

Frequently asked questions

How do we find you?

A map is available in our 'Find Us' section on our website. We are situated on 4-5 Westgate Buildings, between Tesco Express and Stables Restaurant. You will see a glass door with Hiding Space - Westgate Apartments.

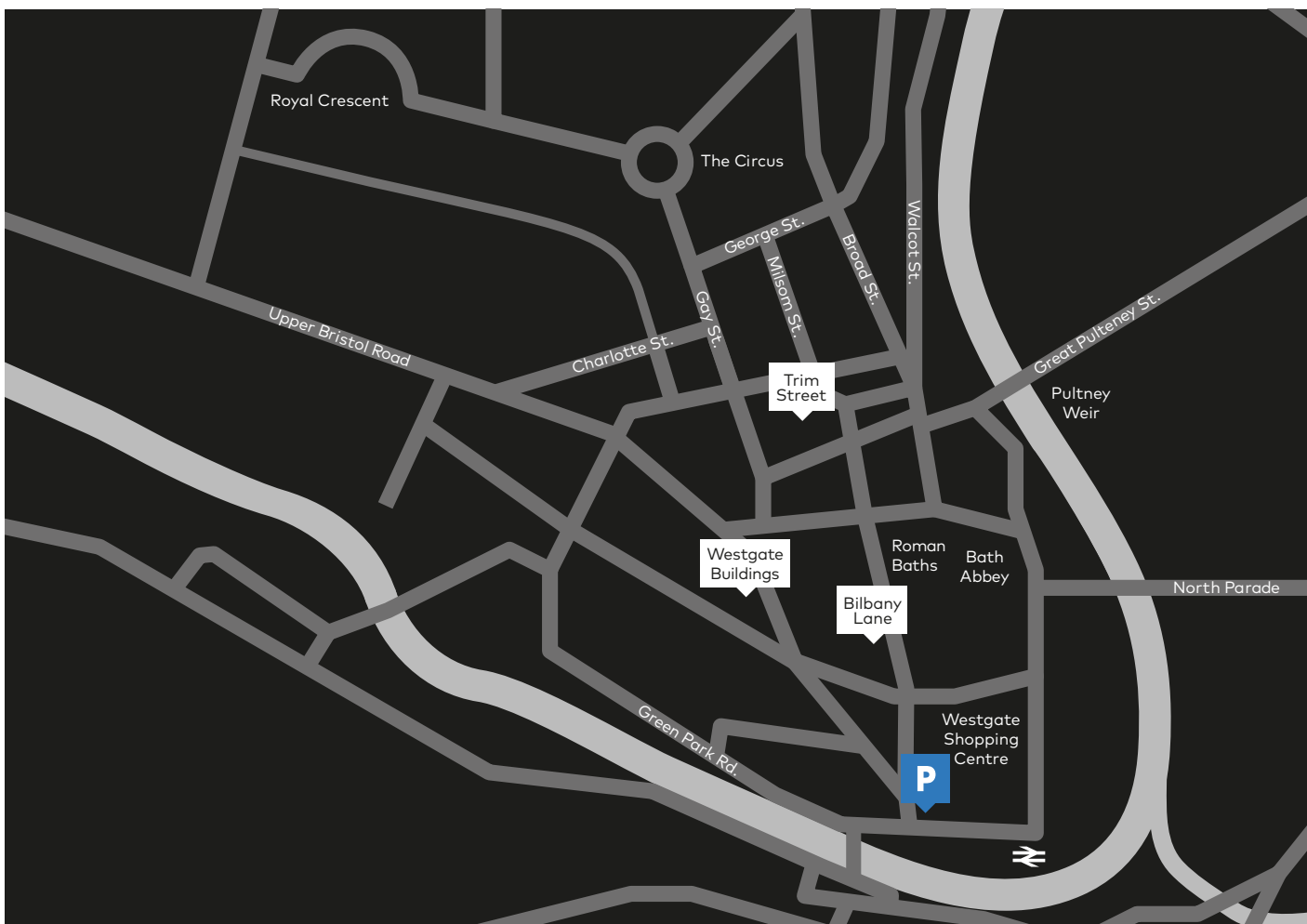
Press the Reception button and we will open the door for you.

How do I collect the keys?

If possible, please let us know your approximate time of arrival. Our Reception is open from 8:30am until 9:00pm. If you are likely to arrive earlier or later than these times, please contact us on 01225 614 111 and we will make sure you have access to the property.

Where can I park?

The closest car park is Southgate Car Park. It is a few minutes' walk from Hiding Space. The postcode for Southgate Car Park is: BA1 1TP.



Your licence plate is recorded when you enter the car park and you simply enter this when leaving at one of the pay stations.

The prices are;

2 Hours	£3.50
3 Hours	£4.80
4 Hours	£5.80
6 Hours	£8.50
8 Hours	£11.00
24 Hours	£14.00
Overnight	£5.00

(In after 18:00 Out by 09:30)

Are the bedrooms separate?

Our Standard King rooms are only for 2 people maximum and are open plan studios.

Our Superior and Deluxe rooms have a room divider separating the bedroom from the living area, where there is a sofa bed. This does not provide complete privacy so please consider this when booking.

How are the beds set up?

Standard King Apartments have a King bed.

Superior and Deluxe Apartments can be set up as;

Super King bed + King sofa bed

Twin beds + King sofa bed.

How far is the train/bus station from the apartments?

Bath Spa Train Station and Bus Station is a 5 minute walk to Hiding Space - Westgate Apartments.

What time can I Check in / Can I have an early check in?

Check in is guaranteed from 15:00.

Early Check In (13:00) can be requested for an additional fee of £10 (subject to availability). Please contact Reception on 01225 614 111 if you require this.

What time is check out / Can I have a late checkout?

Check out is by 11:00.

Late Check Out (13:00) can be requested for an additional fee of £10 (subject to availability). Please contact Reception on 01225 614 111 if you require this.

You can either check out at Reception or use our Express Check Out Drop Box.

What is provided in the apartments?

We provide;

Towels and Linens

Complimentary Cowshed toiletries

Daily Housekeeping

Welcome Pack of milk, water and chocolates

Nespresso Coffee Machine

Mini-Bar (charged separately)

Flexible Check In/Out (dependent on availability)

Luggage Storage

Concierge Service

Fully equipped kitchen

Do you have a fully equipped kitchen?

Yes, the kitchen is fully equipped with oven/microwave, hob, cooking utensils, knives, cutlery etc.

Do you cater for children?

Children are very welcome.

If you need a travel cot then please contact Reception on 01225 614 111 so that we may have it set up and ready for you. There is a small selection of wooden games in the apartment for you to enjoy during your stay.

Are Hen/Stag parties permitted?

Unfortunately, we do not accept Hen/Stag parties.

Do you accept pets?

Unfortunately, we do not permit pets to stay at Hiding Space.

Do you have any cots for babies?

Yes, we do provide cots, we ask that you inform us in advance, so we can have it ready for you when you arrive.

Can you store our luggage for us before and after we check out?

Yes, we can store your luggage for you before you check in and after you check out as long as you let us know what time you will be returning. Bags must be collected by 18:00.

Is there a lift?

Like most buildings in Bath, we do not have a lift.

We do not have disabled access to any rooms. If you have mobility issues then please contact Reception on 01225 614 111 so that we can try and arrange a room on the 1st floor.

How do I get from Bristol airport to Bath?

The Air Decker Bus departs from Bristol Airport every 30-60 minutes. The closest stop to Bath City centre is Green Park Station. This is the second to last stop. From here, you will need to walk down St James Street and then turn left onto Westgate Buildings.

To get the bus from Bath to Bristol Airport, you can simply get on the Air Decker bus directly outside the Apartments. These depart every 30 minutes between 7:00 and 21:00 and hourly outside of these times.

Please see their website for more details;

<https://www.airdecker.com/wp-content/uploads/2017/04/Current-Timetable-2017-Keynsham.pdf>

What is your cancellation policy?

Bookings made direct with Hiding Space depend on whether you have booked a flexible or non-refundable rate. Please contact Reception on 01225 614111 if you need to cancel or rearrange your booking.

All bookings made via third party travel agents (Booking.com, Hotels.com, Expedia etc.) will need to contact their supplier to make any changes.

Can I pay in cash on the day?

If your booking is subject to payment on arrival then it is absolutely fine to pay by cash. Non-refundable bookings will have already been processed in advance so unfortunately, in those circumstances, it won't be possible to pay cash.