

WELCOME TO

ROYAL LANCASTER LONDON

It is my great pleasure to welcome you to Royal Lancaster London. You'll find that our location is unrivalled, overlooking Hyde Park and moments away from the vibrancy of London, surely the world's finest city.

Our hotel opened its doors in the swinging 60's and since then we've rolled with the times, gaining invaluable expertise and a well earned reputation for world class hospitality with a distinct London flair. Our striking and iconic mid-century exterior contrasts a peaceful and friendly serenity within the hotel. We believe that happiness at the heart of our hotel puts happiness in the hearts of our guests.

'We Always Care' is more than just a motto, it's our promise. We're keen to ensure that your stay here is simply sensational and as an independent hotel we're dedicated to providing truly personalised service. In addition, we

You're in the heart of London, so relax in comfort, indulge, enjoy yourself and if we can be of service, just ask. We appreciate that you have many choices in London, so it's an honour and privilege to have you as our guest.

Thank you for choosing to stay with us.



Sally Beck
General Manager



'we always care'

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OVER 50 YEARS OF LONDON CHARM



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The Royal Lancaster first opened its doors in 1967. A striking contemporary tower and bold addition to the famous London skyline, designed by revered architect of the era Richard Seifert. Today our building is considered an icon of mid-century design.

We instantly became the talk of the town and since 1967, generations of Royalty and global celebrities have been our guests, whilst we've hosted some of London's most glamorous events. One of our favourite anecdotes involves the much loved 60's classic movie 'The Italian Job' which was partly filmed here. We became quite famous for it, so you'll understand if you spot the occasional, distinctive 60's Mini around the hotel.

We're proud of our heritage, our rich and happy 50 year history, and excited for the future. We treasure the reputation we've earned for outstanding service and live by an all encompassing vision - 'We Always Care'. It permeates every aspect of life here, from our service, to the well-being of



our team, to our commitment to personal, social and environmental integrity, which helps explain the bee hives that you may have noticed on our roof.

The honey bee has become symbolic to us, of our caring ethos and our connection to the park. We even refer to ourselves as 'the busy bees'. Perhaps you'll notice the fleeting influence in design throughout the hotel and the honey bee in our crest. Our crest also contains a rose, synonymous with the name 'Lancaster' since the 15th century 'War of the Roses'. It again signifies our bond with Hyde Park here at the Lancaster Gate. And finally a crown being a 'Royal' hotel in London is an honour and something that we're particularly proud of.



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AT THE HEART OF LONDON

Our coveted location affords us spectacular views over Hyde Park and London's famous skyline.

Take a short stroll West to quaint and cultured Notting Hill and Holland Park. Walk East to Marble Arch and the vibrancy of Oxford Street, or amble South through the park and find yourself in Kensington or Knightsbridge. Of course the rest of London is within easy reach, with Lancaster Gate tube station next door.

ROYAL LANCASTER RECOMMENDS

Why not enjoy a leisurely stroll into our local area full of hidden gems, such as:

Connaught Village, one of the best spots for independent retailers and gourmet food and drink.

Kensington Palace, the royal living quarters in Hyde Park where State Rooms are open to the public.

Italian Garden Café, a local café overlooking the beautiful Italian Gardens, perfect on a sunny day.

Mille Patisserie, lovely take-away shop that sells elegant French cake made of paper-thin pancakes with different flavours using premium ingredients.



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CONCIERGE AT YOUR SERVICE

Whether it is arranging tickets to a new show or gallery opening, booking a table at your favourite restaurant or sharing the in-the-know tips about the local area including the best family-friendly attractions; our dedicated Concierge team are always at your service.

We would also be delighted to assist with your travel arrangements and book your Chauffeur car transfers, taxis and train tickets.

CONTACT DETAILS

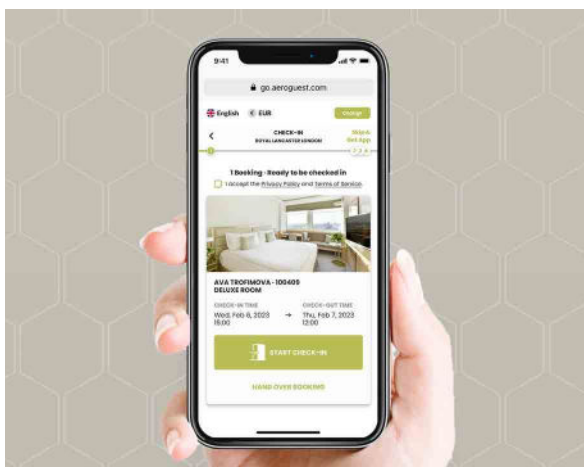
Email: concierge@royallancaster.com

Direct number from outside: 020 7551 6134

Direct number internally: 3261/3262



ONLINE CHECK-IN WITH AEROGUEST



Staying with us has never been simpler. With Aeroguest, everything you need for a contactless stay is right at your fingertips.

Check-in online before you arrive, select the room that's right for you using the exclusive *choose your room* feature and access your *mobile room key* through your phone.



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NIPA THAI RESTAURANT

Discover the most authentic Thai cuisine outside of Bangkok at our beautiful and welcoming restaurant Nipa Thai, a hidden gem tucked away on our first floor.

Authenticity is at the heart of everything we do; from our Teak décor sourced from Thailand to our traditional all-female, all-Thai kitchen, led by Head Chef Sanguan Parr, who has been with us for over 20 years. For this, we proudly hold the Signature Thai Select Award from the Thai Government.

Opening times Monday - Sunday 5pm - 10.30pm

Located on the first floor
Nipa Thai is also available for private
lunch parties for over 20 guests

To book Call '3116' or speak to reception

 @nipathailondon  @nipathailondon  @nipathailondon



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IN-ROOM DINING

Dine from the comfort and convenience of your room with our tempting menu; from breakfast in bed to indulgent all-day dining.

Opening times Available 24 hours a day

To order Press the speed dial button on your room phone or speak to reception

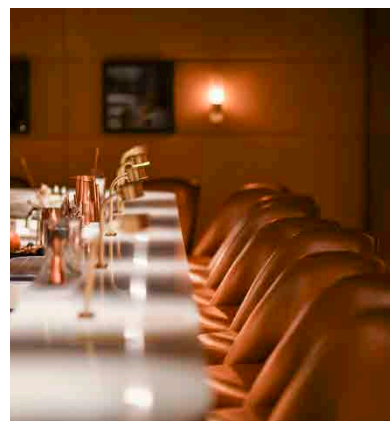


PARK LOUNGE BAR

From coffee to crafted cocktails and the finest spirits, Park Lounge Bar offers a carefully created drinks list and all-day dining menu. A perfect location for a relaxed drink and nibbles.

Opening times Monday - Sunday 4pm - midnight

To book Call '3120' or speak to reception



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PARK RESTAURANT

Our beautiful Park Restaurant, with stunning floor to ceiling views of Hyde Park and the Italian Gardens, serves one of London's most extensive breakfasts.

Start your day with a delicious buffet breakfast, including continental and cooked dishes. In addition, our à la carte menu features some of the most popular breakfast favourites.

Should you prefer to enjoy your breakfast in the comfort of your room, please fill in the breakfast card located at the back of the door, and hang outside before 2am. Please note, a £4 tray charge applies.

Opening times Monday - Friday 6.30am - 10.30am
Saturday & Sunday 7am - 11am
Located on the first floor

To book Call '3122' or speak to reception



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HYDE CAFÉ & AFTERNOON TEA

From artisan coffee served with delicious pastries and homemade cakes, to Champagne and Afternoon Tea - Hyde Café is your perfect hideaway to escape the hustle and bustle of the city.

Our quintessentially British Afternoon Tea is an irresistible assortment of sandwiches, warm baked scones and deliciously sweet delicacies accompanied by a selection of the finest Camellia's Tea House teas from around the world. Simply add a glass of Champagne and let the afternoon blissfully slip by.

Opening times Monday - Sunday 8am - 5pm
Afternoon Tea served daily 1pm - 4pm

To book Call '3141' or speak to reception



TONY PAGE AT ISLAND GRILL

Discover our elegant restaurant opposite Hyde Park, famed for its relaxed and modern international menu including a selection of our signature dishes, and our renowned warm and attentive service. For alfresco dining, our outdoor terrace provides the perfect backdrop with views of stunning Hyde Park and the Italian Gardens.

Opening times Monday - Thursday: Lunch 12pm - 2.30pm and Dinner 6pm - 10pm
Friday & Saturday - by request only
Sunday - 11.30am - 10pm

To book Call 020 7139 8500 or speak to reception



IN ROOM TREATMENTS

In partnership with London Serenity, we're delighted to offer a way to escape the hustle and bustle of London and truly relax in the comfort and privacy of your room.

Whether you're looking to relax after your journey, de-stress at the end of a long working day or simply feel re-energised; there is no need to leave your room as London Serenity's experienced and professional therapists will come to you.

Our deluxe treatment menu features a range of massages, facials, manicures and pedicures as well as hairdressing, makeup and one-to-one personal training sessions.

Opening times Monday - Sunday 8.30am - midnight
(and by special arrangement at all other times)

To book Please speak to our Concierge team



OUR EXCLUSIVE GYM

Opening hours

Hotel guests enjoy exclusive access to our in-house gym, conveniently open 24-hours a day, allowing you to workout at a time that suits you.

Use of the gym is restricted to guests over the age of 18 years only. Complimentary chilled water and towels are also provided.

Looking for something different?

Why not check out the swimming options in Hyde Park:

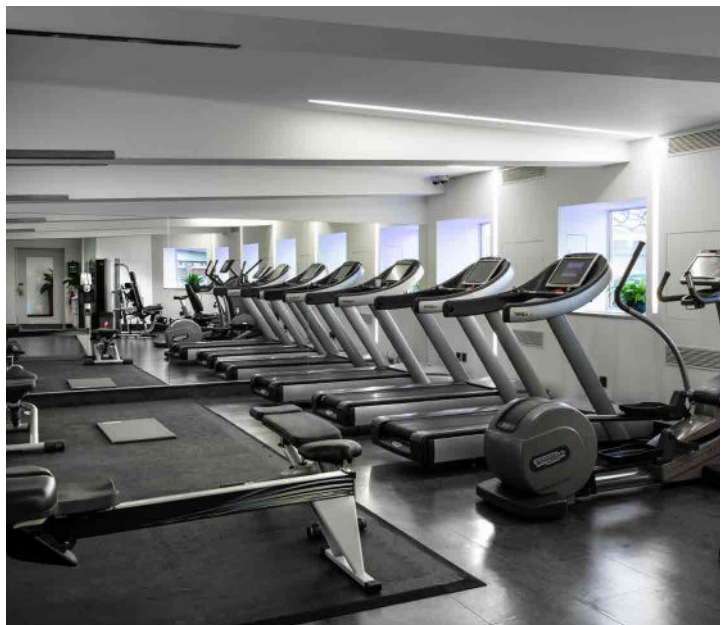
serpentineclub.com

royalparks.org.uk/visit/parks/hyde-park/serpentine-lido

ROYAL LANCASTER BICYCLES

See London from a different perspective with your very own Royal Lancaster bicycle, and explore neighbouring Hyde Park and the capital without the need to hop on public transport. Whether it's for an hour or the entire day, our bicycles are available to rent during your stay from just £4.50 per hour.

For more information, please speak to our Reception team.



USEFUL NUMBERS

Emergency	4444
Operator / Wake up calls	0
Tony Page at Island Grill	3111
Nipa Thai Restaurant	3116
Park Lounge Bar	3120
Park Restaurant	3122
Hyde Café	3141

For In-Room Dining, Reception, Concierge, Car Park, Valet/Laundry, Security, Luggage Porter and Accommodation Services, please use the speed dials on the room telephone.

TELEPHONE SERVICES & TARRIFS

To call an outside line

Press talk and then dial 9 followed immediately by the number you wish to call.

To call another room

Press talk and then, if the room number has 4 digits, dial the room number e.g. for Room 1416 - dial 1416. If the room number has 3 digits, dial 2 in front of the room number e.g. for Room 416 - dial 2416.

Engaged tone (busy) and number unobtainable

After dialling, short intermittent tones indicate that the number is currently engaged or busy. A low continuous tone indicates that the number you have called is unobtainable. Please dial 0 for Operator assistance.

Local, national UK calls and UK mobile calls are free of charge.

International calls from the room phone are on a fixed tariff, charged by the minute. The hotel Operator will be pleased to advise guideline charges in advance for any calls to be made. Please dial 0 for this service. All collect calls, Operator assisted, enquiries and 0800 calling card type calls are surcharged.



GUEST SERVICES

E-mail

To receive emails via the hotel, please contact our Operator by dialling 0.

Extra beds

Available upon request. Charges apply. Please speak to the Front Office team.

Fax

Incoming faxes will be delivered to your room by Concierge. To send faxes please contact our Operator by dialling 0.

Flowers

Bouquets of flowers may be ordered through Concierge.

Hotels for Trees

We're proud to support global forestation projects that help contribute to a greener planet. We'll plant 1 new tree each time a guest chooses to skip their daily room clean. Simply hang the designated card outside your door before 8am.

Hot water bottles

Hot water bottles are available on request. Please contact Accommodation Services using the speed dial on your room phone.

In-Room Dining

An extensive In-Room Dining menu is available 24 hours a day. Please use the speed dial on your room phone to place an order.

Keys

Should your room key be lost or stolen, please go to Reception immediately for a new key. When the new key is first used in the lock, all previous keys are automatically deactivated, ensuring the continued security of your room.

Laundry & Dry Cleaning

Available Monday to Sunday from 8am to 9pm. Please call Valet before 9am for same day delivery. Kindly use the speed dial on your room phone.



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GUEST SERVICES

Late check-out

Available upon request, charges may apply. Please speak to Reception.

Lost Property

If you have lost or left something behind, please contact Accommodation Services.

Mini Bar

Our minibars are empty for guests to store their own items. If you would like us to stock up your minibar, we offer a personalised service, to ensure you have your favourite drinks at your fingertips throughout your stay. Simply scan the QR code to view the menu and dial “0” to place your order with the team.



Newspapers

A wide variety of national and international newspapers are available to order, please contact Concierge.

Parking and EV Charging

Car parking is available on a first come, first served basis. Charges apply. In addition, there are two electric car charging points for hotel guests, charged at £0.50 per kWh. Please speak to Concierge for more information.

Pharmacy

The nearest late night pharmacy is on Edgware Road and is open until midnight. Until 10pm, the nearest pharmacy is Boots at Paddington Station. Please ask Concierge for directions.

Phone chargers

We offer the option to charge with us at Concierge or we can lend a phone charger to you - a £20 deposit is required and will be given back upon return.

Places of Worship

Please contact Concierge regarding various places of worship near the hotel.



GUEST SERVICES

Polishing & Shoe cleaning

We are delighted to offer this service on a complimentary basis for all our guests. Please contact Concierge using the speed dial on your phone.

Prayer mats

Prayer mats, Quran's and Qibla Compasses are available on request. Please contact Accommodation Services using the speed dial on your room phone.

Pregnancy pillows

Pregnancy pillows are available on request. Please contact Accommodation Services using the speed dial on your room phone.

Printing & Photocopying

We are happy to assist you with your printing. Please contact Concierge for more details.

Railway Station

Paddington railway station is a five-minute walk from the hotel – please ask Concierge for directions. Timetables for all rail services are available from Concierge, who can also book your tickets, or directly online at: www.nationalrail.co.uk

Safe Deposit

For your safety and security, we have provided safe deposits in every room. Instructions on how to use it can be found on the door.

Security

A Security Officer can be reached at all times by using the speed dial on your room phone.

Shopping

Our Concierge will be happy to give advice on shopping destinations. The main shopping hubs are easily reached from the hotel – with Oxford and Bond Street just a few minutes on foot and by bus, and Knightsbridge a short taxi ride away.



GUEST SERVICES

Taxis

There is a black taxi rank outside the hotel's main entrance, operating 24/7 to all destinations. Alternatively, Concierge will be pleased to book a car for you.

Towels & Bed Linen

If you would like us to replace a towel, simply leave it in the shower or bathtub. Bed linen is changed every two days, should you wish to have it changed more frequently, please contact Accommodation Services. Thank you for helping us save water, our planet's most precious resource.

Tube stations

Our hotel is located right above Lancaster Gate tube station (Central Line). In case this station is closed and you need to access the Central Line, the nearest alternative is Queensway station. Additionally, a five-minute walk will take you to Paddington tube station (Bakerloo, District, Circle, Hammersmith & City and Elizabeth lines).

TV

Your room features a Smart TV that allows you to watch your favourite channels and access on-demand movies as well as Chromecast to stream Netflix, YouTube and other content from your mobile device to the TV. For further information, please refer to the quick on-screen guide or contact our Operator by dialling 0.

Voltage

The voltage across the hotel is either 240V or 110V. We supply adaptors on request. Please contact our Operator by dialling 0.

Weighing Scales

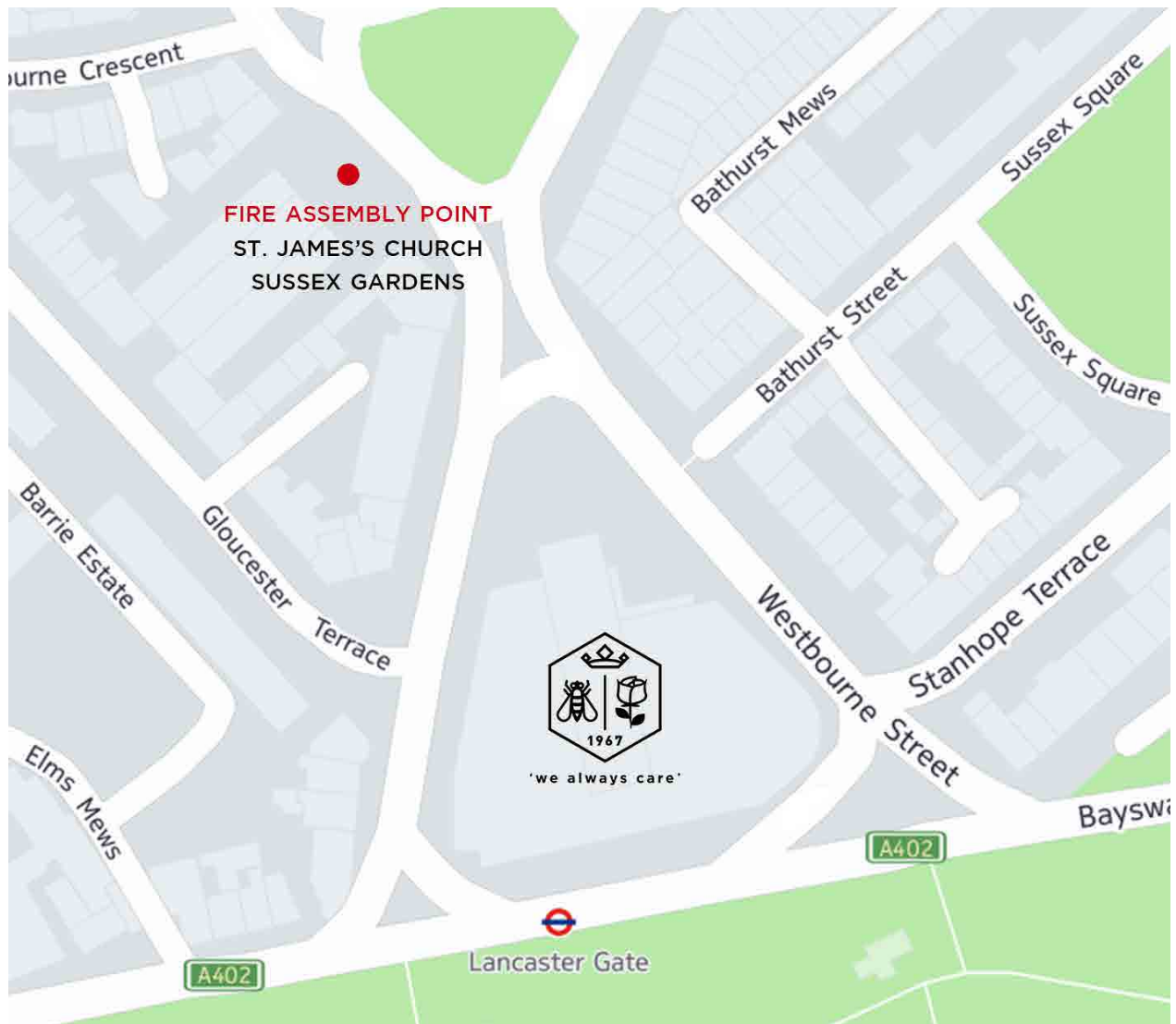
Weighing scales are available on request. Please contact Accommodation Services using the speed dial on your room phone.

Yoga mats

Yoga mats are available on request. Please contact Accommodation Services using the speed dial on your room phone.



FIRE ASSEMBLY POINT & SAFETY ZONES



In the event of evacuation, please leave the hotel via the designated Fire Exits and assemble by St. James's Church on Sussex Gardens, to the north of the hotel.

Safety Zones

All guest floors (from 3 to 17) have a designated Safety Zone situated within the North Side stairwell (that is, at the end of the corridor where the lower room numbers are). In the event of an evacuation, you should head for the Safety Zone only if you are unable to use the emergency stairs. The Safety Zone features an intercom system that will allow you to contact the Guest Safety office downstairs and ask for help.



SISTER HOTELS

The Landmark London

The five star deluxe The Landmark London hotel boasts some of the largest guest rooms in London, three stunning bars and restaurants, eleven banqueting rooms and a luxurious Spa & Health Club with a 15 metre swimming pool.

K West Hotel & Spa

At the heart of Shepherd’s Bush in West London, K West Hotel & Spa is the perfect hideaway to indulge, sleep and relax with 219 spacious guestrooms, the award-winning K Spa, Studio Bar + Kitchen and four flexible meeting rooms.

15 Basil Street

15 Basil Street is a stunning collection of 8 luxury serviced apartments; ranging from one to three bedrooms. Situated in the heart of upscale Knightsbridge, this exclusive residence offers an understated elegance, modern charm and privacy for guests, all combined with exceptional 5-star service.

The Landmark Bangkok

Since its launch in 1987, The Landmark Bangkok has enthralled guests from around the world with its special brand of Thai hospitality and first class facilities.

Lancaster Bangkok

Lancaster Bangkok effortlessly blends contemporary design and modern style with traditional Thai elegance. This luxury hotel offers the highest levels of professional, warm and friendly service in an iconic setting.



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