

Thank you for choosing Arden, one of Warwick Conferences' Training and Conference Centres. Our staff at Arden are here to help you and they will go out of their way to make sure your stay is just as you want it to be. If you need anything just ask.



#### your room

Our 121 en suite bedrooms have been designed with your comfort in mind and all have: study desk area, telephone, television, radio alarm clock, tea and coffee making facilities, hairdryer, and are fully equipped with towels and toiletries. Iron and ironing board are available on request.

#### reception

Our Reception staff will be pleased to answer your queries between 7.00am – 10.30pm on extension 23904. A Night Porter is available at other times on the same extension. All internal numbers are free. To dial an outside line, a phone card may be purchased from reception. Duty Managers are available between 7.00am and midnight, please contact Reception.

#### business centre

Our business centre PCs have the latest software and IT applications. You can access email and internet applications free of charge. There is also a PC enabled database with all the information you may require while staying at Arden. Print, fax and photocopy services are also available for a small charge.

#### luggage

If you require assistance with your luggage, please ask at Reception. For your convenience we provide a secure area to store luggage near Reception.

#### meals

A wide breakfast selection is followed by a delicious carvery at lunchtime and an imaginative three course menu is served at dinner. We also cater for special dietary requirements. If you're planning a special dinner, choose our stylish private room and we'll create a menu exclusively for you. Please contact Reception for further information. Meals are usually served between the following times.

Breakfast 7.30am – 8.45am

Lunch 12.00pm – 1.45pm

Dinner 6.30pm – 8.45pm

Please check with your course tutor for the dining times arranged for your group. You are asked to respect our informal but smart dress code and not to use mobile telephones in the Restaurant.



### coffee lounge/bar

Arden has two lounges offering unlimited refreshments during the day. With comfortable seating and direct access to outdoor spaces, our lounges are the perfect place to help you to unwind. Our bar is a welcoming retreat to socialise in after hours and is open from 12:00 noon – 1:45pm and 6.00pm – late.

### emergency

In the event of an emergency or accident, please dial extension 23904 on any internal phone for Reception who will summon assistance. Please inform Reception on arrival of any special requirements you may have in the unlikely event of an evacuation (e.g. hearing or walking difficulties).

### sports facilities

An exercise room is available in Arden and guests can also make use of the free sports and swimming facilities in the Sports Centre on the University campus. Details and opening times are available at Reception.

### checking in/out

Rooms will be available after 3.00pm for check in Monday – Friday and after 6.00pm at weekends. Please vacate your bedroom by 9.30am on your day of departure. You should return your key to reception as soon as possible after vacating your bedroom. Accounts may be settled by personal cheque supported by a banker's card, cash, Maestro, Delta, Visa, Mastercard or American Express.

### car parking

Free car parking is available to the rear of Arden. Disabled parking spaces are available at the front of the main building.



## getting here

Getting here couldn't be easier. Arden is located at the University of Warwick on the outskirts of Coventry and is easily accessible by road, rail and air.

### by road

The University of Warwick is located at the centre of the Midlands Motorway Network. A Location Map with detailed instructions can be obtained from your Event Organiser. Alternatively, you can download the map as a pdf from the website at [www.warwickconferences.com](http://www.warwickconferences.com) following the link 'getting here'.

### by rail

Coventry Intercity Station is on the Main West Coast Line with regular trains connecting with other major towns and cities. Trains run every half hour to London with an approximate journey time of 70 minutes. Services to Birmingham International and Birmingham New Street are frequent throughout the day. There is a large taxi rank at Coventry Station, just four miles away from Arden. Alternatively, a regular bus service is available.

### by air

Birmingham International Airport is only 20 minutes by taxi. A frequent train service operates to Coventry from Birmingham International Station, adjacent to the airport. Coventry Airport is situated at Baginton, to the east of the city and is just 15 minutes from Arden.

### around and about

From the home of rugby to the home of the greatest English playwright, a visit to Coventry and Warwickshire has something for everyone. With cathedrals, castles, stately homes, gardens, museums and galleries, to the largest Arts Centre outside London, Coventry and the surrounding Warwickshire region offer the best of town and country. If you'd like to know more about what you can do to make your stay even more enjoyable, pick up a copy of the 'Coventry it' visitor guide from Arden, ask a member of our team, or visit [www.visitcoventry.co.uk](http://www.visitcoventry.co.uk)

## talk to us

We strive to continually improve your meeting experience – whether it is the quality of our product or the standard of service. We want to hear your thoughts, opinions and suggestions. Tell us what we do well and what we could do better. Please take a moment to complete a feedback form or speak to a member of Arden's management team.

We hope you enjoy your stay at Arden and look forward to welcoming you back again soon.

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