

GUEST INFORMATION DIRECTORY

In Case of an Emergency:

Fire: the hotel operates an automatic fire detection system. If you discover a fire, sound the alarm by breaking the glass at an alarm point located in the corridor. Please follow the instructions on the back of your bedroom door.

Ambulance: Please dial 999 on your mobile phone and inform Reception by dialling 0 immediately after.

Doctor: for medical attention, use the NHS 111 online service, or call 111 on your mobile phone. In some cases, to avoid lengthy delays, we may recommend that you go to a local hospital.

Police: contact Reception and/or the Duty Manager by dialling 0.

For general assistance please dial 0 for Reception

ADAPTOR

A selection of electrical adaptors is available from Reception. Please dial 0 to enquire about availability. A £5 deposit will be applied to your room account which will be removed upon returning the adaptor.

BANQUETING, CONFERENCE AND EVENTS

The hotel has facilities for meetings, private lunches, dinner dances and weddings including licensed rooms for wedding ceremonies.

Our Conference & Events team will be pleased to provide you with complete details of our facilities and menus. Please dial extension 314 for the conference & events department during office hours, or alternatively dial 0 and ask for the Duty Manager. Brochures are also available in the hotel lobby or online www.hotelrembrandt.co.uk

BAR

Gallery Bar Extension: 397. Our Gallery Bar and adjoining garden provide welcoming surroundings in which to enjoy your favourite drinks.

Open daily from 10.00am.

Hotel Residents: 24/7 on request, Non-Residents: 10AM-2AM.

BATH ROBES

Bathrobe and slipper packs are provided for complimentary use in our Superior Room, alternatively they are available for hire, £10 per day. Packs may be purchased for £20.

BREAKFAST

Breakfast is served in the Gallery Restaurant every day from 7.00am to 10.00am

Should you need to depart before the start of breakfast, please inform Reception before 11pm the evening before; in which case a 'reduced' continental breakfast will be served in the Gallery Restaurant.

Room Service Breakfast (Continental Only)

Should you require a room service breakfast please obtain an order form and return it to reception before 11pm the evening before.

CANDLES

Due to fire regulations candles are not permitted in bedrooms.

CHECK IN

Check in time is from 3.00pm onwards. If arriving earlier then luggage may be stored on the premises, but at the owner's risk. Rooms may be available prior to check in time. Reception will try to assist you.

CHECK OUT

We kindly request that all rooms be vacated by 11 am. Luggage may be stored at reception if required. Late check out can be arranged with Reception, available between 11am and 1pm, strictly subject to availability, charged at £10.00 per extra hour. Departures after 1pm will incur a full night's charge at your agreed rate.

CHURCHES

Please ask at reception for details of worship and service times.

CLIMATE CONTROL

A thermostat located on the radiator controls the heating in your room. You can adjust the temperature by turning the dial on the side of the radiator. An electric fan is stored in your wardrobe. For extra heaters and fans please contact Reception.

CIGARETTES/TOBACCO

Smoking (including electronic cigarettes) is not allowed within the hotel including all bedrooms. Smoking is permitted in the garden outside the Gallery Bar and in the car park only. Penalty charges apply for violations of this policy.

CREDIT CARDS

We accept Mastercard, Visa, American Express, and all other major debit and credit cards.

DAMAGE TO HOTEL

We ask you to take care in the use of the facilities in your bedroom. Any abuse or misuse resulting in damage to hotel property is liable to charges which will entail replacement and handling costs and loss of revenue to the hotel.

DINNER

Gallery Restaurant extension: 340

Dinner is served in the Gallery Restaurant every evening from 6.00pm to 9.00pm (On occasions due to low demand these times may be altered at short notice)

Residents booked on a Half Board basis can choose a 3-course meal from the entire menu.

Room Service Dinner - Should you require a room service dinner please contact the Gallery Restaurant on extension 340. A tray charge will apply, please refer to the room service menu on your television for further details. This charge will be applied to your account.

DOGS/PETS Dogs and other pets are not permitted in the hotel. Guide dogs are exempt from this rule. Animals must not be left in vehicles overnight.

EARLY MORNING CALL

An early morning call can be arranged by contacting reception. Once booked, it will remain throughout your stay unless otherwise stated.

ELECTRIC CAR CHARGING STATIONS

These are 6 slow/3-pin charging points located in the front and rear car parks. These are free to use for overnight guests only.

EXPRESS CHECK OUT

For information on our Express Check Out please contact Reception by dialling 0.

FEEDBACK

We appreciate your feedback, please tell us; speak to Reception or ask for the Duty Manager.

FIRE

For your safety, please study the fire precautions behind the door of your room.

HAIRDRYERS

You will find a hairdryer for your personal use in your room. **Please refrain from using a hairdryer directly under a smoke detector.** The voltage in the United Kingdom is 240V and only electrical shavers may be plugged into the bathroom outlet.

HOUSEKEEPING

For iron and ironing boards, additional beds, cots, pillows, blankets and towels, electrical adaptors, tea/coffee supplies please contact Reception. Use of these items is complimentary. **Please refrain from using an iron directly under a smoke detector.** Please advise housekeeping if you do not wish to be disturbed by placing the door hanger so that the relevant side is showing. Showing the other side will indicate your desire for service.

ICE

A complimentary bucket of ice may be obtained 24/7. Dial 0 for assistance.

KEYS

Guests are requested to firmly shut their door when leaving their room. Please ensure to hand your key in on departure when signing or settling your account.

LAUNDRY / DRY CLEANING

A laundry / dry cleaning service is available Monday –Friday. Please contact Reception. Items left at reception by 7.00am Monday to Thursday will be returned the following day, or otherwise the next working day after the weekend. Please note that we use a third party for this service.

LEISURE CLUB

Leisure club extension 313

The leisure club team invites you to relax and unwind in our leisure centre

OPENING TIMES Monday to Friday 7.00am – 9.00pm

Saturdays, Sundays & Bank Holidays 8.00am – 8.00pm

Opening times will vary over the Christmas and New Year periods.

Use of the swimming pool, sauna, spa bath, steam room and fitness suite are free to hotel residents on presentation of their 'Guest Passport' as provided upon arrival.

PLEASE REFER TO OUR FULL SAFETY GUIDELINES on our website

(www.hotelrembrandt.co.uk/leisure-club) or to the notices displayed in the Leisure Club. Towels are provided, do not take your bedroom towels.

LUGGAGE

Luggage storage is available at the owner's risk alongside reception 24/7. This facility is only accessible by hotel staff. For luggage assistance please contact Reception.

LUNCH

Bar snack/meals are served in the Gallery Bar from 12pm until 2pm, Monday to Saturday. Sunday carvery lunch is served from 12pm to 4pm in the Gallery Restaurant.

NEWSPAPERS

Please order at reception the night before, these can be collected from reception after 7.15am each morning. If you wish to have your newspaper delivered to your room, please dial 0. There is a supplement of £0.05p per newspaper.

PACKED LUNCHES

Please contact reception for this service.

PAYMENT OF ACCOUNT

All accounts must be settled before departure at reception. We do require a signature on all accounts.

PILLOWS

An extra pillow is stored in your wardrobe. Please contact Reception if you require extra pillows.

RECEPTION

Reception is staffed 24 hours a day for services mentioned in this directory.

ROOM SERVICE

A room service menu is displayed on your television. Room service is available 24/7. Please dial 340 for the Gallery Restaurant or 0 for Reception for further assistance or to place an order.

A tray charge will apply, please refer to the room service menu for further details. This charge will be applied to your account.

SAFE DEPOSIT

Limited space is available in the hotel safe, subject to availability. Please dial 0 or visit reception for more information.

TELEVISION CHANNELS

The remote control for your television is located either at your bedside or on top of the television. Your digital television receives all free to view digital channels available in our area, which unfortunately is less than in many other parts of the UK.

B.T Sports channels can only be viewed in the Gallery Bar.

For assistance with your television please dial 0 for Reception.

TOILETRIES

Complimentary Toothbrushes, Toothpaste, Combs, Facecloths, Sewing Kit, Shower Cap, and Shaving packs are available 24/7. Please dial 0 for assistance. Sanitary towels may be purchased from the ladies toilet on the central corridor. Condoms may be purchased from the gents toilet in the central corridor.

TOWELS

Extra towels are available free of charge. Please dial 0 for assistance. Please do not take towels away from the hotel premises. PLEASE DO NOT TAKE THE WHITE BEDROOM TOWELS TO THE LEISURE CLUB

TELEPHONE NUMBERS

Hotel Facilities Reception/Night Porter 0

Restaurant 340

Bar 397

Leisure Club 313

Conference/Events 314

VALUABLES

All valuables should be deposited at reception. We encourage you use this service and not leave valuables in your room. The hotel is not responsible for any valuables left in the bedrooms.

VOLTAGE

The voltage of the outlets/sockets in your room is 240v. Please make sure that if using your own appliances that they comply.

WI-FI (Fibre) Free Fibre Wi-Fi is available throughout the hotel. All SSID names are titled 'BW Hotel Rembrandt' and the password is rembrandt.