

Out of hours key collection:



Grand Hotel

We look forward to welcoming you to **Grand Hotel**, part of Kensington Park Student Village. Here's how to find us and how to collect your accommodation keys if you arrive outside of reception opening hours.

Address:

Grand Hotel, Percy Street, Newcastle upon Tyne, NE1 7RS <https://what3words.com> – opens.flips.secure

Your key collection point/main reception:

Barras Buildings Security Office, NE1 7RU <https://what3words.com/amused.clots.back.ed>

Reception opening times:

Monday to Friday (excluding bank holidays)
Doors open: 8.30am–5.45pm

Telephone & email support:

8.00am–6.00pm



Arriving outside of reception opening hours

Please contact our 24/7 Estate Security Service. There are two ways you can get in touch:

Prior to arriving at reception, you can call them on **+44 (0) 191 208 6817** and they will arrange to meet you and hand over your key. *Please note you will need to have your **ID and Key Collection Pass** ready.*

If you are already at reception or don't have a UK-enabled device to call from, there is a **Help Point** outside the reception entrance, which will take you through to the Estate Security Service. If you are already at Grand Hotel, there is also a **Help Point** located outside the main door.

