



**Dear Guest,**

Welcome to Weymouth and to the Hotel Rembrandt.  
We hope that you will have a most enjoyable stay with us.

This information directory has been compiled to help you make the most of the facilities available within the hotel. Should you have requirement not listed, please contact Reception by dialling 0 where a member of staff will do what they can to accommodate your request.

If anything in your room has been overlooked, please call Reception straight away so that we can be given an opportunity to rectify any issues.

Use of our Leisure Club is complimentary for hotel guests who have booked directly with the hotel or through Best Western Hotels; facilities include heated pool, gym, sauna, steam room and spa bath. Use of the sun bed incurs an additional charge.  
To gain entry please present your 'Guest Passport' as was provided to you upon your arrival.

Our Gallery Restaurant serves a traditional menu with vegetarian and vegan alternatives.  
The Gallery Bar is adjacent to the Restaurant.

Due to our location and facilities, the hotel is also renowned for hosting meetings, conferences, weddings, and private functions. Please contact Reception if you wish to have a look around and for more information.

Thank you for staying with us and we hope that when you travel to Weymouth again, we will have the pleasure of looking after you again.

**Yours truly,**

**Massimo Menin**  
**General Manager**

## **Hotel Rembrandt**

12-18 Dorchester Road, Weymouth, Dorset, DT4 7JU T: 01305 764000  
E: [reception@hotelrembrandt.co.uk](mailto:reception@hotelrembrandt.co.uk) [www.hotelrembrandt.co.uk](http://www.hotelrembrandt.co.uk)

Registered Office: Hotel Rembrandt Ltd, 97 The Esplanade, Weymouth, Dorset, DT4 7AT Registered in England & Wales, Registration No. 06022930, VAT Registered No. 944 7640 96

**Wherever Life Takes You, Best Western Is There.®**

Each Best Western® branded hotel is independently owned and operated.

# 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](http://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.

## **BREAKFAST**

**Breakfast is served in the Gallery Restaurant ONLY 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.

## **Early Express Breakfast (To Go)**

Available Monday to Friday, from 6am until 7am.

Express Breakfast "To Go" can be booked at Reception before 10pm the night before and can be added to your room account.

It consists of a coffee or tea, a pastry item, a fresh fruit, and an individual carton of orange juice.

## **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 vaping and 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

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)

To book a table please dial 340 or 0 for Reception.

Residents booked on a Half Board basis can choose a 3-course meal from the entire menu.  
Room Service Dinner – Please use the QR code in your room for menu information and contact the Gallery Restaurant on extension 340 to place your order. A tray charge will apply which can be added 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 by dialling 0. Once booked, it will remain throughout your stay unless otherwise stated.

#### ELECTRIC CAR CHARGING STATIONS

There are 6 slow/3-pin charging points located in the front and rear car parks. These are free to use for overnight guests only. We do not possess or supply charging cables.

#### 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

**Daily Service:** Housekeeping staff will replenish your hospitality tray and toilet rolls, empty the bins and replace your wet or dirty towels. A full cleaning and bed linen change will be provided on the fourth morning of your stay.

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; it an be collected at the main bar.

## KEYS (Electronic key cards)

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

## LAUNDRY / DRY CLEANING

We regret to inform you that laundry and dry-cleaning services are not available at the hotel. Complimentary laundry bags are, however, available at Reception for your convenience should you wish to take them away.

## 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 who have booked directly with the hotel or through Best Western Hotels 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](http://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 accessibly by hotel staff. For luggage assistance please contact Reception.

## LUNCH

Bar snack/meals are served in the Gallery Bar from 12pm until 9pm, Monday to Saturday.

Sunday carvery lunch is served from 12pm to 9pm in the Gallery Restaurant.

(On occasions due to low demand these times may be altered at short notice)

#### **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.

#### **PHOTOCOPY AND PRINTING**

Photocopier, and printing services are provided during reception hours between 7am and 11pm. Charges apply.

#### **PILLOWS**

Extra pillow stored in your wardrobe. Please contact Reception if you require extras.

#### **RECEPTION**

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

#### **ROOM SERVICE**

**Please use the QR code in your room for menu information. Room service is available 24/7 for snacks and beverages. Meals available during food service times. Breakfast not available. Please dial 340 for the Gallery Restaurant or 0 for Reception for further assistance or to place an order.**

A tray charge will apply which can be added 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.

#### **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 Reception.

#### **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 OR OUT OF THE HOTEL.**

#### **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.

#### **WATER**

Bottled water is available 24/7 and can be purchased at the bar or through reception or the night porter.

**WI-FI (Fibre) Free Fibre Wi-Fi is available throughout the hotel. All SSID names are titled 'BW Hotel Rembrandt', no password needed.**

**Should you experience difficulties, please contact Reception by dialling 0.**