

**Dear Guest,**

May I extend a warm and friendly greeting to all our guests.

On behalf of all the Best Western The Royal Chase Hotel team it gives me great pleasure to welcome you to this unique hotel set within its picturesque grounds. This Georgian building was once a monastery which was transformed into a hotel.

The small market town of Shaftesbury is one of the oldest and highest towns. With its breath taking views over the hills of the Blackmore Vale, to the now famous Gold Hill, with its steep cobbles and picturesque cottages.

The town centre is only a short distance away with its independent shops, and places of historic interest for our guests to enjoy.

We will endeavour to make your stay as relaxing and comfortable as possible.

If we can be of any assistance during your stay please do not hesitate to contact any of the team.

*Lesley Drew*

*General Manager*

*Please visit our sister hotels*

[www.hotelrembrandt.co.uk](http://www.hotelrembrandt.co.uk) [www.lordhaldonhotel.co.uk](http://www.lordhaldonhotel.co.uk)

## **IN CASE OF 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.

Fire escapes and exit routes are on the back of your bedroom door.

The assembly point is located on the front lawn.

**Ambulance:** Contact Reception by dialling 0.

You can also access the emergency services by dialling 9 for an outside line and then 999 and then please inform Reception or the Duty Manager.

**Police:** Contact Reception by dialling 0

### Hotel Management Team

Lesley Drew	General Manager
Camilla Spranklen	Assistant Manager
Mike Shoemark	Head of Maintenance
Rob Armeanu	Head Chef
Sally Kavanagh	Executive Housekeeper

### **Meal Times and Availability:**

We serve Breakfast from 7.00am - 9.00am Monday – Friday inclusive. And 8.00am -10.00am Saturdays, Sundays, and Bank Holidays.

Breakfast can also be delivered as Room Service. Please fill out the Breakfast card provided in your room and hand to reception before 11pm.

Early Express Breakfast is available from 6:30am-7:30am Monday to Friday only. Please fill out the express breakfast form and hand to Reception by 10:00pm.

Lunch is served 12.00pm to 2:00pm

Dinner is available from 6.00pm to 9.00pm daily.  
Dinner can be served in the Byzant Restaurant, the Bar or as room service.

To book a table for dinner please contact Reception.

### **Bar Opening Hours:**

11.00am to 11.00pm

### **Leisure Facilities:**

During your stay with us use of our leisure facilities is complimentary. We have a Sauna and Swimming Pool available for you to use, please contact Reception for availability.

The pool and facilities are open from 7.00am - 9.30pm daily. We are open to the public between the hours of 10.00am and 6.30pm.

Lockers are available and take a token – available at Reception - which is returned, and changing rooms are provided within the pool area.

The Pool Hall itself has a coded door. We ask all guests to sign in at Reception before using the facilities where we will provide them with this code.

Extra towels are available from reception on request.

### **Internet Access:**

Internet access is complimentary for all guests staying with us.  
Free Fibre Wi-Fi is available throughout the hotel.

**Network:** BW Royal Chase Hotel

**Password:** royalchase

A computer is also available at all times for guests to use and is located in the Library.  
If you require printing facilities, please speak with Reception.

### **Climate Control:**

You can adjust the temperature of your bedroom by turning the dial on the side of your radiator. Extra heaters and fans are available on request.

### **Dialling Instructions:**

To access an outside line from your room dial 0 and Reception will connect you. For assistance, and confirmation of current call charges, please dial 0 for Reception. To dial another room you simply need to put the number 2 before the Room number. For example to call Room 2 dial 202 or Room 22 dial 222.

### **Guest Care:**

We keep a small amount of toiletries and supplies at Reception. These include toothbrushes, toothpaste, shoe shines, sewing kits, Non-Slip bath mats, shaving kits, electrical adaptors and face cloths. These items are available 24hours.

Sanitary items are available at Reception.

Incoming Mail, faxes and messages can be collected from Reception 7am -11pm

Photocopying is also available on request for a small charge 7am -11pm

### **Hairdryers:**

You will find a hairdryer for your personal use in you room. The voltage in the UK is 240V and only electrical shavers may be plugged into the bathroom directly.

### **Blankets:**

Extra blankets, pillows and towels are available on request please contact Reception.

### **House Keeping:**

Please advise House Keeping 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 room is ready to be serviced.

### **Luggage:**

Please inform Reception if you require help to and from your bedroom with luggage. Luggage storage is available in Reception for current residents (access available 24/7).

### **Valuables:**

We encourage you not to leave anything of value in your room and to please deposit anything at Reception, we will place this in our safe and issue you with a receipt which must be returned upon collection of valuables. The Royal Chase Hotel cannot take responsibility for any valuables left in bedrooms.

### **Water:**

Still or sparkling bottled water can be purchased from the Bar, Reception or the Night Porter.

### **Check Out:**

We politely request that rooms are vacated by 11am. Late Check Out can be arranged with Reception subject to availability. Departures after 2pm are liable to incur a full nights charge at the agreed room rate.

Express Check out is available please see reception for details.

Payment of Account – all accounts must be settled before departure. Cheques are not acceptable on departure.

### **Credit Cards:**

We accept the following credit cards: MasterCard, Visa, American Express, Switch and Electron.

### **Guest Feedback:**

This is accessible via [www.bwfeedback.com](http://www.bwfeedback.com)

### **Reception:**

The Reception desk is manned 24 hours a day.

### **Banqueting, Conferencing & Events:**

The hotel has facilities for meetings, private lunches, dinner dances and wedding including licensed rooms for wedding ceremonies. AV equipment is available.

Our Conference & Events Co-ordinator will be pleased to provide you with complete details of our facilities and menus. Please dial 0 and ask for the Conference & Events department during office hours.

### **Maintenance Report Sheet:**

If for any reason you feel the need to raise an issue with your bedroom or its facilities please fill out the Maintenance Report Sheet that can be found in this folder and hand to Reception at your earliest convenience so we are able to rectify the problem.

We apologise if you are not completely satisfied with any aspect of your room and will look to sort the problem for you as soon as possible.

### **TV Lounge:**

In addition to the televisions in each room we also provide a Bar Lounge area complete with flat screen TV and BT Sports channels.

### **Wake Up Call:**

To book a Wakeup call please dial 0 for Reception.

### **Newspaper:**

Newspapers can be ordered with Reception, please dial 0. Your newspaper will be delivered to your room in the morning.

### **Useful Information:**

**NHS Helpline:** 0845 4647

**Doctors:** 01747 856700 (Abbey View Medical Centre)

**Dentist:** 01747 822444 (ADP Dental)

**Pharmacy:** 01747 852086 (Lloyds Pharmacy)

**Churches:** St Edwards Catholic Church  
St Johns Church

Please ask at Reception for directions, service times or a map of the local area.

***We wish to remind all guests that the hotel is completely non smoking and that failure to adhere to this will incur a charge of £250. We kindly ask you to take care in the use of the hotel facilities and your bedroom. Any abuse or misuse resulting in damage to hotel property is liable to charges.***