



Calpe House  
19-23 Norfolk Square  
London W2 1RU

E: [admin@calpehouseuk.com](mailto:admin@calpehouseuk.com) T: 0207 402 9970

Date:

Dear

We are pleased to confirm that an apartment has been reserved for you and your escort(s) in your new 'home from home' in London.

**ADDRESS: CALPE HOUSE, 19-23 NORFOLK SQUARE, LONDON W2 1RU**

**CHECK IN DATE:**

**FLIGHT NUMBER:**

**AIRPORT:**

**DEPARTURE:**

**ESTIMATED ARRIVAL:**

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



## ***Your Home from Home***

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](mailto:admin@calpehouseuk.com).

- **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