CHARING CROSS MAIN CONCOURSE

EUSTON PLATFORM 16-18

KINGS CROSS MAIN CONCOURSE

LIVERPOOL STREET PLATFORM 10

LONDON BRIDGE UNIT SU64

PADDINGTON PLATFORM 12

ST PANCRAS MAIN CONCOURSE

VICTORIA PLATFORM 8





Using the HOT TUB

RELAX AND UNWIND IN OUR GARDEN

Simply book you time by sending us a message in the Airbnb app. We'll confirm by reply and you'll receive an email with a link to pay.



it's hot!

Temperature can be 40 degrees or more, but will cool during use.

things to note

Subject to weather and availability. Guests aged 16+ only. No time limit on usage, but be mindful of other guests who may wish to use it. For use until 23:00 only. For your safety and our protection, CCTV covers the hot tub area. Payment is required before use. We will show you how to use it on your first use. Please place the cover on once you have finished your session (it keeps the heat in). Be considerate of our neighbours by keeping the noise levels low.

enjoy!

£8
PER SESSION

fresh towels and a drink included



operating the HOT TUB

1

Hold down the button shown for about 5 seconds until you hear a beep. This will unlock the pump.



2

To start the bubbles, press the button shown. The bubbles will start right away and will switch off automatically after 30 minutes.



When you have finished

Don't turn the power off - leave the power as it is and place the cover back on top.





www.brockbnb.com