

**And...relax.**

**Welcome to your room.**

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**PRESS OK TO USE**

Your guide to a relaxing stay at voco® St. David's Cardiff.

**WELCOME**

---

**ENTERTAINMENT**

---

**YOUR ROOM**

---

**EVERYTHING IN BETWEEN**

---

**EAT AND DRINK**

---

**SPA AT ST. DAVID'S**

---

**A MORE SUSTAINABLE FUTURE**

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**IHG ONE REWARDS**

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## Come on in

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A warm welcome to voco® St. David's Cardiff. We're glad you've already found our hotel guide, it'll help you make the most of your stay. After the hustle and bustle of the city, we offer the perfect antidote.

Kick back and delight in our impressive landmark building, make yourself at home, relax and gaze across the waterfront. No matter what brings you to our door, whether it be a work trip or a weekend away, we're here to play host and make sure you have everything you need.

It's time to eat, sleep and everything in between.

**KONSTANTIN GRIMM**  
General Manager

TV

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TV

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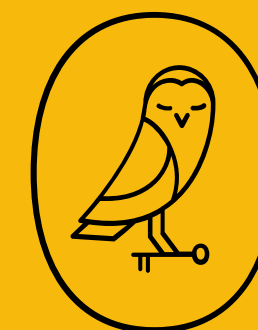
TV ON THE GO

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TV INPUTS

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# Me time

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## **YOUR ROOM**

Kick off your shoes, relax and enjoy a little me-time. We hope we've thought of everything, but if there's anything you need, just call Reception by dialing 0.

## ADAPTORS AND ELECTRICS

If you've forgotten an adaptor, we'll do our best to come to the rescue; just call Reception by dialing 0. We use the UK standard current of 220/240v-50HZ, and our shaving sockets are 110/240v.

## ATTRACTIONS AND THEATRES

As locals we can offer advice on the best things to see and do and arrange tickets and transport, just call our hosts at Reception by dialing 0.

## BALCONY

Enjoy the beautiful Bay views, but please be careful when the deck is wet as it becomes slippery. Children should never be left unattended, due to Health and Safety regulations we are unable to put furniture on the balconies.

## BATHROBES

Our super-comfy bathrobes are on the top shelf of your wardrobe and are available to purchase if you would like to take them home.

## CHECK-OUT

Check-out is at 11.00am, if you need an extra hour or two, contact Reception for availability and costs.

## COTS

We recommend booking cots prior to your stay, to check availability please contact Reception by dialling 0 for availability. We also have potties, training seats and child steps available.

## DO NOT DISTURB

If your 'Do Not Disturb' sign is on your door in the morning, housekeeping will not service your room. Should your door hanger still be in place in the evening, a wellbeing call will be made to your room to ensure your safety. This is part of the hotel's safety policy.

## GUEST AMENITIES

For extra pillows, bathrobes, or flip-flops, please contact Housekeeping on 3090.

## HAIR DRYERS

You will find a hair dryer in the wardrobe drawer.

## IHG CLEAN PROMISE

IHG Way of Clean includes deep cleaning with hospital-grade disinfectants, and you can expect to see evolved procedures throughout the hotel.

## IRONING BOARD

You will find an iron and ironing board in the wardrobe.

## LAUNDRY & DRY CLEANING

There's a list of services and prices in your room. Place the items for cleaning in the bag provided and contact housekeeping to arrange for collection. For our same day service, please call Reception before 8:30am.

## PETS

We are a pet-friendly hotel and have designated rooms for guests with pets, please don't leave your pooch unaccompanied in the room or on the balcony.





## ROOM SERVICE

Let us come to you with a delicious selection of in-room dining options available 24/7. Call 3059 to order, a £5 tray charge will apply. And for breakfast in bed just fill out the breakfast card in your room and leave it outside your room before 2.00am and we'll bring breakfast to you.

## SLIPPERS

In line with our sustainability goals and to reduce our consumption of single-use plastics, you will not find slippers in your room. If you would like flip-flops, we can deliver a pair to your room for a small charge. Please dial 3090 for housekeeping.

## TEA AND COFFEE

In your room you'll find everything you need to make a nice cup of tea or a great coffee. If you need any extra supplies or have any special beverage requests, please contact Room Service on 3059. To operate the machine, ensure the water tank is full and switch on the machine – it will rinse itself automatically. Place a cup under the nozzle, insert a coffee capsule in the slot and close the lid. Press the button for the size of coffee you want – espresso (40ml) or lungo (110ml).

## TURN DOWN SERVICE

If you would like your room to be refreshed in the evening, please call Housekeeping on 3090 this is available between 4pm-8pm.

## TV CHANNELS

Your SMART TV has over 40 television and radio channels, you can also access selective Sky channels by selecting channel 1 on the remote and press the channel down button. To use your TV's SMART features, please follow the on-screen guide.

## TOILETRIES

Our large size amenities are here to reduce our carbon footprint by eliminating single-use plastics. If you love them, products can be purchased from Reception, dial 0 to order. If you've forgotten any of the essentials, complimentary toothbrush kits and razors are available from Concierge.

## WAKE-UP CALL

Call Reception by dialing 0, to let us know what time you'd like to wake up. We'll make sure you don't oversleep.

## WATER AND ICE

You'll find complimentary water in your room, and if you'd like ice with that, please contact our Room Service team on 3059.

## LINEN REUSE

If you're happy to use your towel more than once, that would make us happy too. By hanging it up to use it again, it helps us to help the environment by saving water.

## WI-FI

It's free and fast. Just open your browser and follow the instructions.

## NEED SOMETHING EXTRA?

If you need a different type of pillow, or an essential you've forgotten to pack, just let us know and we'd be happy to help. Dial 0.

**If there's anything you need,  
just let us know.**

## TELEPHONE

Please dial 9 on your bedroom telephone for an outside line. (Please see call charge summary – charges are automatically added to your account). To contact another room, dial 4 followed by the room number.

For call-assisted dialling, or for more detailed pricing, please contact Reception.

DESTINATION	PEAK RATE 8.00AM-6.00PM	OFF PEAK RATE 6.00PM-8.00AM
5-minute local call (Cardiff)	£0.40	£0.20
5-minute National Call (UK)	£0.90	£0.40
5-minute call to Republic of Ireland	£2.40	£2.00
5-minute International call to America	£2.40	£2.30
5-minute International call to Canada	£2.40	£2.30
5-minute International call to Australia	£5.00	£4.30
5-minute International call to Hong Kong	£5.00	£4.30
5-minute International call to South Africa	£8.10	£7.50
5-minute International call to Poland	£4.00	£3.60
5-minute International call to France	£2.90	£2.70
5-minute International call to Spain	£3.60	£3.00
5-minute call to a UK Mobile (07)	£2.10	£1.10





# Everything in between

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We're here to give you a break from the demands of the day. Just let us know if there's anything else you need.

## AIRPORT/AIRLINE SERVICES

Our Reception is on hand to provide all kinds of flight related information, from flight times to getting to Cardiff International Airport (it's 11 miles away, so plan for around half an hour, more at rush hour), just dial 0 for Reception.

## BUSINESS SERVICES

From typing to photocopying and printing, we can provide all kinds of support. Please call Reception on 0 to find out prices.

## BANK INFORMATION

The nearest bank and ATM is Tesco on Bute Street, a five-minute walk from the hotel.

## CAR HIRE OR CHAUFFER

For anything from a hire car for a day-out to a chauffeured trip around town, just call Reception on 0.

## CONCIERGE

Our Concierge is a good starting point for all kinds of enquiries just dial 0. If they can't help, they'll know someone who can.

## DOCTOR

If you need a doctor during your stay, please contact the Duty Manager by dialing 3008 who will arrange an appointment for you. Alternatively, you can call NHS Direct on (9) 111.

## DUTY MANAGER

You can reach our Duty Manager, 24/7. Simply dial 3008 or contact Reception by dialing 0.

## EVENTS

We can help with all kinds of events – business and social. For dinners from 10-270 people, please contact our Reception team by dialing 0, who will connect you to our events team.

## FIRST AID

If you need first aid treatment, please contact the Duty Manager by dialing 3008.

## FIRE PROCEDURE

If you discover a fire, immediately raise the alarm by breaking the glass on the nearest fire alarm call point – there is one on each floor.

If you hear the fire alarm, leave the building immediately via the nearest escape route and assemble at the meeting point. Do not stop to collect personal belongings. Do not use the elevators; use the fire exit located closest to you. There's a plan of exits on the back of your bedroom door – please familiarise yourself where your nearest exit is located.

Guests who are physically challenged or hard of hearing should notify a member of staff if they need assistance in evacuating the hotel. You will be advised by hotel staff as soon as it is safe to return to the hotel.

Please note: we conduct a fire alarm test every Thursday at 11:00am.





### **LOST PROPERTY**

If you've lost something, please start by dialing 0 for Reception to see if it's been handed in.

### **MAINTENANCE**

We hope it won't happen, but if you spot a leak or a crack, or your room is too hot or too cold, give Reception a call and we will sort the problem.

### **NO SMOKING**

Our hotel is a smoke-free environment, including all bedrooms and balconies, but a host can direct you to our designated smoking areas outside. Please note that there is a £200 cleaning charge for bedrooms with evidence of smoking or smoking-related damage.

### **PARKING**

There are two paid car parks available adjacent to the hotel, charged at £24 per 24 hours. Guests are able to pay directly with the hotel at Reception for the **Parking Eye** car park, or via the machines in the Cardiff Council Managed, Havannah Street car park.

### **SAFETY DEPOSIT BOX**

Your room has a built-in safe and we recommend that you store any valuables in the hotel safe – you can arrange this with Reception by dialing 0.

### **SHOE SHINE**

Our concierge team can make your shoes shine. Just dial 0 and we will come collect from your room and have them ready for your night out in no time.

### **TRANSPORT**

Whether you need a taxi or a train, simply ask our Reception by dialing 0, they know everything. Cardiff Central Station is just a mile away (about a 10-minute taxi ride) and regular mainline services run to London, Bristol, Swindon, Reading and Swansea.

# Weddings

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Be the envy of your friends and say 'I do' with us. Our romantic waterfront hotel is an iconic landmark, which will serve as an unforgettable backdrop for your wedding day. Positioned in the heart of Cardiff Bay, water laps up the edge of our stylish building, complete with an entrance hall that soars so high, your guests will be stunned from the moment they first arrive.

All rooms have floor-to-ceiling windows and balconies that offer unimpeded views over Cardiff and the beautiful bay, providing the perfect setting for your wedding day.

Let us help to bring your dream wedding to life.

For more information visit  
[stdavids.vocohotels.com/weddings](http://stdavids.vocohotels.com/weddings).





voco® life

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### TIR A MÔR

Meaning land and sea in Welsh, our restaurant and bar, Tir a Môr, takes its cue from our bayside location and the very best produce Wales has to offer.

From breakfast to afternoon tea and Sunday lunch, local spirits to twists on classic cocktails, we've got it all covered. Can we tempt you?

## BREAKFAST

It's the most important meal of the day, so we make it count. Make yourself at home in the restaurant with our seasonal, local buffet selections, or fill out the breakfast card in your room before 2.00am and we'll bring breakfast to you.

## LUNCH

Whether it's a quick recharge between meetings, or a long one with friends, choose a delicious lunch from our bar menu, served in our restaurant every day.

## AFTERNOON TEA

Come and join us for a delicious afternoon tea in our restaurant. You can indulge in a selection of freshly prepared sandwiches, warm scones with cream and preserves. We also offer a variety of homemade cakes, pastries and your choice of tea or coffee.

## DINNER

Our dinner menu features a selection of seasonal dishes using the best local produce Wales has to offer. Enjoy a true taste of Wales as our team put a modern twist on our country's culinary heritage.

Our Welsh credentials carry through to our drinks list as our brilliant bar team have created a cocktail list of twisted classics featuring popular local spirits.

## OPENING TIMES

### Breakfast time

Monday to Friday:

6.30am - 10.30am

Weekends and bank holidays:

7.00am - 10.30am

During weekends and peak periods, breakfast gets busier than normal and so you may have to wait a little longer for a table.

See our guide below to help you decide the best time for you:

7.00am - 8.00am - No queues anticipated

8.00am - 9.00am - Queues possible

9.00am - 10.30am - Queues expected

### Lunch & Bar

Monday to Sunday:

All day menu 12 noon - 5.30pm

Bar 12 noon till late

### Afternoon Tea

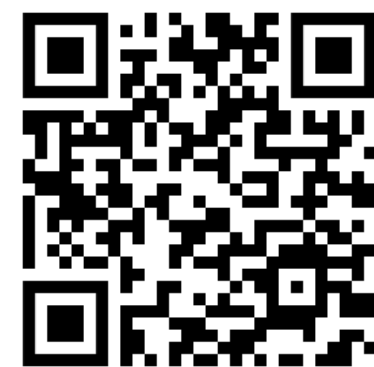
Monday to Sunday:

1.30pm - 4.30pm

### Dinner

Monday to Sunday:

5.30pm - 10.00pm



## TUCK IN

Treat yourself to a delicious dinner. Call our Reception team by dialing 0 or scan the QR code to book your table.

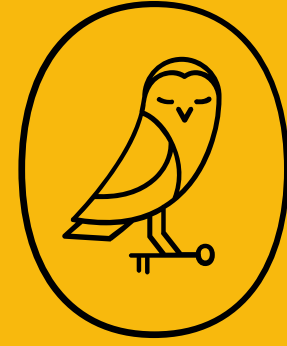




## Our bar

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Is a hotel even a hotel without a bar?  
Our brilliant team of bartenders at  
Tir a Môr have created a cocktail list  
of twisted classics featuring regional  
specialities, and we have a great range  
of wines to suit every palate, alongside  
local craft beers and more.



# Unwind body and mind

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## SPA AT ST. DAVID'S

We firmly believe in relaxation. It's good for the soul.  
So while you're here, feel free to leave the day at the  
door and unwind in our beautiful Spa.

SPA

AT ST. DAVID'S

# Get ready to recharge

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Loved by guests and locals alike, the Spa at St. David's offers true relaxation with exceptional facilities and treatments from our award-winning partners, OSKIA and ishga. Start your journey at the gym or pool, then explore our water corridor with swan-neck fountains. Relax on a bubbling water bed, soak in the hot tub, or unwind in the sauna and deep relaxation lounge. We highly recommend booking your spa experience as soon as possible to ensure availability.

## **SO MANY WAYS TO RELAX AND UNWIND**

- 15-metre pool
- Hydropool
- Water corridor
- Underwater Jet Beds
- Sauna
- 11 treatment rooms
- Relaxation room
- Cardiovascular Gym
- Free weights area





### **GUEST ACCESS**

Hotel guests can enjoy access to our spa and leisure facilities. To make the most of your experience (and avoid the rush!), we recommend visiting from 6.30am – 11.00am or from 3.00pm – 9.00pm.

### **BRING THE KIDS**

Enjoy a family swim from 7.30am–9.30am and 4.00pm–6.00pm. Please be sure to accompany your little ones (and not so little ones) if they're under 18.

### **LOCKERS**

Enjoy peace of mind knowing that your personal items are safely stored in our lockers while you indulge in our spa services.

### **FEEL THE GROUND BENEATH YOUR FEET**

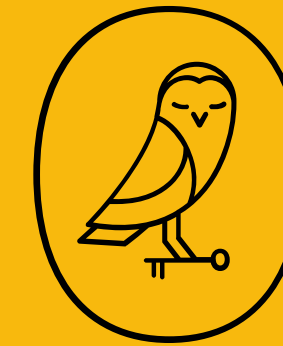
We are a barefoot spa so no need to wear slippers, but if you'd like a pair, we have some on hand for a small charge.

### **TREAT YOURSELF**

Our spa treatment menu is packed with choices to tempt the senses. Available from 10.00am–6.00pm daily, just call Spa Reception on 3080 or scan the QR code below to book. View our spa brochure at [stdavids.vocohotels.com/spa](http://stdavids.vocohotels.com/spa).



**Reservations are essential, if we can help you with anything, call our Spa Reception on 3080.**



# A more sustainable future

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“Step by step” is our mantra for sustainability. It’s characterised by two pillars: a commitment to innovation and sustainability; and a belief that small steps collectively make a big difference.

## AIR CONDITIONING

Air conditioning in the hotel's public areas is controlled through our building management system which is calibrated to the weather and ambient temperature outside. This enables the air conditioning to switch on automatically when required and maximise energy efficiencies.

## BEDDING

The luxurious filling for our duvets and pillows is made from 100% recycled materials, and has GRS (Global Recycled Standard) certified. Our supplier, Fine Bedding Company, estimates that the filling for a 10.5 tog king duvet and four standard pillows is the equivalent of 230 recycled 0.5l PET bottles.

## BATHROOMS

The plant-based, vegan-friendly ingredients of our refillable bathroom amenities are sourced to ensure that they do not negatively impact their ecosystem; and the refillable bottles help reduce plastic waste. We've also installed aerated shower heads in every guest room. These blend water with air which can help reduce water consumption. An equivalent, same sized but non-aerated shower head uses 30-50% more water per minute, according to manufacturer tests.

## ELECTRIC CAR CHARGING

The future of travel is electric. That's why we have 3 mains powered electric vehicle

chargers in our car park. These are free of charge to use for guests.

## SURROUNDING AREA

We are lucky to be located in such a beautiful part of the city with Cardiff Bay on our doorstep. To find out about the various walking and cycle paths nearby, please contact Reception by dialing 0.

## SPA

Every year in Wales we throw away 4 million tonnes of rubbish! That's enough to fill the Principality Stadium every 20 days. To help us meet our environmental goals and reduce waste, we decided to become a barefoot spa. No more slippers in the bin, here

## IHG® GREEN ENGAGE

IHG Green Engage™ provides our hotels with more than 200 Green Solutions, helping them manage and report their use of energy, carbon, water and waste, and minimise their environmental impact. Find out more at [ihgplc.com](https://www.ihgplc.com)

## WATER BOTTLES

The water in our meeting areas and guest rooms is filtered and served in refillable glass bottles, which saves an estimated 300+ plastic bottles per hotel room per annum (based on average consumption and 80% occupancy).



# Rest assured



We are committed to high levels of cleanliness. That means clean, well-maintained, clutter-free rooms that meet our standards. If that is not what you find when you check in, please contact Reception and we promise to make it right.

# IT'S BETTER TO BE A MEMBER

ENJOY LATE CHECK-OUT, FREE WI-FI,  
OUR BEST RATES, AND MUCH MORE

Join IHG One Rewards for free at [ihg.com/enroll](https://ihg.com/enroll)

**VOCO**<sup>®</sup>

AN IHG HOTEL