



Welcome to The Bolholt Country Park Hotel

We are delighted to welcome you to The Bolholt Country Park Hotel. To help you make the most of your stay, we have provided important information below. Should you require further assistance, please do not hesitate to contact Reception.

Children's Pool Times

- Monday to Friday: 2:00pm – 5:00pm
- Saturday, Sunday & Bank Holidays: 9:00am – 5:00pm
- Last entry: 4:30pm
- *Note:* Anyone under 16 years old is considered a child.
Please note: The gym, sauna, steam room, and jacuzzi are available for guests over 18 years of age only.

Opening Times

- Monday to Thursday: 5:30am – 10:00pm
- Friday to Sunday: 7:00am – 8:30pm
- Last entry: 45 minutes before closing.

Leisure Club Facilities

The Stables Leisure Club is a privately owned members' club.

Charge: £8.50 per adult, £2.50 per child

A pass must be obtained from reception for each visit.

Please bring your own towel, or use one available at reception.

Reception Opening Hours

- Monday to Friday: 6:30am – 10:15pm
- Saturday, Sunday & Bank Holidays: 7:00am – 10:15pm
- For assistance outside these hours, please contact the night manager by dialing **1109** from your room.
- **Check-in:** From 2:00pm
- **Check-out:** By 11:00am (Late check-out subject to availability—please contact Reception to request).

Residents Bar Opening Hours

- 11:30am – 1:00am

Breakfast Service

- **Cooked Breakfast:**
 - Monday to Friday: 6:30am – 9:00am
 - Saturday: 7:00am – 9:30am
 - Sunday & Bank Holidays: 8:00am – 10:00am
- **Continental Breakfast:**
 - Monday to Friday: 6:00am – 9:00am
 - Saturday: 6:30am – 9:30am
 - Sunday & Bank Holidays: 7:00am – 10:00am
- **Express Breakfast:** Available when ordered by 10:00pm the night before. This includes a hot drink, fruit, a bakery item, and fruit juice. Available until 6:00am.

Additional Amenities & Services

- **Bedding:** Additional bedding available upon request.
- **Bottled Water:** Complimentary bottled water available 24 hours at Reception.
- **Car Parking:** Ample free parking is available for residents. Please note that the hotel accepts no responsibility for loss or damage to vehicles.
- **Coffee & Tea Facilities:** Available in all rooms. Extra items can be requested at Reception.
- **Conference & Banqueting:** For more information, please contact Reception or email sales@bolholt.co.uk.
- **Credit Cards:** We accept MasterCard, Visa, Amex, Delta, Switch, Solo/Electron, and Maestro. Please note that we do not accept cheques.
- **Directions:** If you require directions, please contact Reception for assistance.
- **Laundry Bags:** Available at Reception.
- **Electrical Sockets:** All sockets are permanently on for charging or computer use.
- **Emergency Assistance:** For medical emergencies, please call Reception at **0** or dial **9** for an outside line followed by **999**. Fire instructions are located on the back of each bedroom door. For all other emergencies, please dial **9** followed by **999**.
- **Extra Lighting:** Desk lamps are available during Reception opening hours.
- **Electric Car Charging:** Available on request—please inform Reception.
- **Fans/Heaters:** Available on request, subject to demand.
- **Hairdryers:** Located in your room's dressing table drawer.
- **Ice:** Available 24 hours from the Residents' Bar, at £1.00 per bucket.
- **Iron & Ironing Boards:** Located in your room's wardrobe.
- **Local Attractions:** Information is available at the leaflet stand in the lounge area, or you may ask our knowledgeable staff for recommendations.
- **Luggage Assistance & Storage:** Available 24 hours a day—please ask at Reception.
- **Pets:** Pets are welcome for an additional charge. They must be accompanied at all times and are not permitted in the restaurant but are allowed in the bar area. Dogs should be kept on a lead at all times. Please confirm pet-friendly room availability at the time of booking.

Additional Services

- **Photocopy & Fax Services:** Available at Reception during opening hours. The hotel's fax number is **0161 764 3956**. There is no charge for receiving faxes, but a small fee may apply for sending faxes or making photocopies.
- **Recycling for the Environment:** We are committed to sustainability. Please ask at Reception for a copy of our environmental policy.
- **Restaurant:** Open daily from 5:00pm – 9:00pm (times may vary for functions). A la carte and Table d'Hôte menus are available, along with hot and cold snacks.
- **Room Keys:** Please ensure your room door is fully closed when leaving your room. Room key cards should be returned to Reception at check-out.
- **Room Service:** Meals and snacks can be ordered to your room for a charge of £3.00 per person. Please call **1109** from your room to place an order.
- **Safe Deposit Boxes:** We recommend that no valuables are left in your room, as the hotel does not assume responsibility for items not stored safely. You may store valuables with Reception for safekeeping in a locked safe.
- **Satisfaction & Feedback:** We strive to ensure every guest is satisfied with their stay. If you experience any issues, please contact Reception or the Duty Manager.
- **Snacks & Beverages:** Available 24 hours a day from the bar. Simply dial **1109** from your room to place an order.
- **Tap Water:** The tap water in your room is safe to drink.
- **Telephone & Dialing Instructions:**
 - Reception: Dial **0**
 - Night Manager: Dial **1109**
 - Local Dialing: Dial **9** + number
 - National Dialing: Dial **9** + area code + number
 - International Dialing: Dial **9** + country code + city code + number
 - Directory Enquiries: Dial **9** + **118500**
 - To call another room: Dial **11** + room number
- **Television Channels:** All Freeview channels are available. You can access the TV guide using the remote control.
- **Toiletries & Amenities:** Items such as razors, toothbrushes, sewing kits, phone chargers, face cloths, combs, and shoe shine kits are available at Reception 24 hours a day.
Ladies' products are available at Reception.
If you require any other items, please contact Reception.
- **Wake-Up Service:** To arrange a wake-up call, please contact Reception before 10:00pm.
- **Wireless/Internet Access:** Complimentary high-speed Wi-Fi is available in all rooms and public areas. To access, sign in as **BWGUESTWIFI**. We also offer three hardwired internet points in the lounge. For assistance with your device, please contact Reception.

Best Western Rewards

Why not make the most of your stay by joining the Best Western Rewards program? Collect points for every direct booking and redeem them for free nights, gift vouchers, and more. Simply provide your details and email address at Reception, and we will handle the rest. If you're already a member, let Reception know your Rewards card number to ensure you receive your points.

Function Venue Notice

As we host events and functions, weekends can be busier and noisier. We always strive to minimize noise levels and ensure the comfort of all our guests.

This hotel is independently owned and operated. We hope you have a pleasant stay with us.