

# Guest Information & Hotel Services

## **Credit & Debit Cards**

We accept Visa, Mastercard & American Express.

## **Electrical Fans**

Are available on request from reception by dialling 0

## **Electrical socket & Adapters**

All Bedrooms have a 24-hour electric socket labelled which is not affected by the energy saving card. UK & European Electrical adapters are available from reception (£5 refundable deposit).

## **Emergency Fire**

Please read the notice in your bedroom to familiarise yourself with our emergency procedure.

## **Emergency Medical**

Please contact reception by dialling 0 who will help in an emergency.

## **Fax, Copy & Printing**

Can be arranged with reception between 07:00 and 22:00. A cost of 35p per page applies

## **Free High Speed Internet Access**

Search for & connect to the BWPloughandHarrow network & use the password plough44.

If you require help with HSIA please contact reception by dialling 0

## **Wakeup call**

Wake up calls can be provided – please advise Reception at the desk or call by dialling 0.

## **Water**

Our tap water is safe for drinking. Bottled mineral water is available from the bar & reception for an additional charge 24 hours a day.

## **Snacks**

Snacks and drinks are available from our Lounge Bar 24 hours a day. Please contact Reception on 0 to order, or a member of staff.

## **Safe**

Please let us know if you would like to store anything in our Safe at Reception. This can be accessed during Reception hours.

**Mobile phone chargers are available to borrow if you have forgotten yours. Please contact Reception on 0**

## **Heating**

The heating in bedrooms is computer & sensor controlled & set to a temperature of 19

degrees C when the room is occupied. Please note the heating will reduce to 14 degrees C when the room is unoccupied. The heating CANNOT be adjusted at the radiator valve in the room, so please do not attempt to do this as it will affect the system. If you require an increase or decrease in temperature, please ask at reception by dialling 0.

### **Ice**

Ice can be requested from reception free of charge

### **Express Checkout**

Express checkout is available – please contact Reception on 0 for more information

### **Luggage Assistance & Storage**

Please advise us on check in if you require assistance to your room with your luggage, and on checkout

### **Complimentary toiletries**

If you have forgotten any toiletries, please ask at Reception who keep a small selection of essential toiletries including razors, shaving cream, toothbrush & toothpaste, comb, sewing kit, shower cap & face cloths which are all complimentary, and available 24 hours a day. Sanitary items are available from a vending machine in the main toilets.

### **Television & Radio**

All televisions have free view channels and radio stations programmed – please press the TV guide button for a list of channels

Normal services available - All rooms have linen and towels for your use during your stay. If you require extra towels, pillows, linen or cots please contact reception on 0. We can also provide toiletries as above – soap, shampoo, additional pillows or coathangers. – Available until 10.30pm.

Tea & Coffee - All rooms have hospitality Trays - should you require more items please contact reception by dialling 0

### **Meeting & Function Rooms**

We have 6 conference and meeting rooms with a capacity of between 2 -100 people. If you would like to view the facilities or check availability please dial 0 for reception or email your requirement to our Events Team on [events@ploughandharrowhotel.co.uk](mailto:events@ploughandharrowhotel.co.uk)

### **Reception Desk**

Reception is not continually manned but a member of staff can be contacted by dialling 0.

From 10.30 pm & overnight there is a Night Manager on the premises who can be contacted by dialling 0 for reception.

### **Car Parking**

We have ample car parking which is FREE to guests who have booked directly with us or via Best Western Hotels. If you have booked via a 3rd party then the overnight fee is £15. There are also dedicated spaces for guests with disabilities.

### **Checking In & Out**

The normal check in time is from 2pm and the normal check out time is up to 11am. Please ask us if you require an early check in or late departure.

The Terrace Restaurant - Breakfast - can be booked with Reception in advance and is served in the Terrace Restaurant.

Monday to Friday 6:45am - 9:45am

Saturday, Sunday & Public Holidays 7:30am - 10:30am

Breakfast to Go option - Available 1 hour before Breakfast Opening hours - please ask at reception the evening before. Please be advised that breakfast is particularly busy during the last hour of service at the weekend.

### **Beauforts Bar**

A Traditional Country Pub adjacent to the hotel. At present this is only open to Private Hire.

### **Lounge Bar and Dining**

The lounge Bar is open daily and serves an array of cocktails, beers, wines by the glass and spirits

### **Evening Meals**

Are served from 5:30pm to 8:30pm Monday to Thursday and can be enjoyed in the lounge or on the terrace

### **Room Service**

Is available from 5:30pm to 8:30pm. All items on the menu can be enjoyed in your room with a supplement of £4.50 being added to your bill. Simply dial 0 to order by phone or order in person at the bar or reception.

Guest Satisfaction - Guest satisfaction is a priority for us. If you experience any issues during your stay please ask to speak to the Duty Manager who will do their best to resolve the matter. Our Medallia guest satisfaction survey can be completed online after your stay, or you are welcome to email Paul Smyth Hotel Director to [paul@ploughandharrowhotel.co.uk](mailto:paul@ploughandharrowhotel.co.uk)

