



# WELCOME TO LUTON

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## WELCOME TO

FLAT 501  
37 CASTLE STREET  
LUTON  
LU1 3AG

Useful information to help you settle in, along with a few local recommendations to make your stay more enjoyable.

We've kept everything clear and easy to follow and shared a few of our own favourite spots nearby so you can experience the area like a local.

# GUEST BOOK



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# Andwell & Co

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**This home is proudly managed by Andwell & Co, a hospitality-led short-stay company run by Shaun and Toby.**

## ○ MEET THE TEAM

Between us, we've spent years on the ground running homes like this. It's hands-on work, and we take real pride in doing it properly.

This isn't just another listing to us. We look after the space, and we care about the people staying in it. Every home we manage means something, and this one is no different.

We've set it up to feel comfortable and easy from the moment you walk in. Comfy bedding, thoughtful touches, free WiFi and clear communication. The kind of details that actually matter when you're staying somewhere.

We love hosting, and we hope you feel at home here.

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From Shaun Toby & the  
Andwell & Co team

# QUICK ESSENTIALS

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○ REFERENCES

**Property Address**

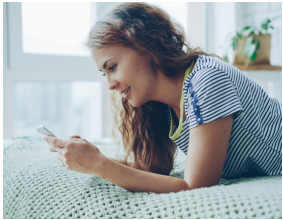
Flat 501  
37 Castle Street  
Luton  
LU1 3AG



**WiFi, Scan to  
connect**



Network: Three\_3F4ID6  
Password: 5nQW553WK72253S



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**Emergency Contact** +44 (0)7843956725



# HOUSE RULES

ENJOY YOUR STAY AND TREAT THE  
SPACE WITH THE SAME CARE AND  
RESPECT AS YOUR FAMILY HOME.



- **No parties or gatherings**

This is a residential building, so gatherings, parties, or events are not permitted.

- **No smoking or vaping**

Smoking or vaping is not allowed anywhere inside the property or building to keep the space fresh for all guests.

- **No visitors without permission**

Only registered guests are allowed in the property.  
Visitors must be agreed in advance.

- **Shoes off indoors**

Please remove shoes at the door to help keep the property clean and hygienic.

- **Pets**

Pets are only allowed if pre-authorised in advance. A pet cleaning fee must be paid to protect future guests, especially those with allergies.

- **Noise**

Please keep noise to a minimum, particularly in the evenings after 7pm to respect neighbours. We want to maintain a calm and comfortable environment for everyone.

- **Noise monitoring**

A noise monitor is in place inside the property. It does not record conversations, only sound levels.

- **CCTV**

CCTV operates in communal areas outside the building for security. This may be used as evidence if required.

Failure to follow house rules may result in additional charges or early termination of your stay.

# HOW EVERYTHING WORKS

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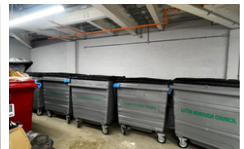
## Heating & Hot Water

- Heating panels are located throughout the property
- Make sure the switch on the side is turned on
- Adjust the temperature using the controls on the panel
- Hot water is 24 Hours and enough water for the home's guest capacity. If the water is cold, we ask you to wait for it to reheat



## Please help us recycle.

- Bins are located in the Refuse Store
- Go to the lobby where the lift is located
- Tap the fob on the panel
- Follow the door through to the refuse store
- Dispose of rubbish in the Refuse Store bins
- Use the designated bins for recycling and general waste
- Separate items where possible (paper, plastic, glass)
- Rinse containers before recycling
- Do not place food waste in recycling bins



# HOW EVERYTHING WORKS

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## **Parking**

- The easiest option is to use one of the town centre car parks close to Castle Street. South Road Car Park, LU1 3AL and Vicarage Street Car Park, LU1 3HZ are both council car parks and are open 24 hours.
- Please follow any local signage or restrictions
- There are also bookable parking options nearby through apps such as JustPark, which can be useful for overnight stays or if guests want to reserve a space before arrival.
- Parking is at your own risk.



## **TV & Entertainment**

- Turn on using the remote
- Smart TV apps available (Netflix, etc.)
- Log into your own accounts if needed and remember to log out before leaving

## **Bathroom**

- Please avoid blocking drains and dispose of items in the bin provided
- Ventilation: Open window or use fan after showering

## **Washing Machine**

- We recommend a short cycle at 30°C for most clothes
- Turn the dial to select the programme, choose your settings, then press start
- Please do not dry clothes on electric heaters

## **Other**

If you need help using anything in the home, send us a photo and our team will guide you through it.

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# LOCAL ESSENTIALS

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○ IF YOU NEED DIRECTIONS OR ANYTHING MORE SPECIFIC, JUST MESSAGE US.



## **Local Supermarket Sainsbury's, Dunstable Road**

A handy full-size supermarket for groceries, snacks and everyday essentials. It's close to the town centre, so it works well if you're staying for a few nights and want to stock up properly.



## **Local Pharmacy Kamsons Pharmacy**

This is the easiest local pharmacy as it's on Castle Street itself. Handy for prescriptions, toiletries, travel basics or anything you may have forgotten to pack.



## **Local Station Luton Station**

Luton Station is the main local station and gives you easy access to London, St Albans, Bedford and beyond. It's the best option for guests who want to get around without a car.



# PLACES TO EAT

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## ○ OUR FAVOURITE PLACES NEARBY



### **Favourite Café** **Hat Factory Café**

A relaxed café inside one of Luton's creative venues. It's a nice place for coffee, a light bite or a casual start to the day, especially if you like somewhere with a bit of local character.



### **Favourite Bar** **The Red Lion,** **Castle Street**

A classic town centre pub very close to the apartment. It's easy, relaxed and ideal for a drink, pub food or watching sport without needing to travel far.



### **Favourite Restaurant** **Nakorn Thai,** **Wellington Street**

A well-loved independent Thai restaurant in Luton. It's a great choice if you want something local, warm and reliable rather than a chain



# LOCAL PLACES

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## **Local Highlight** **Stockwood** **Discovery Centre**

A great place to get a feel for the area, with a mix of shops, cafés, and local character. Ideal for a short walk and a relaxed afternoon.



## **Green Space** **Stockwood Park**

Perfect for a walk, fresh air, or just a bit of downtime. Great for a morning stroll or an evening unwind.



## **Access to London** **Luton to London** **St Pancras** **International**

Luton is very well connected for London by train. Services run into London St Pancras International, making the apartment a practical base for work trips, events or days out in the city.



# EXTEND YOUR STAY OR LATE CHECK-OUT

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## ○ EXTEND YOUR STAY



**If you need to extend your stay or need a later check-out to catch a night flight, just message us a week before and we'll see what's possible.**



We'll always try to help, but it depends on the next booking and our cleaning schedule.

If a late check-out is available, there will be a small fee. This helps cover the extra time and staff needed to get the property ready for the next guest without rushing the clean.

Let us know as early as you can and we'll do our best to make it work.

# CHECKOUT INSTRUCTIONS



Check-out is **by or before 10am** unless agreed otherwise.

- ✓ Leave beds unmade and place **towels in the bath** or shower
- ✓ **Wash dishes**, load and start the dishwasher
- ✓ **Empty fridge**, cupboards, and bins
- ✓ Place **bins outside**, see instructions provided
- ✓ **Turn off lights**
- ✓ Close and **lock all windows and doors**
- ✓ **Return keys** to the lockbox

**Send me a message to say you have checked out**

WE APPRECIATE GUESTS WHO  
TREAT THE SPACE WITH CARE  
AND LEAVE IT CLEAN AND TIDY,  
JUST AS THEY FOUND IT.

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# Andwell & Co



## **Book Your Next Stay**

If you've enjoyed your stay, you can book your next stay by scanning the QR code.

It's the quickest way to check availability across our properties and access our best available rates.

[andwell.bookeddirectly.com](https://andwell.bookeddirectly.com)

[andwell.co.uk](https://andwell.co.uk)

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