

Hotel Services

A - Z

Access to the Hotel at Night

For security purposes, the entrance to the hotel is locked after 11.00pm. If you are returning to the hotel after this time, please ring the door buzzer in order to alert the night porter. The door buzzers are located to the right of the front door.

Airport and Airline Enquiries

Please contact reception for airline information and assistance.

Assistance

A Duty Manager is available 24 hours a day. Please contact reception.

Bank Facility

The nearest cash machine is at the ESSO petrol station next door to the hotel.

Banqueting & Conferences

Please ask at reception or contact our Events Organiser (Mon-Fri 9.00am – 4.00pm) for more information. Sample menus and brochures are available upon request.

Bus Enquiries

Please contact reception for bus information.

Bars

Hotel offers The Library Bar and The Study Bar. BT sports can be found in both The Library Bar and The Study Bar. If the TV's are not on please ask a member of staff and they will happily turn them on for you.

Car Hire

Car hire can be arranged by reception.

Check Out

Guests are requested to vacate their room by 11.00am on the day of departure.

Please hand your room key card into reception. If you would like to check out before 7:00am, the night porter will be able to assist you. In this case, we ask you to please settle your account at reception before 11:00pm the night before. Should you require the room for any longer, please contact reception to discuss your requirements, a charge may apply.

Churches

Please ask at reception for details of local churches and times of service.

Credit Cards/Cheques

The hotel accepts Switch, Visa, MasterCard and American Express. Unfortunately, we do not accept personal cheques as a method of payment.

Credit Facilities

Credit is only given by prior arrangement, for which our terms are payment upon presentation. This can only be arranged via head office.

Doctors/Dentists

Please contact reception for further contact information. If you are feeling unwell now we recommend you call NHS Direct immediately on **0845 4647** (open 24 hours a day).

Do Not Disturb

If you do not wish to be disturbed in your room, please place the "Do Not Disturb" sign on the outside handle of your door. Also, if you do not wish to be disturbed by the telephone, please dial "0" and advise reception.

Dress Code

Guests are requested to maintain a smart casual appearance whilst in the public areas of the hotel, suitable footwear must be worn at all times. The decision of the Duty Manager is final.

Dry Cleaning and Laundry Services

This service is available Monday to Friday (except for Bank Holidays). Please complete a laundry card and hand it in with your laundry to reception before 9.00am.

Electricity and Voltage

The standard voltage is 230 volts. A razor socket is provided in the bathroom with both 115 and 230 volt outlets. International adaptors are on offer via reception.

Emergency Exits

Emergency exits are located on each floor as signposted. Please refer to the location plan situated on your bedroom door for your nearest exit.

Emergency Services

In the event of an emergency (Police, Fire and Ambulance) dial 9 for an outside line, followed by 999. Should you have any difficulties please contact reception. Please advise reception if you have contacted the emergency services.

Essential Items

If you have forgotten an essential item, please contact reception, who will endeavour to assist.

Express Check-Out

Should you wish to use Express check-out; forms can be found within your guest directory. Please complete and hand to reception on your departure.

Photocopying Facilities

A photocopying service is available at reception during the hours of 7:00am-11:00pm at a cost of 20p per sheet.

Fans/Heaters

Please contact reception should you require either.

Feedback

We would be delighted if you could spare us two minutes to leave some feedback. We offer feedback cards in the bedrooms.

Fire

In each bedroom, on the back of the door, are the details of our fire evacuation procedure. Please read these instructions carefully and follow them immediately when you hear the fire bell. The fire alarm will be tested every Monday at 12:00pm. The hotel holds a current fire certificate and is also equipped with smoke and heat detector equipment.

In the event of an evacuation please make your way out through the nearest fire exit and rendezvous at the meet up point, which is situated outside the front of the hotel.

In the case of a fire, dial "0" or 9 999 immediately and break the glass of the nearest fire alarm point located in the corridor outside your room. Do not stop to collect any belongings. Leave the room immediately and close the door behind you.

First Aid

For emergency assistance, please dial "0" or 9 999. For minor injuries, please contact reception. Please ensure that you advise reception if you have contacted the emergency services.

Flowers

Fresh flowers can be ordered from reception.

Guides, Maps and Timetables

For all local information please contact reception.

Hampers/Packed Lunch

Packed lunches are available, please order by 8.00pm the evening prior.

Housekeeping

Spare pillows and blankets are located in the wardrobe of your bedroom. If you require extra hangers, towels or tea/coffee etc, please contact reception.

Internet Access

High speed fibre optic wireless internet access is available free of charge throughout the hotel which should connect automatically when your computer or laptop or device is turned on. Please contact reception if you require assistance.

There are three hard-wired access points if you would prefer a secure internet connection. Please contact reception.

International Adaptors

International adaptors are available at reception free of charge.

Iron and Ironing Board

An iron and ironing board are located in the wardrobe.

Key Cards

Please refrain from putting your room key card next to other bank cards or mobile phones as this may result in resetting your key card. Please keep your key card with you at all times and hand in upon departure. There will be a £5 charge for any damaged or lost key card. Goods and services can only be charged to your room account on production of your key card. Goods can only be added to your room account if you have pre-authorized a credit card to obtain credit facilities for your stay.

Leisure Facilities

There is quite a selection of leisure facilities and activities in the area including swimming, fishing, gym, theatres and hiking. For more information, please contact reception.

Lobby Computer

There is a guest computer in reception that is available 24 hours a day with free internet access. Please ask a staff member if you require any assistance.

Lost Property

Any misplaced items which are found by one of our members of staff are duly handed to reception and kept for two weeks. The hotel does not hold responsibility for the loss or damage of such items. You are respectfully requested to check your room thoroughly before checking out to ensure all personal belongings have been removed.

Luggage Storage and Assistance (24 hours)

If you require help with an item of luggage, then please contact reception where a member of staff will be happy to assist. Luggage storage is possible between the hours of 7:00am -11:00pm.

Mail

Mail is posted daily from reception. Stamps and stationery are also available.

Maintenance

Please contact reception should you have any maintenance faults in your room.

Newspapers

Please order with reception the evening before. Newspapers will be left outside your bedroom door.

Night Service

For assistance during the night, please contact reception.

At certain times in the evening, you may experience a slight delay in the answering of the telephone, as the night porter will be carrying out security checks. We apologise for any inconvenience this may cause.

No Smoking Policy

All bedrooms are non-smoking. Your assistance in maintaining a smoke free bedroom environment is appreciated. Smoking is only permitted outside the hotel premises. The hotel reserves the right to charge a minimum of £150 as a penalty charge should any evidence of smoking be found in the room.

Payment of Account

Accounts are due on presentation. If arrangements have been made to forward your account to your company, please authorise your account by signing it before departure. All accounts are inclusive of VAT at the current rate.

Pets and Animals

The hotel regrets that no pets are allowed except guide dogs.

Reception

Reception staff are on duty from 7:00am -11:00pm and can be contacted by dialing "0". After 11:00pm the Night Porter may be contacted, by dialing "0" from any hotel phone.

Restaurant

Please find all restaurant details including open times and menus on our website. [Click here](#) to be taken directly to our restaurant page.

Room Cleaning

Guest rooms will be serviced daily. Should you require your room to be serviced at a particular time, please contact reception. The hotel reserves the right to inspect the room at any time should there be a circumstance warranting this.

Room Service

Room service is available from the Lounge Menu between 9.00am-9.00pm with cold sandwiches available 24 hours a day. Please leave all used and dirty items on the room service tray outside your room in the corridor for collection.

Safety and Security

Whilst stringent security measures are in place, the hotel cannot be held responsible for loss or theft of personal property left unattended in your room or in public areas.

Please ensure that your bedroom door is always closed and locked upon leaving your room and that your room key card is kept secure. Keep the hotel key card for charging items to your account.

The rooms do not have a safety deposit box, however we will happily store items in the hotel safe. Please see reception for more information.

Satisfaction

The hotel trusts you have an enjoyable and relaxing stay. However, should you experience any problems or have a query or problem then please do not hesitate to contact the Duty Manager who will be happy to help.

Sewing Kit & Shoe Cleaning

This is available in your en-suite bathroom. A shoe cleaning sponge is supplied in your en-suite bathroom. If you request extra they will be available at reception.

Sightseeing

Please contact reception who will advise you on local attractions – brochures available at reception.

Snacks and Beverages

A selection of cold sandwiches, bottled mineral water, soft drinks and alcoholic beverages are available 24 hours a day, please contact reception.

Taxis

Please book your taxi at the earliest possible time as they are always in short supply between 7:00am and 9:30am. Reception will be happy to assist in booking taxis, however we cannot be held responsible if they are late or do not arrive.

Tea and Coffee Making Facilities

In your room you will find complimentary tea and coffee making facilities. Additional supplies are available from reception.

Telephone/Long Distance Calls

To telephone reception, please dial "0". All bedroom telephones are international direct dialling. For an outside line, dial "9", wait for a dialling tone and then dial your required number. Some telephone numbers are forbidden so please contact reception before dialling international or premium numbers. To call another room a three-digit number is required i.e. to call Room 205 you would dial "205".

Television

The following channels are available on your television set: BBC1 & 2, ITV1, Channel 4, Sky News, and additional free view channels. There are also 8 radio stations to choose from.

Toiletries, Towels and Face Cloths

If you require extra supplies or you would like a face cloth please contact reception on "0". Reception holds some complimentary items such as toothpaste/toothbrush, shaving kits and sanitary products.

Viewing

To view all facilities in the hotel, please contact the Duty Manager, who will be happy to show you around.

Wake Up Calls

Please contact reception to book a "wake up call".