



Dear Guest,

On behalf of my team, welcome to the Burlington Hotel, we look forward to providing you with an enjoyable and memorable stay.

For your convenience, this directory lists the amenities and services that are at your disposal from photocopy charges to our bar and restaurant times. If you are planning to step out and explore the area, the hotel is conveniently located within walking distance of some popular restaurants and local attractions. If you need directions to a specific destination or recommendations, please ask a member of our front desk team for assistance.

If there is anything we can do to help during your stay, please do not hesitate to ask a member of my team and if you experience any little niggles whilst here, please do let us know before you leave so that we can do our utmost to rectify it for you.

With warmest regards,

Mr. L. Boizot
General Manager
manager@theburlingtonhotel.com

P.S. - You can stay up to date with our special offers by following and interacting with us on our social media channels using our handles below or subscribe to our newsletter by entering your contact details on our website - www.theburlingtonhotel.com

FACEBOOK

facebook.com/BurlingtonHotel

INSTAGRAM

instagram.com/BurlingtonHotel

X

x.com/BurlingtonHotel

Burlington Hotel | BW Premier Collection

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www.theburlingtonhotel.com

The Burlington Hotel Ltd. Registration No. 3148911 VAT GB945 7653 81

DIRECTORY OF SERVICES

Adaptors	available from reception.
Additional Services	available at reception 24 hours a day and include blankets; pillows; towels; non-slip bath mats; face cloths; bathrobes; shoe cleaning kits; combs; sewing kits; irons and ironing boards. <small>FREE SERVICE</small>
Alarm Calls	book your wake-up call at reception by dialling 0.
Bar	the Bay Tree Bar & Grill and the Martello Bar are open during the times stated on the Wining & Dining page. In addition, residents can be served at any time.
Breakfast	served in the Bay Tree Grill unless otherwise arranged by your group or organised tour, please see the Wining & Dining page for more information. If you would like to take advantage of our Early Breakfast 'to go' service, please enquire at reception or dial 0 from your room phone.
Cash Back	available at reception. A £2 handling fee is applicable on debit cards to a maximum of £50.00.
Check In	check in time is from 3pm.
Check Out	check out time is 11am. Please contact reception if you require a late check out, this may be arranged subject to availability and could result in a late departure charge. If you would like to take advantage of our Express Checkout service, forms are available at reception.
Chemist	please ask at reception for the nearest chemist/pharmacy.
Churches	please ask at reception for a list of local churches.
Credit	most major credit cards are accepted at reception, including Visa, Delta, MasterCard, Switch, Diners and American Express. Credit facilities for companies must be made by prior arrangement. It is company policy to take full payment upon arrival, please see the Hotel Payment & Credit Policy notice located at reception.
Data Point	there are 3 hard-wired data points located in the public areas. Please contact reception for more information.
Electrical Fans	located in the bedroom wardrobe.
Emergencies	in the event of a fire or if you require medical attention, please dial 9 from your room phone for an outside line then dial 999 or 112 for the emergency services or 111 for non-emergency assistance. Alternatively, please contact reception by dialling 0.

Faxing, Printing & Photocopying

available at reception between 7am -11pm daily.

Fax

£1.00 per page to national numbers
£2.00 per page to European numbers
£3.00 per page to the rest of the world
INCOMING FAXES WILL BE KEPT FOR YOU AT RECEPTION
AND CHARGED AT 50P PER PAGE

Print & Copy

A4 - 20p per black and white copy / 40p per colour copy
A3 - 40p per black and white copy / 80p per colour copy

Fire Alarm

fire instructions are displayed on the back of your bedroom door. It is in your own interest to study these carefully. The fire assembly point is directly in the front car park. The alarm emits a solid tone siren which is tested on a weekly basis.

Foreign Exchange

payment and foreign exchange is available at reception for Euros and U.S. Dollars, please ask for the hotel's current rate of exchange.
INCLUDES COMMISSION RATE

Hair Dryer

located in the drawer in your bedroom.

Hospitality Tray

additional sachets of tea, coffee, etc. and fresh milk are available upon request from reception.
FREE SERVICE

Ice

available from the bar or from reception.

Key Card & Wallet

please hand your electronic key card to reception upon check out. The signed wallet is required if you have enabled your credit facilities at reception (requires credit card pre-authorisation). Please show this when charging goods and services to your room.
THE HOTEL CANNOT ACCEPT LIABILITY IF YOUR KEY CARD WALLET IS LOST AND USED BY PERSONS OTHER THAN YOURSELF. IF LOST, PLEASE INFORM RECEPTION IMMEDIATELY

Laundry

laundry bags and lists can be requested from reception. Please leave your laundry with reception by 12 noon for next day service.
SERVICE UNAVAILABLE WEEKENDS & BANK HOLIDAYS

Lost Property

please contact reception.

Luggage Storage

available throughout your stay and up to 6 hours after checkout.

Luggage Assistance

this service is available from 7am to 11pm daily.



Mail & Stamps	please leave with reception before 3pm for same day post. Stamps will be charged at the prevailing rate.
Maintenance	please report maintenance immediately to reception. We will endeavour to rectify the problem as soon as possible.
Notepads & Pens	available from reception upon request for free.
Parking	the car park has a limited number of spaces however this is supplemented by on-street parking which is chargeable. Parking vouchers can be purchased from reception.
Pets	we are happy to welcome dogs at the hotel and can also suggest some routes that are ideal for walks. Please be aware that unfortunately dogs are not permitted in the Bay Tree Bar & Grill.
Phone Charger	spare chargers are available from reception SUBJECT TO AVAILABILITY
Reception	our office is manned 24 hours a day. A night porter is on duty between 11pm and 7am.
Restaurant	the Bay Tree Grill offers both breakfast and dinner. Please refer to the Wining & Dining page for more information.
Room Service	please refer to the Wining & Dining page for more information.
Safe Deposit	in-room safes can be found in the guestroom wardrobes or drawer spaces. Please note that the hotel cannot assume responsibility for cash, valuables and personal effects that are left in the guest room or in the room safes. We recommend you use the hotel's main safety deposit box for any valuables. Please ask reception for details.
Snacks & Beverages	please refer to the Wining & Dining page for more information.
Taxi	please contact reception.
Telephones	for full service and extensions, please see the phone card located by your telephone.
Television	our televisions include Freeview and radio channels, a full list can be accessed by pressing the GUIDE button on your remote control.
Toiletries	additional toiletries are available at reception 24 hours a day and include combs; shaving kits; dental kits; gels; shampoo and soap. <small>FREE SERVICE - SANITARY ITEMS ARE AVAILABLE AT A COST FROM RECEPTION.</small>
Voltage	220/240 volts in all socket outlets.
Water	bottled water and other refreshments are available from the bar during opening hours or through reception, 24 hours a day.



High Speed Internet Access (HSIA) is available in all areas free of charge to guests through the Clevernet network. Enable your wireless device and connect to **Burlington Hotel**, navigate to the login page using your browser and sign-up for free access.
IF YOU EXPERIENCE ANY PROBLEMS, PLEASE CONTACT THE HELP LINE ON 0330 808 7777



WINING & DINING

Bay Tree Grill

Our restaurant offers modern British menus with locally sourced seasonal ingredients where possible, complimented by a comprehensive wine list. Our menus can be found online and at reception or a copy provided to your room upon request. If you would like to dine with us, please book at reception as the restaurant can get busy.

Breakfast is also served in the Bay Tree Grill; our offering includes a selection of cooked items using quality produce. Our Continental offering includes cereals, juices, yoghurt, fresh fruits, pastries and more. Continental breakfasts can be arranged outside of normal hours and can also be delivered to your room.

FOOD SERVING TIMES

Breakfast 7am - 10am daily

Dinner 6pm - 9.30pm daily

Bay Tree Bar

Situated on the lower ground floor, the Bay Tree Bar offers a wide selection of both international and local beers, bottled ales, still and sparkling wines, premium liqueurs and spirits and a selection of unique Signature Cocktails which are popular with our regular guests and local residents. The bar also serves hot drinks and our full food menu offering during standard food serving times.



Martello Bar & Lounge

Situated on the ground floor opposite the reception lobby, the Martello Bar is open from 11am to 11pm daily, although drinks can be served at any time for hotel residents and snacks are available in the afternoon. The Martello Bar can also be booked for private events. Whilst dogs are not permitted in the Bay Tree (except guide dogs) we will do our utmost to accommodate them so that you can enjoy their company during your meal in our Martello Lounges when possible.



Room Service

Our menus can be accessed online, by using the QR code in your room or a copy can be provided upon request. All items are available during standard food serving times, with some items available 24-hours a day. A tray charge will be added for all room service orders as is indicated on the QR code signs or menus.



CONFERENCES & EVENTS

The **Premier Room** offers luxurious air-conditioned accommodation for up to 200 people for theatre style meetings, whilst smaller meetings and events can be accommodated in the **Domino, Radnor** and **Garden Room**.

Syndicate rooms are also available for boardroom style meetings or private interviews for up to 14 delegates with the latest in audio and visual equipment available for hire and free high-speed internet access throughout.

The Premier Room is also well suited for private dinners of up to 150 people with the option of a private bar.

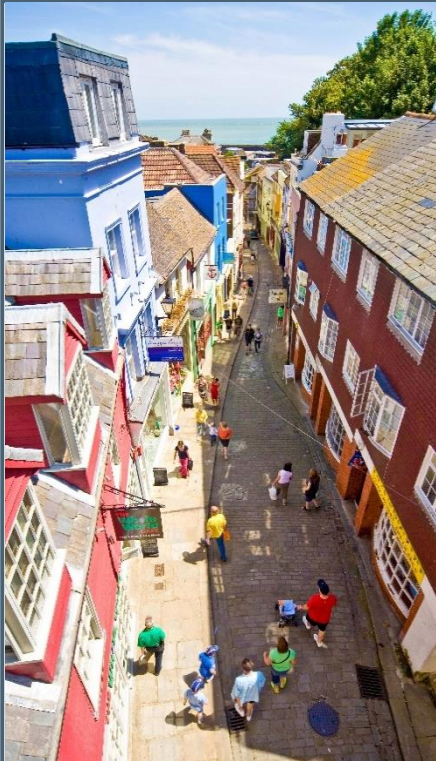
Whatever your needs may be, our facilities make us the perfect venue to host your event.

WEDDINGS

The Burlington is the ideal venue for weddings, with bespoke or all-inclusive packages and many discounted offers available throughout the year. The hotel is also licensed for civil ceremonies and partnerships.

For more information regarding conferences and weddings please contact our events coordinator or email info@theburlingtonhotel.com





WHERE TO GO & WHAT TO SEE

Out for some Food or a Tipple!

Sandgate High Street has several quaint independent coffee shops delis, from **Loaf** who have a range of quality sandwiches and great coffees and **Orchard Lane Coffee House** who have an amazing array of vegetarian and vegan cakes and snacks even if you are not that way inclined.

Obviously, we would love you to visit the **Bay Tree Bar & Grill** situated on the sub-ground floor level of the hotel, however there are other great places in town too such as **The Pullman**, a traditional and popular pub offering hearty food and local ales. **The Folkestone Wine Company** is a fantastic and quaint restaurant which only holds a few tables and serves what the chef-patron sources daily through local suppliers, a real gem with lots of character. **Rocksalt Restaurant** offers 2 rosette dining with some of the best views over the channel and all of the pop-up food stalls at the **Harbour Arm** are a must when the weather permits it. All come highly recommend and we suggest booking in advance to avoid disappointment.

A Spot of Shopping...

Folkestone High Street has their mainstream shops mainly in **Bouverie Place Shopping Centre** where you will find the likes of **TK Maxx**, **Sports Direct** and **New Look**. There are independent shops on the high street including **Landau** who specialise in designer and sportswear, boutique shops and art galleries on the old high-street leading to the harbour.

A Great Base for your Kentish Escape!

There are so many fantastic places to see using Folkestone as a base, with many just a short drive or train-ride away. You could visit **Leeds Castle** also known as 'the loveliest castle in the world' or go to **Tenterden** and explore the shops then take the steam railway to **Bodiam Castle**. Explore Canterbury with its award-winning city centre, shopping and impressive Cathedral or take a trip to **Whitstable** to see the fishing boats and sample their famous Whitstable Oysters!

There is plenty of information on places to visit at reception where local maps are available listing some of the many attractions the town and surrounding areas have to offer. We would be happy to help you organise your day out so if you would like some help, please come and see us at reception for our recommendations.

