

BEST WESTERN FOREST HILLS HOTEL

GUEST INFORMATION



For the comfort of our Guests, please be advised that the Forest Hills Hotel, including all bedrooms is a strictly non-smoking & non-vaping hotel. Any persons found in breach of this policy will be fined accordingly.

We do respectfully ask that all Guests be appropriately dressed in all areas of the hotel.

BREAKFAST

Monday – Friday 6.30am – 9.30am
Saturday, Sunday & Bank Holidays 7.00am – 10.00am

Please be aware that on week days, you must pre-book a table for breakfast. See reception or a member of the restaurant team for more information.

Full English Breakfast - £12.50

Grab & Go - £6.00 (Available from 6am)



DINING

Grill on the Hill Restaurant

Monday - Saturday - 12:00pm - 9:00pm

Sunday - 12:00pm - 8:00pm

Room Service Served Daily from 11.00am – 10.00pm

Snack and bar menu available 24 hours a day (after 11pm night porter service)
Please ask at reception for more information

LEISURE CLUB

Monday – Friday 7.00am – 9.00pm
Saturday, Sunday & Bank Holidays 7.00am – 9.00pm

Leisure Club

Open exclusively to members and residents.

Classes

A full timetable of exercise Classes to suit all levels of fitness. For more information and bookings please contact Leisure Reception.

Towels

Leisure towels are available & can be collected from the Leisure Reception - these are also to be returned to the leisure reception and deposited in the towel bin.

Hotel Residents

Any guests staying at the Hotel are welcome to use the leisure club facilities at a cost of £5 per adult & £3 per child, per visit in to the club. This is payable either on check in or prior to using the club at Reception.



Poolside

Please note that glasses and food are not permitted on Poolside. No outdoor footwear allowed Poolside - plastic overshoes are provided.

Technogym

Technogym Equipment is used in the Gym cardiovascular on the bottom level and weight section on the higher level. If you require any help or assistance with any of the equipment please ask a member of the team at the Leisure Desk

Personal Training

If a busy schedule and unfamiliar surroundings are hampering your fitness, let us take control! Our on-site personal trainers will tailor make a session to suit you at an affordable price. To find out more speak to a member of the Leisure Team.

GENERAL INFORMATION

Telephones

Emergencies	Dial 1000 or 9 + 999
Reception	Dial 1000
National Calls	Dial 9 then your number (charged at 25p per unit)
International Calls	Dial 1000 and the Receptionist will obtain the required number
Room to Room	Dial 1 then the three digit room number required rooms or if it is a 2 digit room number dial 10 then the 2 digit room number.

Internet

Internet access is via BWFORESTHILLS and the password is BestWestern.

This is a free service across the hotel including all public areas and bedrooms. If for any reason you cannot access our Wifi please contact Reception.

We also offer 3 hard-wired points in the Reception Area for guest to access the Internet.



Conference

Our Conference and Banqueting Department are available from 9am until 5pm - Monday to Friday. Our Duty Managers are available outside these hours to deal with any conference or banqueting enquiries you may have. We include the following in our published Conference Rates from £25.00 Day Delegate Rate and £90.00 24 Hour Rate:

- Free high-speed internet access
- Use of a Screen & Flipchart
- Tea, Coffee and Biscuits
- Sandwich Lunch
- Iced Water, Cordial & Sweets

Photocopier

All services are available 24 Hours at Reception with the exception of Printing and Secretarial. Charges as follows:

Photocopying	A4 - 15p per sheet
	A3 - 20p per sheet
Colour Copies	A4 - 30p per sheet
Printing	A4 - 15p per sheet

Reception

Receptionists will be on duty between 7.00am and 11.00pm after which a Night Porter will be available. Dial 1000 from your bedroom.

Wake up calls available - please book this service through reception.

Departure

Guests are requested to vacate their rooms before 11.00am on the day of departure. Should you require a later check out time, please arrange with Reception. Express check out is available.

Payment

We Accept Cash, Cheques with a current Debit Card, American Express, Visa, Mastercard, Solo, Maestro and Electron. Payment for bedroom reservations is to be made prior to arrival.

Luggage Assistance

Is available 24 Hours a day - Please ask at Reception or dial 1000 for assistance. Storage is also available if required.

Safe Deposit

The Management cannot accept responsibility for guests effects left on the premises. However, valuable items may be deposited for safe keeping against a receipt signed by the receptionist. The receipt must be retained as it will be required as authorization of the items being withdrawn. Please note that this service is only available between the hours of 7am until 11pm

Energy Saving System

Should you be staying in a bedroom that has an energy saving system and you require uninterrupted power supply for charging electrical goods, please contact Reception and they will issue you an additional key to leave in the unit to ensure constant power supply.

Bathmats

Rubber Bathmats are in every room and can be found behind the bathroom door. Please contact reception should you need another or a replacement.

Lost Property

Should you leave anything behind, we will contact you on the details given to arrange for collection or return to yourselves (this will incur a postage charge). These items will be kept at the hotel for a maximum of 3 months and then donated to a local charity.

Linen Changes

For those guests staying with us for less than 4 days, to aid with our sustainability improvements, we will no longer be changing the bed linen unless requested with reception.



Additional Items

The following are available from Reception – 24 Hours: Face Cloths, Razors, Shaving Cream, Toothbrush, Toothpaste, Comb, Sewing Kit, Shower Cap – complimentary and available from Reception. Extra Pillows can be found in your wardrobe. Extra Towels available from Reception – Dial 1000

Ladies products available in female toilets.

Tea & Coffee will be available in your room.

If you require additional complimentary Tea, Coffee or Milk contact Reception - Dial 1000

Local Information

Hot and Cold Electrical Fans – available from Reception – Dial 1000

Still or Sparkling Bottled Water 330ml - £2.00 or 1L - £4.00

Ice is available from all bars or can be requested from Reception – Dial 1000

A selection of phone chargers and electrical adaptors are available at Reception.

These may be borrowed with our compliments with a refundable deposit of £5.00.

Dogs

Wellies and Paws – There is a hose located outside the front doors to the right – please switch this off when finished. Towels are available from behind Reception – please ask.

Laundry

If you require a laundry service please speak to housekeeping or reception.

Housekeeping

If you are staying for more than one night please kindly consider the environmental impact and re-use your towels. If you require fresh towels, please place your used ones outside your room in a bag, these will be collected and replaced.

Dry Cleaning

Dry Cleaning should also be left at Reception before 9.00am, again please stipulate if you require the same day service. This service is available Monday – Friday only and the charge will be added to your room account.

Ironing

There is an ironing service available from 8.00am – 1.00pm daily. Please contact the Housekeeper or Reception, alternatively an iron and ironing board are available on request.



Medical Assistance

Medical helpline for advice.
NHS Direct – Dial 9 then 111.

Children

Children are welcome to use the public areas of the Hotel and the Leisure Club when accompanied by an adult.

Safety plug socket covers are available from Reception should you require them.

**Safety, Comfort & Environmental**

Please familiarize yourself with our safety procedures which are clearly displayed on the back of your bedroom doors and throughout the building.

For your comfort and other guests, we kindly request that no loud music is played in rooms.

On an environmental note we are striving to do our bit for the environment. So with your help we are now recycling:

Empty plastic bottles
Clean food containers
Cardboard
Newspapers & Magazines
Glass

Please leave items to be recycled to one side in your bedroom, we will do the rest. In public areas within the hotel please pass your items to be recycled to the Leisure or Main Reception.

We would also appreciate it if you would take the time to switch off any appliances or lights when not in use.

Electric Car

Free Electric Car Charging for all our Residential Guests Charging
Please ask at Reception for location of charging station.

Finally, in order for us to maintain the highest standards of service, it would be most helpful to us if you could comment on your stay via www.bwfeedback.com or on Trip Advisor - www.tripadvisor.co.uk/reviewit or E-mail us on info@foresthillshotel.com and we will post your comments on our testimonial page at www.foresthillshotel.com.