

## **MANAGEMENT PLAN SERVICED APARTMENTS LUNA, Hatfield**

1. To operate Serviced Apartments at Luna, St Alban's Road West, Hatfield AL10 9RH
2. To generate business and fill the apartments with corporate (and other) business:

Many short-let clients come from the corporate world and they may be looking for short- to medium-term accommodation for important visiting staff/management or to make the transition more comfortable for employees they are relocating between offices. These include employees and management attending conferences, exhibitions and trade shows. This group can also include sportsmen and sportswomen and their audience when sports events are held in London or any other major local events take place.

1. Directly target some very short-term tenants who only need to stay say 2 to 5 days, but charge a slightly higher rate, although our occupancy will be less certain;

and

2. To target contracts with firms who require accommodation for their contractors, consultants or employees. This way our occupancy is more certain but we will likely have to offer a better rate.

### **3. Critical Processes**

a. Risk Assessment b. Inventory Development c. Reporting and Investigating Problems, Failures and User Errors d. Emergency Procedures/Failure /Response Plans e. Regulatory Requirements f. Staff Orientation and Training g. Maintenance Procedures h. Staff Drills, Inspections and Tests



## How to generate bookings

In cooperation with corporate booking sites, such as Citybase and Silver door, who are both market leaders in the service apartment sectors. Bookings will be taken through extranet systems.

## Service and Facilities

### PROPERTY DETAILS

#### Free Wi-fi

- onsite parking
- Weekly maid service
- 24-hour reception
- Check-in time: 15:00
- Check-out time: 10:00
- Late check out and Early Check in charge
- Hotel style reception
- Concierge
- Luggage Room
- Infant Cot/Crib
- Laundry Facilities
- Wheelchair Access
- Lift
- No Smoking



- No Pets Allowed

## APARTMENT FEATURES

- Full Kitchen
- Hair Dryer
- Shower only
- Flat screen TV with Satellite channels
- Work desk in apartment
- Wi-fi in apartment GENERAL
- Spyhole/intercom system
- On-site security
- First Aid Kit
- Emergency Information
- Apartment Smoke Alarm
- Public area smoke alarm
- Fire blanket / extinguisher
- Welcome Pack
- 5 minute walk from supermarket
- Communal
- Residents Lounge
- Fitness Centre Access



## **GUIDELINE RATES PER NIGHT excluding VAT To be confirmed.**

Rates show the maximum nightly charge excluding VAT (if applicable) based on the minimum length of stay for each apartment type. The longer your stay, the less you pay! We have great prices for 2 week stays up to a maximum of 90 days. Higher rates may apply for certain peak dates. All utility bills and subscriptions fees are included in our rates. Your nightly rate is all you pay during your stay.

## **CANCELLATION POLICY**

14 days' notice of cancellation is required prior to check-in for all lengths of stay in order to avoid charges. Notice given within 14 days will result in a charge equal to 14 nights minus the number of days' notice given.

For example, if check-in is on 8th September 2020 and notice to cancel is given on 3rd September 2020, then 5 days' notice has been given and a charge of 9 nights will therefore apply (14 days - 5 days' notice given = 9 night charge). This policy also applies to in-house guests should a stay need to be shortened.

## **STAFFING**

Lester Hotels, who already operate the 65 bed Comet Hotel are perfectly placed to staff and manage this additional bed space using the existing team, supplemented as and when required