



## Guest Directory

Each BWH® Hotels property is independently owned and operated

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Dear Guest,

Welcome to the Best Western Mornington Hotel London Hyde Park.

Whether you're visiting London for business or leisure, we hope you find our hotel to be your ideal base — a true home away from home. We are proud to offer a prime location in central London, just a short walk from the beautiful Hyde Park and within easy reach of the city's most popular destinations. From world-class shopping on Oxford Street, Knightsbridge, and Westfield, to the cultural and entertainment highlights of the West End, you'll find plenty to explore nearby. You can also enjoy the charm of Portobello Market in Notting Hill or take a peaceful stroll in the nearby gardens.

For travel around the city and beyond, our location is incredibly convenient. We are within walking distance of both Paddington Station and Lancaster Gate Station, providing excellent connections across London. These include the Central, Circle, District, Bakerloo, Hammersmith & City, and Elizabeth lines, as well as the Heathrow Express and national rail services — making it easy to access every corner of the capital and Heathrow Airport with speed and ease.

Our hotel offers 70 well-appointed guest rooms, including a mix of Executive Suites, Double, Twin, and Single rooms. Each room is bespoke in layout and has been thoughtfully reconfigured to make the most of the available space. You'll find each room features modern amenities such as air conditioning, a personal safe, a flat-screen TV, an iron and ironing board, and complimentary high-speed Wi-Fi. The lighting and design have been carefully chosen to create a calm, ambient, and stylish environment — perfect for both work and relaxation.

At the Best Western Mornington Hotel, we take great pride in our service and our team is always here to help make your stay comfortable, efficient, and enjoyable. While we do our very best to ensure everything runs smoothly, we understand that occasionally things may not go as planned. If this happens, please don't hesitate to speak to a member of our staff who will be happy to assist you. Should you feel that your concern has not been resolved to your satisfaction, please feel free to contact me directly. I will personally do everything I can to make things right.

Thank you for choosing to stay with us. We hope you have a wonderful stay in London and enjoy everything our hotel and this incredible city have to offer.

Kind Regards,

**Wajdy Moussa**  
Hotel Operations Manager

## **BREAKFAST**



Our breakfast is served on the lower ground floor at the following times:

Monday to Friday: 7.00 am to 10.00 am

Saturday & Sunday 7:30 am to 11:00 am

We offer a full English and Continental buffet breakfast as well as items cooked to order.

Breakfast vouchers can be purchased from reception, they cost £15.00 per person.

If you do not have breakfast included, and have not purchased a voucher, a charge of £25.00 will be added to your room bill.

Alternatively, we offer room service Breakfast from 7:00 am to 11:00 am daily for a tray charge of £5.00.

For those who have early travel plans, we do offer takeaway breakfast, please fill out the card in your room and drop it off at reception

## **LIBRARY BAR**



Our intimate Library Bar serves drinks and light snacks 24 hours as you pour over the day's events with colleagues.

## **TELEPHONE INFORMATION**

You have a direct dial telephone in your room.

In order to use the phone, please refer to the following:

- Reception: 0
- Dialling between the rooms: 1+ room number
- Local Dialling: 9 + Number
- Emergency Services: 9 + 999
- National Dialling: 9 + Area Code + Number
- International Dialling: 9 + 00 + Country Code + City Code + Number

## **Internet Information**

High-speed internet access is available throughout the hotel, free of charge, via our wireless network.

Please connect to '**BWMornington Hotel**' on your device's Wi-Fi settings. No password is required; however, a pop-up window will appear where you will need to enter your name and email address to gain access. Please ensure that pop-up windows are enabled on your device, as you will not be able to log in if they are disabled.

## **Conference Room**

We are pleased to offer a fully air-conditioned conference room, perfect for meetings, presentations, and small events. The room is equipped with a 55" TV that can easily be connected to your laptop, making it ideal for professional use. Complimentary tea and coffee are provided, along with a selection of our delicious homemade biscuits to keep you refreshed throughout your meeting. For further details or to make a booking, please contact reception.

## **Fitness Room**

Our fitness room is on the lower ground floor and is available for guest use 24 hours. You are advised that the gym is an unsupervised facility and that care should be taken if you are unfamiliar with the equipment. The fitness centre can be accessed with your room key.

## **Other Hotel Services**

**Adapters:** Available from reception

**Airports:** You can take the Heathrow Express or Elizabeth Line from Paddington Station approximately ten minutes' walk from the hotel. Journey Time: 15 mins

To Stansted Airport, you can take the Stansted Express from Liverpool Street Station. Journey Time: 45 mins

To Gatwick Airport, take the Gatwick Express from Victoria Station. Journey Time: 30 Mins. For London City Airport, there is a bus every 15 minutes from Liverpool Street Station, Journey time: 45 mins.

Alternatively, we can pre-book a private taxi for you, please contact reception for more information.

**Air-Conditioning:** To adjust the temperature in your room, please use the thermostat located near the entrance. If you need further instructions, please contact reception. We also have fans and heaters available if you require.

**Coffee & Tea making facility:** These facilities are complimentary and can be found on the desk in your room.

**Concierge:** Please see our reception team for any local bookings, or advise you may require

**Credit cards:** We accept the following credit cards: Visa, Mastercard, American Express, Diners, and Switch

**Electrical outlets:** All our rooms have vacant electrical outlets that are always on, for guests to charge their electronic devices.

**Foreign Currency:** Please see reception for details of the nearest Bureau De Change, banks and opening hours.

**Guest Feedback:** To leave feedback from your stay, please visit [www.tripadvisor.co.uk](http://www.tripadvisor.co.uk)

**Housekeeping items:** Extra Pillow/ blankets/ shower caps/ face cloths/ combs/ condoms, and other toiletries are also available from reception.

**Heating:** AC Panel controls the heating and cooling in your room. You can adjust the temperature by increasing or decreasing the AC panel.

**Ice Machine:** Ice can be obtained 24 hours a day from the Library Bar situated on the ground floor.

**Lost Luggage Kit:** Additional toiletries are available from reception.

**Luggage Assistance and Storage:** If you require luggage assistance please call our reception desk. Luggage can be stored in our luggage room, which can be accessed 24 hours a day.

**Medical Emergency:** In the case of a medical or other emergency, please dial '0' for reception.

**Parking:** Meters opposite the hotel, Monday to Saturday 08:30am to 6:30pm.

**All other times including bank holidays are free**

Permit Holders Bay: Monday to Sunday 08:00am to 8:30pm.

Single Yellow Line: No parking during the following hours: Monday to Saturday 08:30am to 6:30pm.

Double Yellow Line: No parking at any time. The nearest 24-hour car park is Q Park in Queensway opposite the Ice Rink, please ask reception for details.

**Photocopying/Fax:** Available 24 hours, please contact reception.

**Reception:** Our reception is open and manned 24 hours a day.

**Safes:** This facility is provided for the convenience of guests, and items left in it are at their sole risk. It is not intended for the safekeeping of valuables, for which alternative arrangements must be made.

**Safe Instructions:**

- If the safety box door is open, press the red button on the inside of the box.
- Then press start to enter your own 6-digit pin.
- The door should make a noise, and the LED light will be green.
- Then you must shut the safety box door and turn the dial to lock the safe.
- Press start and enter your 6-digit pin, the door should open.

**Taxi:** Our reception will be glad to book a taxi to take you to your destination.

**Wake-up Call:** Please contact our reception team who will be happy to arrange a wakeup call for you.

**Water Tap:** All water from the bedroom taps is drinkable.

**Bottled Water:** Available from reception upon request.

**WiFi Technical Support:** Please contact our reception team, who will be more than happy to help

**Laundry Bags:** Available from reception upon request.