



Weekly Care Package Procedure

Between 9am and 6pm on your apartment's designated service day (please refer to your Arrival Information email) our housekeepers will attend to make a contact-free delivery of your Weekly Care Package, and make a contact-free collection of your used Care Package items from the week before.

Please help by doing the following:

- Please place any bed linen and towels – that you wish for us to collect – by the apartment door, **inside** the apartment.
- Please place any rubbish bags that you wish for us to remove in the same place.
- **Please ensure the above is done by 9am** on the day of your apartment's designated service day.
- When you hear our housekeepers knock on your apartment door and announce themselves, please do not answer the door. Instead, please keep your distance from the door so that our housekeepers can enter the apartment safely, only to remove the items/rubbish that you have placed at the entrance ready to be removed.

What our Housekeepers will do:

- Knock on your apartment door at some point between 9am and 6pm on your apartment's designated service day.
- Announce themselves as a Flying Butler Apartments employee so you know who is knocking and know not to answer the door. (Our housekeepers can access the apartment themselves in their usual, secure way).
- Access the apartment **only** to remove any items or rubbish you have placed by the entrance.
- Place your new delivery of the Weekly Care Package inside the apartment by the entrance before making their exit.

Kind Notice:

- If our housekeepers make delivery of the Weekly Care Package before you have placed your items or rubbish to be removed by the entrance of the apartment, unfortunately your items will not be collected until the following designated service day for your apartment.
- If you wish to communicate with our housekeepers whilst they make their contact-free delivery, please make sure you do so at a distance of at least 2 meters.

We hope the procedure above will help to provide comfort and security during your stay. If you have any questions, please call Guest Services on [+44\(0\)800 6522552](tel:+44(0)8006522552) or email help@flyingbutler.com for assistance.



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