

# HOTEL INDIGO®

AN IHG HOTEL  
NEWCASTLE

## Frequently Asked Questions

### PARKING



Do you have parking on site?

*Yes, Fenkle Street Car Park is located just behind the hotel. There is a ground floor level, and an underground level.*

Do I need to book a parking space?

*We do not have a booking system for the car park. Just park in any available space when you arrive, and then come into the hotel to register and pay at Reception.*

How much is parking?

*Parking for overnight hotel guests is £14 per night.*

Do you have charging areas for electric vehicles?

*Unfortunately, we do not have charging areas in our car park yet. However, there are charging points close by on Clayton Street.*

## ROOMS

Is there a hairdryer in the room?

*Yes, all of our rooms have hairdryers.*

Is there an iron in the room?

*Yes, all of our rooms have irons and ironing boards.*

Can you smoke on the balconies?

*All of our rooms are non-smoking, this includes all balconies.*

Will my room have a bath?

*All of the en-suites have walk-in showers, with overhead rainfall, and handheld shower heads.*

Is there a safe in the room?

*Yes. Each room has an individual safe.*



## GENERAL

What time is check-in/checkout?

*Check-in is 3pm, and checkout is 12noon.*

Do you have a luggage storage room?

*We have a luggage storage room at Reception where you are welcome to leave your belongings while you go about your day.*

Do you have a gym on site?

*We have a small fitness suite on the 1st floor. This is available 24/7 for guest use.*

## FOOD AND BEVERAGE

Do you have vegan/vegetarian options?



*We do have vegan and vegetarian options on our menus. Please ask a member of staff for more information.*

Can I get room service during my stay?

*We have 24 hour room service available everyday.*