



We are happy to welcome you to The Bolholt Country Park Hotel.

This hotel is independently owned and operated.

We wanted to take a moment to provide you with information about the hotel. Please see below.

CHILDREN POOL TIMES

2pm– 5pm Monday – Friday

9am– 5pm Saturday and Sunday & Bank Holidays

Last entry is 4.30pm. Anyone under 16 is classed as a child

Please notes the gym, sauna, steam room & jacuzzi are available for over 18's only.

OPENING TIMES

5.30am– 10pm Monday – Thursday

7am– 8.30pm Friday - Sunday

Last entry is 45 minutes before closing.

LEISURE CLUB FACILITIES

The Stables Leisure Club is a privately owned Members Club.

N.B Please note, the leisure club facilities are available free to guests for 1 visit per nights stay, there are additional charges for subsequent uses.

A pass must be obtained from reception for each visit. You may also take towels from your room or reception.

Please be aware that we are a function venue, therefore weekends can be busier and possibly noisier due to these functions taking place.

We do try our utmost to keep noise levels to a minimum.

RECEPTION OPENING HOURS

6.30am –10.15pm Monday – Friday

7.00am –10.15pm Saturday, Sunday & Bank Holidays

Reception is contactable by dialing 0 from the telephone in your room.

Outside of these hours please contact the night manager on 1109 from your room.

Check In time is from 2pm. Check out time is 11am for later checkout please contact reception to check availability.

RESIDENTS BAR OPENING HOURS

11.30am– 01.00am

<u>BREAKFAST</u>	<u>COOKED</u>	<u>CONTINENTAL</u>
Monday –Friday	6.30am– 9am	6.00am – 9.00am
Saturday	7.00am– 9.30am	6.30am – 9.30am
Sunday & Bank Holiday	8.00am –10.00am	7.00am -10.00am

EXPRESS BREAKFAST - PLEASE ORDER WITH RECEPTION BEFORE 10PM THE NIGHT BEFORE.

Express breakfast consists of a hot drink, piece of fruit, bakery item and a fruit juice. Available until 6am.

BEDDING – Additional bedding is available on request.

BOTTLED WATER – Available at Reception complimentary.

CAR PARKING – Ample parking is available free of charge for residents. However no responsibility can be accepted for loss or damage to vehicles.

COFFEE & TEA MAKING FACILITIES – These can be found in all rooms either on the dressing table or in the cupboard underneath, for extra items please ask at Reception.

CONFERENCE & BANQUETTING – For information please ask at Reception or contact sales@bolholt.co.uk

CREDIT CARDS – We accept MasterCard, Visa, Amex at, Delta, Switch & Solo/Electron &Maestro
Please note we do not accept cheques for any charges within the hotel.

DIRECTIONS – Should you require directions to a destination, please contact reception for a route Finder.

DRY CLEANING/LAUNDRY –This service is not available at the hotel. However we can advise of local launderettes, please speak to reception. Charges apply.

ELECTRICAL SOCKETS – All electrical sockets are permanently on for charging or computer usage.

EMERGENCIES, FIRE & MEDICAL ASSISTANCE – For medical assistance please call reception 0 for Reception or dial 9 for an outside line followed by 999 for emergency services.

Fire instructions are located on the back of each bedroom door.

For all other emergencies e.g personal, security or fire, please dial 9 for an outside line followed by 999.

EXTRA LIGHTING – Desk lamps are available during reception opening hours.

ELECTRIC CAR CHARGING – This is available on request please let reception know.

FANS/HEATERS – Please contact reception we can supply subject to demand.

HAIRDRYERS – Located in dressing tables drawers.

ICE – This can be obtained 24hrs a day from the residents bar. Ice is charged at £1.00 per bucket.

IRON & IRONING BOARDS – These can be found in your wardrobe in your room.

LOCAL ATTRACTIONS – We have a leaflet stand located in the lounge area, also staff with knowledge and recommendations of the local area.

LUGGAGE ASSISTANCE & STORAGE – This is available 24hrs a day, please ask at reception.

PETS – Pets are welcome at a charge, they must be accompanied at all times, they are not allowed in the restaurant, yet are allowed in the bar area, dogs should be kept on a lead at all times. Please check on booking with reception that we have dog friendly rooms available to ensure we can allocate accordingly.

PHOTOCOPY & FAX SERVICES – Please contact reception during opening hours. The hotel fax Number is 0161 764 3956. There is no charge for receiving faxes, however a small fee may apply for sending them and producing photocopies.

RECYCLING FOR THE ENVIRONMENT – We care and we can make a difference, please see Reception to obtain our environmental policy.

RESTAURANT – Open daily from 5pm – 9pm (hours may vary when functions are taking place)

Both A LA CARTE & Table D'hôte menu is available, as well as hot & cold snacks.

ROOM KEYS – Guests are required their doors are pulled fully closed when leaving their room and the room key card is returned to reception on check out.

ROOM SERVICE – Meals & snacks can be ordered to your room for a charge of £3.00 per person.

Please call 1109 from your room to order food or obtain a menu.

SAFE DEPOSIT BOXES – We recommend that no valuables are left in your room as the hotel assumes no liability for valuables not left for safekeeping. You may store your valuables with Reception for safekeeping, where it will be stored in a locked safe.

SATISFACTION & FEEDBACK – It is our desire every guest receives entire satisfaction during their stay. Should any problems or issues arise please contact reception or duty manager.

If you have any comments regarding your stay at our hotel, please see reception for a form or visit our trip advisor page.

SNACKS& BEVERAGES –These are available 24hrs a day from the bar by dialling 1109 from the telephone in your room.

TAP WATER – It is safe to drink the water from the taps in your room.

TELEPHONE& DIALLING INSTRUCTIONS –

Reception – Dial 0

Night Manager – Dial 1109

Local Dialling – 9 + number

National Dialling– Dial 9 + area code + number

International dialling – Dial 9 +country code + city code + number.

Directory Enquiries – Dial 9 + 118500

Another bedroom - Dial 11 + room number

TELEVISION CHANNELS – All freeview channels are available. Access the television guide using your Remote control.

TOILETRIES& AMENITIES – Such as razors, toothbrushes, sewing kits, phone chargers and adapters, face cloths, combs & shoe shine

kits are available at reception at no extra charge 24hrs a day.

Ladies products available at an additional charge.

If you require anything else please contact reception.

WAKE UP SERVICE – To arrange a wake up call please contact reception before 10pm.

WIRELESS/INTERNET ACCESS – High Speed wireless internet access is available in all bedrooms and Public areas. This service is free of charge, to access, sign in as BWGUESTWIFI. We also have 3 hard wired internet points in the lounge. For assistance with devices please contact reception.

BEST WESTERN REWARDS – Why not benefit from your stay by enrolling in the Best Western Rewards program. You will collect points for all your direct bookings, which can be turned into Free nights stays, gift vouchers & much more. All we need is your correct details & an email Address & we can arrange it all for you. If you are already a member let reception know your Rewards card number to ensure you are getting your points.