



Calpe House
19-23 Norfolk Square
London W2 1RU
E: admin@calpehouseuk.com T: 0207 402 9970

The officer on duty will meet you at 21 Calpe House, ground floor on your arrival. If the door is closed, please call the 'out of office' mobile number 00 44 7934 896 995 for assistance.

On arrival you will need to provide your passport/identity card, confirmation letter, and any documentation from the GHA containing your medical appointments and taxi travel authorisation, if applicable.

IMPORTANT POINTS TO CONSIDER. PLEASE READ FULLY

- **Bedrooms**

Depending on availability, you could be allocated to either a) a self-contained apartment comprising of a kitchenette, small fridge, microwave, kettle, toaster, cutlery and crockery **OR** b) an apartment without these facilities; therefore, you could share a kitchen with an adjacent flat or make use of the communal kitchens.

All apartments have shower and toilet facilities. Bed linen and towels are provided. There are TV's in all the bedrooms and Wi-Fi is available throughout the building.

Please note we will not always be able to change the room you've been allocated or offer you a specified room (unless it's for medical reasons).

- **Lifts**

There are lifts available; however, they do not stop on all floors. Some of the higher floors can only be reached by the stairs. Where possible, we will try and allocate rooms accessible by lifts to our guests who are unable to use the stairs. **If you are unable to use the stairs, please inform the GHA before your arrival**

- **Escorts**

If you are coming with a second escort, where possible, we will endeavour to allocate a large enough apartment to accommodate three people. This comprises of two twin beds and one folding bed which is charged at £30 per night. If this option is not available due to high occupancy levels, we will allocate a single bedroom for the second escort for a fee of £50 per night. The total will be settled in cash when you check out. **Please check with the GHA before you travel regarding which fee you will pay.**

- **Medical appointments**

Please ensure you provide updates to the administration team after your appointments regarding your treatment and any follow-up appointments by way of a letter or email from the hospital explaining when you will be clinically fit to travel. The hospital may email us directly if this is more convenient at: admin@calpehouseuk.com.

The Friends of Calpe House
The friends of Calpe House is a Registered Charity and works in Gibraltar to raise funds for the running of the House by organising activities.



Your Home from Home

- **Cleaning**

We do not provide a cleaning service; therefore, you will be responsible for cleaning your own apartment. ***Unless the health of you and your escorts prevent you from cleaning your room, a member of the team will happily assist you.***

- **Transportation**

- **Taxis**

For airport transfers, please ask the administration team and we will book your taxi. For transfers around London, you may book your own taxi. If you book taxis for medical appointments and do not have a taxi authorisation letter, the GHA will reimburse £12.50 each which is equivalent to a one day travel card by public transport. A known taxi company in London is **Addison Lee T: 0207 387 8888**. You can pay by cash and they will give you a quote for the journey over the phone. Please keep all of your receipts

- **Return flights to Gibraltar**

When you are clinically fit to travel (i.e. two days after you've been discharged), the administration team will book your tickets on the next available flight. However, if you do not feel well enough to travel after this period, please speak with the administration team. This is to facilitate a fair, efficient and prompt room allocation service for all.

- **Miscellaneous**

There is a large communal living room and kitchen in 23 Calpe House
Laundry facilities are also available on site from 9am to 6pm

PLEASE NOTE: To conform with Health and Safety, Calpe House, operates a **NO SMOKING**, policy, this includes e-cigarettes and vaping.

We look forward to welcoming you on:

Kind regards,
Administration Team



Your Home from Home

Calpe House Guidelines for Guests

The administration team of Calpe House offers you a warm welcome! It is our wish that your stay here in your *Home from Home* will be a pleasant one. We will do our best to ensure your stay in London is as comfortable as possible. In return, we ask that you help us by following all the house rules. Please let us know if you have any questions or concerns.

I. Arrival

Guest registration

The officer on duty will meet you at **19-23 Norfolk Square, London, W2 1RU** and will arrange your check-in on arrival. Please provide your passport/identity card, confirmation letter and documentation from the GHA containing your medical appointments.

Room key fobs

Please keep your key fob(s) on your key ring and keep with you at all times.

If you lose your key fob(s), please report it to the administration team as soon as possible on: +44 (0) 0207 402 9970 admin@calpehouseuk.com. **A lost fob may incur a charge.**

II. During your stay at Calpe House

Hygiene and cleanliness of your bedroom, bathroom and communal areas

Unless your health condition prevents you from cleaning, the administration team asks that you kindly clean your room and bathroom on a daily basis. Cleaning products are located in building 23 in a cupboard opposite the laundry room. We appreciate your cooperation on this, as we reserve the right to conduct spot checks Monday-Friday from 9am – 5pm to ensure this rule is being adhered to. It is guests' responsibility to ensure communal areas are kept tidy and clean at all times.

Smoking

Calpe House operates in accordance with health and safety rules a no-smoking policy (i.e. smoking tobacco, e-cigarettes, vape pens, vaping, incense, cigars, candle burning).

No smoking of any substance inside Calpe House. If you or your escort(s) break this rule, you will be asked to vacate Calpe House immediately.

Smoking is not allowed outside the steps of the main entrance and exits of the building. Please smoke across the street or in the park.



Your Home from Home

Laundry room

You may use this facility between the hours of 9am and 6pm. You are responsible for taking your clothes out of the washers and dryers. Please put the key ring on the hooks provided in the machines to identify your belongings. Do not leave your items unattended for long periods of time. Please empty the water filters and clean the linen filters in the machines after each use.

Damage and/or theft of Calpe House property

Please report breakages or malfunctioning of any items/appliances to the administration team as soon as possible.

You are liable for any damage caused (whether by the deliberate, negligent, or reckless act) to the room (s) or property caused by you or escort (s) during your stay.

Visits to hospital

Guests must inform the administration team in Calpe House of any follow-up medical appointments and provide supporting documents relating to their future appointments. The Sponsored Patients Department in Gibraltar will then establish if you are to remain in London or you are free to return to Gibraltar. It is your responsibility to update the administration team of your follow-up appointments immediately so that the Gibraltar office allocates a room for your extended stay.

Once you have been discharged by your consultant or from hospital, you should advise the administration team and we will arrange your flight back to Gibraltar. However, should you decide to remain in the UK for reasons other than medical, you should seek alternative accommodation forthwith thereby vacating Calpe House no later than 2 days after the date of your last appointment or discharge from hospital.

Visitors

Please discuss day visitor requests with the administration team. Authorisation of visitors to Calpe House outside the hours 8am-6pm will be authorised at management discretion.

Calpe House accommodation is not transferable. Accordingly, should you meet other Gibraltarian patients in hospital, who do not reside in Calpe House, please do not offer to share your accommodation at Calpe House.

Emergency evacuation plan

As a safety measure you must ensure that you are fully aware of the exit nearest you at all times. In case of fire, leave the building by the nearest exit and proceed to the assembly point located in the park opposite Calpe House. **DO NOT USE THE LIFT.** Do not waste time collecting personal belongings and do not return to the building.



Your Home from Home

Payment of maintenance allowance

You may collect your allowance in Calpe House or with Sponsored Patients when you return to Gibraltar

Miscellaneous

Management cannot take responsibility for deliveries/post to Calpe House.

Management reserves the right to refuse guests stay in Calpe House if they break any of the rules or are abusive to staff.

All patients must be accompanied by an escort capable of looking after all the patients' needs.

Please do not adhere or hang up any pictures on the walls, whether religious or otherwise.

If you become aware of a disruptive guest, please contact the administration team immediately. Televisions, voices, or other devices must be kept at a respectful low level at all times.

Emergency contact information

The out of office emergency mobile number is for emergencies **ONLY** 00 44 7563243692.

Office Hours

Monday-Friday 8:30am-6:00pm

Reception: 00 44 207 402 9970

Address: 19-23 Norfolk Square, London, W2 1RU

Wi-Fi/Internet usage

Username: CalpeGuest

Password: Cguest123

Please try to avoid downloading large files and films as this will slow down the functioning speed of the internet. Our system operates in accordance with Data Protection.

III. Departure

The officer on duty will check you out of your room(s) and cross check the inventory list of your room(s). Please note that any missing items will need to be replaced and a fee will be charged accordingly. Please return all assigned key fobs.

Please ensure you collect all of your personal belongings since we are not responsible for any damages or losses of personal items.