
The College Street Abode – A general guide

Thank you for booking with the College Street Abode and we look forward to having you stay with us. We aim to provide a service to your satisfaction or above and are continually improving our guest house.

Please do read our section on Shared Facilities and Self check-In below, to avoid any misunderstanding on exactly what we offer. Please inform us as soon as possible if this is the case.

IMPORTANT INFORMATION

1. We do not provide any breakfasts at present. Tea, Coffee is provided. The facilities allow you to make whatever you prefer in our kitchen.
2. We hope that all our guests might be amicable and show goodwill toward all our guests as we do. We do not accept any threatening behaviour whatsoever, and you will be asked to leave immediately.
3. Our 3 cleaning ladies keep the entire guest house immaculate, hygienic and clean. Please do contact us if you have any complaints at any time.
- 4. At present we have shared facilities in the guest house including the kitchen area, bathrooms, Living area and Dining.**
5. For our guest house, you will need to self check-in using the codes we provide in our communication to you. If you need our staff help you, please make us aware as soon as possible.
6. If you are booking with us directly we will need to see your original ID in person on entry. Alternatively you can email this to us. We destroy this information within after 6 months.
7. Having a smartphone will help with codes and communication. At a minimum you will need a normal mobile phone for ease. We do have a telephone on site internally also.
- 8. If you forget your code or Key or both it may take up to 4 hours before a member of staff can open the door for you.**
9. Car Parking Spaces are only Available to Guests Staying at the Guest House. Private parking fines are applied if you have not booked a place.
10. Non-Refundable Bookings over Bookings.Com for example are just that. We would not look to make any refunds once you have placed a booking.
- 11. If you make a booking with us directly we offer a free of charge 24 hour cancellation window. If the booking is cancelled within 7 days of arrival, we would look to refund 50% of your total price paid.**

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DIRECT CONTACT DETAILS

Mr. Nanda & The team.
The College Street Abode
www.CollegeAbode.Co.uk
Admin@CollegeAbode.Co.uk
Tel: 0208 146 3893
Direct: 077451 25 792

We have a landline phone located on the dining room wall. Please give us a call anytime, where we are at your service.

A GUIDE ON THE PHONE

If you would like one of our staff members to give you a call and guide you through how our guest house works and all the key points, please drop us a line with a time and we would be happy to give you a call. We will go over everything from your check-in codes to all our local attractions in Portsmouth.

The shop assistants in the Premier Convenience store below are very helpful also should you get stuck in any way.

DISABILITY ACCESS

Unfortunately we do not have any stair lifts at present. We are located on the first floor.

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CLEANING AND TOWELS

We make sure that the entire guest house is kept immaculate and take a number of steps to keep it in top order. We do however have many guests and we cannot vouch for them. During your stay, if you think any of the common areas are dirty and need to be cleaned, please feel free to contact us when you want and we promise to get one of our cleaners there as soon as possible.

We do not clean rooms unless your stay is over 1 week. If you require your bedroom to be cleaned during your stay we will levy a cleaning and bedding charge of £25.

Each room comes with 2 large and 2 small towels. We also keep a number of extra towel in the shower room for all our guest should you fall short. This is well stocked up always. Shampoo, Conditioner and Body wash is provided in both the bathroom and shower room.

SECURITY

Each one of our bedrooms has a unique electronic lock, along with building entry combination locks. The lock codes will be sent to you 24 hours before check-In for initial entry. You will find your own key tag on your desk in your room. Please leave the key tag on your bedroom desk on Check-out.

There are remotely connected cloud cameras on the stairs, overlooking the front entrance, the car park and the balcony. These are all external. For your privacy, we do not have any internal cameras.

Often one of two managers or one of the cleaners is on site at the guest house. If you need us to assist in person during your visit please let us know and we will do our best.

SHARED FACILITIES

Do grab a cup of coffee and make full use of our excellent balcony area where you can watch the world go by. The Kitchen, lounge and dining areas too, are there for your full use and convenience. We have a number of boardgames for children and adults alike, and please let us know if you are interested

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We support and promote a sociable atmosphere where our guests from all walks of life, can amicably mingle and socialise with absolute ease.

Our 6 bedroom guest house comes with shared facilities including the kitchen, living and dining rooms, lockable bathrooms and toilets. None of our rooms have en-suite bathrooms or toilets at present.

NOISE

We provide notice here that our guest house is situated in a lively area, above a convenience store, and so particularly on weekends, it can get a little noisy outside from party and pub goers. Often it does not get noisy at all. There is a aircon unit externally on the back wall also. Some of our rooms are a little more noisy than others. Rooms 3, 4 and 6 are the most quiet.

Most of our guests are used to this level of standard noise. If however you are sensitive to noise, we totally understand. We now provide soft sleeping ear plugs on request. Please inform us if this is the case and we can leave some ear plugs in your room. Or please contact us as soon as possible so we can perhaps move you to another room.

SELF CHECK-IN & ENTRY CODES

We do not have a receptionist at our guest house. Our staff are not present 24 hours per day. You will receive an entry code to open all the doors, and let yourself in, 24 hours before your arrival. Your key tag will be found in your bedroom on the desk.

If you loose your code, your key or both, it may take up to 4 hours before a member of staff can open the door for you.

The welcome email and text will also contain:

1. Parking instructions if you have reserved a place.
2. Broadband passwords
3. Other check in and out information

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ORDERING FOOD AND DRINK

No breakfasts or dinners are provided at present and the facility is totally self service. The kitchen is there for the full use of our guests, however if you would prefer to order in, we have a notice board of different takeaways that will deliver directly to you.

The convenience store below the guest house is particularly useful and handy. The staff are extremely helpful and they offer a wide variety of fast food also.

LANGUAGES SPOKEN

We do not have any multilingual receptionist at present and the main line of communication is by way of English. We have limited access to an external translator for our French, Spanish, Philipean. Chinese and Indian guests. Please let us know if this is something you need as soon as possible so we can make arrangements.

BROADBAND SPEEDS

Especially useful for our business guests, we now offer up to 350mbs hard wired broadband. Along with up to 100mbs Wifi broadband throughout the guest house for general use. The broadband ID and password can be found on the information sheet within each room and on your email sent 24 hours before check-in.

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LIMITED PARKING SPACES & CHARGES

We have restricted parking spaces for 3 cars and parking reservation is required.

Our car park entrance is around the corner on Ship Leopard Street, If you would like to reserve a space, please email us as soon as possible so we can book a space for you. Parking without a reservation carries a fine of £85 per day with Flash Park. We have a system of removable bollards and combination padlocks at the entrance and we will send you these codes 24 hours before check-in.

Also we have the Havant Street Car Park next door to us and they currently charge £12 per day.

COVID 19 & OTHER VIRAL OR BACTERIAL INFECTIONS

If you are unwell in any way, we would ask you to cancel your booking with us.

Since we are almost akin to a public space, we cannot take responsibility for your health and well-being. We suggest that you take all necessary precautions to keep yourself and your family members fit and healthy. And we wish you well. There now exists a vast array of professional medical views on the internet both for and against the actual severity of Covid 19 and what the individual needs to do about it. We encourage doing your own research.

We keep the guest house, disinfected in all the common areas. We have NO policy for temperature checking and or other forms of testing, prodding, poking, monitoring or surveying of our guests.

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EARLY HOUR CHECK_IN

Please let us know as soon as possible if you require a late check-in after 22:00. Please verify that out of hours check-in is available before confirming your booking with us.

SMOKING

Indoor smoking is strictly prohibited, however we have a balcony area, where you are free to smoke.

HEATING

Most rooms have their thermostats turned off on the radiator as you enter the room. Please adjust to your desired level. The heating for the entire house is controlled remotely. If it needs to be turned up or down, please drop us a line.

MOVE OBJECTS AND OPERATE ITEMS AT YOUR OWN RISK

We have fans in most rooms along with a lot of electrical appliances and other facilities such as folding beds. We have all our electrical items checked annually so as to make sure they operate in good order. In room 4 in particular we have a locked heavy folding single bed. If in doubt please ask our staff to operate any appliance or open the bed for you directly.

We assume that you would take a common sense approach to all the above things and do all the above at your own risk.

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LOCAL ATTRACTIONS

We are currently working on a booklet for guests uncovering all the hidden gems of places to visit and things to do in Portsmouth. We would be very happy to send you a copy. We will also be putting up these attractions on our notice board.

OTHER INFORMATION

You may need to present your ID if relevant also, so please do bring this along with you. A 9 point guide is available in each room, but if you prefer a pdf copy, please email us.

We thank you for showing respect and goodwill toward all the other fellow guest you may meet and for not smoking inside the apartment.

Do contact us directly, without hesitation in the mean time if you need any other information.