

Dear Guest,

A very warm welcome to DoubleTree by Hilton Kingston upon Thames. We are delighted to have you with us and hope you enjoy a comfortable, relaxing, and memorable stay.

To help you make the most of your visit, please take a moment to read the information below, outlining our services and hotel policies.

Front Office & Guest Assistance

Our Front Desk operates 24 hours a day. Please dial '0' from your room phone or visit the Front Desk at any time - we are always happy to assist you.

Housekeeping Services

For guest privacy and environmental reasons, ***our hotel operates housekeeping on request.*** If you have not already requested during check-in, and you would like daily service or a specific housekeeping request, please inform our Front Desk team before 12:00 midday.

For fresh towels, or any amenities, these are available upon request from reception at any time. You will also find two extra pillows and an additional set of towels located in the wardrobe in your room.

Dining & Bar Services

Breakfast is served ***Monday to Friday: 6:30am - 9:30am, Saturday & Sunday: 7:00am - 10:30am***
Restaurant Open daily: ***12:00 midday – 10:00pm with Last orders at 9:30pm***
Our Hawkers Bar also offers 24-hour service for all in-house guests.

Please refer to the Room Service QR code located on the mirror in your room to view the menu and to place an order dial the 'Room Service' button on the phone.

Wi-Fi

Complimentary Wi-Fi is available throughout the hotel.
Network: 'Hilton Honors' with no password required.



Additional information

Laundry Service

Laundry service is provided by an external partner. You will find a laundry bag with price listings handing inside the wardrobe in your room.

Collection**: 8:*00am – 9:00am, return: Same evening***. Service is not available on Sundays

Fitness Centre

Our Fitness Centre is located on the 2nd floor and is available 24 hours a day for all in-house guests. Access by using your room key.

Parking Information

Please note that we do not have on-site parking, however we offer a discounted fixed rate of £8.50 per 24 hours at our partner car park at ***Sainsbury's Sury Basin Car Park***, approximately a 3 - 4 minute walk from the hotel. You may use any available bay and make payment directly with the QR code displayed at the Front Desk.

Alternative option: ***Seven Kings Car Park*** (opposite the hotel) which is a secure car park with operating hours: ***Mon–Sat: 7:00am – 11:00pm, Sunday: 9:00am – 11:00pm***. Please note this car park locks overnight following 11pm, with a 24-hour rate of £31.50

Your Feedback

Your comfort is our priority. We truly welcome your feedback and encourage you to share any comments or concerns during your stay, so we can make things right straight away.

We wish you a wonderful stay and thank you for choosing DoubleTree by Hilton Kingston upon Thames.

Warm regards,
The DoubleTree Kingston upon Thames Team