



Welcome to the Lee Wood Hotel and Thank You for choosing to stay with us.

Due to Covid 19 we have had to make a few changes to the day to day running of the hotel. I just wanted to let you know about some of these changes.

We have added more elements to our already extensive cleaning and operating procedures. All public areas are to be cleaned multiple times a day, hand sanitising stations are to be placed around the hotel, staff are to wear PPE and furniture in the lounges and restaurant have been moved to allow for social distancing.

We now have our own WhatsApp messaging service to use from your room – If you need anything from extra pillows to toothpaste just send a WhatsApp message to 07928653187 and we will be able to deliver to outside your door. You can still use the room phone by dialling “0” if you would prefer.

For the safety of yourself and our teams, during your stay our house keepers will not enter your rooms once you have checked in, therefore there will be no servicing of your bedrooms. Please feel free to ask if you need any additional items as our Reception team have a full stock of teas, coffees, toilet rolls and toiletries.

We are asking that you pre book should you wish to dine in the evening so we can ensure we have a table ready and to allow for social distancing.

We have designed an ordering system which allows guests to order food and drink via their mobile device (if you do not want to do this, we can do it the usual way, whilst maintaining social distance!!) You can order from your room by using the QR code or from a table in the bar/restaurant using the QR code on the table.

We know these changes are very different to normal, but please be assured our team are excited to welcome you and we will provide the same excellent customer experience we always strive for - Albeit from a slightly further distance away!

If you have any questions during your stay, please just ask.

Warmest Regards

Rebecca Rose  
operations Manager



## **GUEST SERVICES**

The entire team at The Lee Wood Hotel would like to wish you an enjoyable stay. If there is anything that you require or that we can undertake to make your stay more comfortable then please contact our reception or duty manager.

Our reception desk is open from 7am until 11.00pm.  
There is a night manager contactable from 11pm until 7am.

**FOR ALL SERVICES DIAL RECEPTION '0'  
or Message us using Watsapp on '07928653187'**

### **ELEMENTS RESTAURANT – The Menu is below:**

Elements Restaurant is open to residents and non-residents and our opening times are:

BREAKFAST :	7am – 9.30am	Monday – Friday inclusive
	8am – 10.00am	Saturday, Sunday and Bank Holidays

LUNCH/DINNER: 1pm – 8.15pm      Whilst the Covid Restrictions are in place we are doing last orders in the restaurant for 8.15pm to ensure dinners are finished by the curfew at 10pm.



## Food Served every day

1pm - 8pm

### Starters

Soup of the Day - £6.50

Cajun Chicken Salad, Garlic Mayo - £7.50/ £13.50

Traditional Smoked Salmon Plate with Lemon, Capers, Shallots and Brown Bread- £7.95

### Mains

Thai Green Curry, Coconut Rice,

Chicken - £13.95

Vegetable - £12.95

Ribeye Steak and Chips, Tomato and Mushroom, Pepper Sauce - £19.45

Beer Battered Fish and Chips, Minted Mushy Peas, Chips and Homemade Tartar Sauce - £14.95

Vegan friendly Tofish, Chips, Minted Mushy Peas and Tartar Sauce —£14.95

Vegetarian Sausage, Mash, Peas, Carrots and Vegetable gravy - £14.95

Gammon, Mashed Potato and Wholegrain Mustard - £14.95

**Sandwiches** - *All served on Granary or White bread with a side salad and crisps*

Cheddar & Apple Chutney - £5.45

Smoked Salmon, Cream Cheese & Cucumber - £5.95

Tuna & Mayonnaise - £5.45

Egg Mayonnaise - £5.45

Bacon, Lettuce & Tomato - £5.95

Soup of the Day & Sandwich - £9.95



Order with a team  
member or by  
scanning the QR code



**Food Served every  
day**

**10am – 8pm**

**Desserts**

Lemon Tart, Raspberry Sorbet - £6.95

Chocolate and Salted Caramel Tart, Chantilly Cream - £7.45

Sticky Toffee Pudding, Vanilla Ice Cream, Toffee Sauce - £6.95

A Selection of Ice Creams, Brandy Snap Basket - £6.45

Fruit Salad with Sorbet - £6.45

**Coffee and Liquors**

Freshly Filtered Coffee - £2.50

Espresso - £2.95

Cappuccino - £2.95

Latte - £2.95

Liquor Coffee of your Choice - £6.95

**All served with Minted Chocolates**

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Daily Specials also available - Please ask to see a menu

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You should always advise your server of any special dietary requirements, including intolerances and allergies. Where possible, our trained staff will advise you on alternative dishes. However, while we do our best to reduce the risk of cross-contamination in our

restaurants, we cannot guarantee that any of our dishes are free from allergens and

therefore cannot accept any liability in this respect.



### **CAR PARKING**

There is complimentary car parking to the front and rear of the hotel and behind the Elements Restaurant (Conservatory). Additional unrestricted parking is available on The Park to the front of the hotel. The hotel is not responsible for any loss or damage to or from cars.

### **ON ARRIVAL and DEPARTURE**

Rooms available from 3pm on day of arrival.

We ask for rooms to be vacated by 11am on day of departure, however if you wish to stay in the room longer please do not hesitate to contact Reception by dialling 0.

Porterage is available both on arrival and departure. Please request any newspapers, wake-up calls, restaurant bookings etc and indicate if you wish these for the duration of your stay. If you have any specific billing requirements (eg. separate invoice for accommodation and 'extras') please let us know at your earliest convenience to avoid any delays on departure.

### **EXPRESS CHECK OUT**

If you intend departing from the hotel before 7.00am we respectfully request that you settle your account before 11pm the previous evening.

**If you want an Express Check-out facility then please contact us beforehand –**

**We can then deliver your bill to your room, email it to a designated email address or you can settle the evening prior to check out and be issued with a zero balance receipt.**

***Dial '0'***

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### **ROOM SERVICE , LIGHT BITES and BEVERAGES**

A Room Service Menu is available in your bedroom and if required please ring Reception to place your order. *Dial '0'* OR scan in the QR code in your room. All



items from the main menu and breakfast menu can be ordered to your room during the restaurant opening hours. Items displaying the key “24hrs” are available 24 hours.

Room Service Tray Charge £3.00

### **ICE**

Ice is available from the bar. Should you wish to have some delivered to your room please *Dial ‘0’*.

### **PACKED LUNCH / TAKE-AWAY BREAKFAST/EXPRESS BREAKFAST**

Express Breakfast is available from 6am Monday – Friday – To order this please contact reception by 10pm the night prior

Please order your specific requirements in advance from Reception. *Dial ‘0’*

### **ELEMENTS / DEVONSHIRE BAR**

Currently we can only serve in the restaurant and bar until 10pm and can only offer table service.

### **PORTERAGE**

This is available 24 hours.

### **LUGGAGE STORAGE**

We are able to offer storage for short periods available 24 hours on a complimentary basis. A receipt should be obtained for the baggage, but we cannot be held responsible for the contents. Access to the storage area is not permitted unless a member of the hotel team is present. *Dial ‘0’*

### **HOSPITALITY TRAYS**

All bedrooms have a hospitality tray for making coffee and tea. If you require complimentary additional product sachets/milk etc please let us know. *Dial ‘0’*

### **TELEPHONE CALLS**

To make an external call from your bedroom dial ‘9’ to obtain the outside line and then the *country code* and then the *area dialling code* if applicable and the number you require. Please note calls are charged on a ‘per minute basis’.

### **CALL COSTINGS – guide only**

Local calls ..... 0.25 per minute

National calls ..... 0.50 per minute

To Mobile phones ..... 0.55per minute

International Calls ..... 1.25per minute



### INTERNATIONAL CALLS

To make an international call dial '9' to obtain an outside line, '00' to obtain an international line, then the country code and the number you require. Please find a list below of the more commonly used country codes. If you require other country codes please dial '0'.

USA .....	1	Germany .....	49	Spain .....	44	Norway .....	47
France .....	33	Italy .....	39	Sweden .....	46	Netherlands ...	31
Poland .....	48	Ireland .....	353				

### OPERATOR ASSISTED CALLS

Please contact Reception who will connect you to the appropriate service. Operator assisted calls will be charged at 75p.

### INTERNAL / ROOM to ROOM CALLS

To call another room dial 40 or 4 followed by the room number required i.e. to dial any room 1 to 9 prefix it with 40 and any room 10 to 45 prefix it with 4.

Internal Extensions:

Reception	0	
Emergency (after midnight)	0	<i>(unless otherwise indicated at reception)</i>
Wake-up Call / Newspaper	0	
Room Service	0	
Duty Manager	0	
Outside line	9	

### TELEVISION & RADIO CHANNELS

A variety of television and radio channels are available.

1. BBC 1	2. BBC2	3. ITV	4. Channel 4
5. Channel 5	6. ITV 2	7. BBC 3	9. BBC4
13. Channel 4+1	14. More 4	15. Film 4	24. ITV4



28. E4	33. ITV + 1	45. Film 4 + 1	101. BBC HD
102. BBC2 HD	103. ITV HD	104. Channel 4 HD	105. Channel 5 HD
120. CBBC	121. Cbeebies	127. CBBC HD	130. BBC News
131. Parliament	700. Radio 1	701. R1Xtra	702. Radio 2
703. Radio 3	704. Radio 4	705. 5Live	706. R5X
707. 6 Music	708. Radio 4X	709. Asian Net	710. World Service

Euro News, Euro News Express, Euro Sport News, USA Today and CNN also available through your Smart TV.

### **MOBILE AND LAPTOP CHARGING**

The power sockets in your room will have power at all times even when the main master switch is turned off. This means you have the means to charge your electrical items at all times.

### **ELECTRIC CAR POINT**

We have two Electric Car charging points which are complimentary to guests staying in house with us. Should you wish to use this facility please ask reception who will show you where to park.

### **BATHROOM TOILETRIES**

Complimentary facecloths are available. Complimentary Emergency shaving and dental care (toothbrush/paste) available. Complimentary Combs, sewing kits and shower caps are also available. Supplementary shampoos etc are also available with our compliments. *Dial '0' or ask at reception.*

### **TOILETRIES & BATHROBES**

Toiletries are available 24 hours a day – Please ask at reception. Bathrobes are available on request.

### **HOUSEKEEPING**

In consideration of the environment we will generally not replace towels on a daily basis for those staying more than one night. However should you wish us to do so please leave your 'used' towel/s in the bath tub each morning.

Non-allergenic pillows or additional pillows are available upon request. *Dial '0'*

If you prefer bed blankets to duvets please let us know. *Dial '0'*





### **ADDITIONAL ITEMS**

Complimentary Electrical adaptors, extra hangers, internet cables and additional blankets/pillows are all available 24 hours. Please *Dial '0'*. *(Please note a deposit of £5.00 is required for the adaptors which is refunded on return)*

### **ELECTRICAL FANS**

If you want additional air circulation in your room during warm periods we have a number of fans available for your comfort. *Dial '0'*

Similarly if you want additional heat in your room we have a number of fan heaters available. *Dial '0'*

### **IRON AND IRONING BOARD**

These are available in all guest bedrooms. The iron and ironing board are generally kept in the wardrobe. Please only iron on the ironing board.

### **LOST PROPERTY**

Lost property will be kept for a 3 month period only after which it will be disposed of. We cannot be held responsible for any lost property.

### **SAFE DEPOSIT**

Every bedroom has its own complimentary customer card operated laptop size safe. In case of requiring assistance please dial '0' and ask for the duty manager. The hotel will not accept any responsibility under The Terms and Limitations of the Hotel Proprietors Act.

### **WAKE-UP CALLS / ALARMS**

Wake-up calls will be made on request to Reception and subsequently by an automated telephone call at the stated time. *Dial '0'*. Alternatively you may wish to set your radio alarm at your bedside table.

### **NEWSPAPERS**

Daily and Week-end Newspapers can be ordered at Reception. *Dial '0'*. There is a supplementary delivery charge of 20p per paper.

### **WATER / BOTTLED WATER**



The 'Cold' tap water in the bathroom is potable. A complimentary bottle of Buxton mineral water is placed in your room, if you require additional bottles of Still or Sparkling water this is available from the bar or via Room Service at any time.

*Dial '0'.*

#### **FAX and PHOTOCOPYING SERVICES**

We are pleased to assist with the above services which are available from 7am until 11.30pm by contacting Reception. The night manager is pleased to help outside of these times. Charges are illustrated as follows : Receiving fax 20p per page; Sending fax 50p per page. If you anticipate receiving a fax then it is most important that you advise reception. Our Fax No.: 01298 23228. *Dial '0'.*

#### **INTERNET ACCESS**

The hotel offers high speed broadband internet access. In all public areas of the hotel this is wireless and in the bedrooms it is wireless and hard wired. This is offered on a complimentary basis. Connectivity leads are available at Reception and we do request that these are returned on departure.

To connect plug the data connector into the modem provided in all rooms or turn on your "wi-fi" looking for the "Lee Wood Hotel" Internet Connection. The hotel homepage will automatically upload.

When prompted, enter the *password "bookdirect"* in small case and press the Enter button and this will allow you to access the internet.

If you require any assistance regarding the high speed internet access or WIFI please dial '0'.



### **COMPUTER ACCESS**

There is a computer with internet access situated in the Devonshire Lounge for the guests to use complimentary at any time. Should you wish to print, please contact reception for assistance.

### **CREDIT CARDS , DEBIT CARDS and CHEQUES**

We accept the following cards : Mastercard; Visa/Barclaycard; Switch; American Express. A 5% handling charge will be made where the transaction is less than £20. Please be aware that we do not offer 'cash back' facilities.

### **NIGHT ENTRY**

The main front door will normally be closed after midnight unless there is a specific function in the hotel. You can gain entry by using your electronic room key card or summoning the night porter by ringing the bell to the right of the entrance.

### **EMERGENCIES**

Should the fire alarm sound you should exit your room immediately and leave the hotel by the closest fire escape. We advise you read the fire escape notice on the back of your door which details where the closest fire escape is to your bedroom and where the meeting points are.

In the event of an emergency or requiring assistance after 11.30pm please contact the duty night manager. *Dial '0'*. Any change to this arrangement will be notified at reception with the extension number to be dialled. If the situation requires the emergency services (fire, police or ambulance) dial 9 followed by 999 from your room telephone.

### **HEATING / COOLING**

If you should require additional heating hot air blowers are available. If you require more air circulation and/or cooling fans are available. *Dial '0'*.

### **TRANSPORT**

For Car Hire, Travel Information, Taxi Services, please contact reception. *Dial '0'*.

### **LAUNDRY and DRY CLEANING**

Laundry bag and Price Lists can be found in the drawer of the dressing table or bedside cabinet. Please place any cleaning in the bag provided with the laundry list and hand to reception before 9.00am for same day return (excludes week-ends and Bank Holidays).



#### **FIRST AID**

A First Aid box is available at Reception.

#### **MUSIC**

As a part of its business the hotel does have evenings when live music and/or discos play for private parties. Please be assured we try to keep any disturbance to a minimum but for the occasional exception music will finish at 11.45pm.

#### **CONFERENCE and BANQUETING SUITE**

The hotel hosts numerous conferences, meetings, celebrations and re-unions throughout the year. If you wish to view any of our facilities and discuss possibilities then please ask to see the Duty Manager.

#### **CONFERENCE ENQUIRIES**

Please see reception if you wish to make an enquiry regarding conference facilities. Each conference room includes Free High-Speed internet access, Flipchart, Stationary, Cordial and Water and Free Car Parking.

The day delegate Price includes free high-speed internet access, free use of an LCD projector, unlimited tea, coffee and water, Fresh Fruit for every meeting, flips charts, Award-winning cuisine and free car parking

#### **CORBAR FITNESS SUITE**

Use of the Corbar Fitness Suite is complimentary and available from 6am until 10pm. Please ask at reception for gym access and they will require a short form to be completed before providing you with a key-card which can be returned upon checkout. If you have any questions about the use of equipment, please ask at reception. – Please note due to Covid 19 we have decided to keep our gym closed until further notice.

Please see Terms and Conditions of use included within the compendium.



### **ONWARD RESERVATIONS**

If you would like to make a reservation at another Best Western hotel please contact reception who will be pleased to assist. Alternatively you may contact Best Western Central Reservations on 08457 737373.

### **COMMENTS / COMPLAINTS**

We are committed to delivering you our best services and our team are always happy to learn of your satisfaction and if there is a particular member of staff who has given you outstanding service please let us know. We are also aware that on occasions something may not be to your wishes and in such an instance we do ask that you contact either reception or the duty management immediately in order to give us the opportunity of rectifying whatever it may be.

### **ONLINE FEEDBACK**

**[www.bwfeedback.com](http://www.bwfeedback.com)** This on-line service is available for those customers wishing to make comment direct to Best Western Hotels, our sales and marketing organisation.

### **WHAT and WHO are BEST WESTERN HOTELS**

Best Western is a sales and marketing organisation for privately owned and operated hotels. Its headquarters are in Phoenix, Arizona and there is a UK Central Office in York. There are over 4500 hotels who are in membership around the world. All members of the organisation have an annual International Quality audit to ensure prescribed standards are being met. Best Western is not responsible for operational matters within a hotel – this responsibility is for the individual property owner/operator.

### **FURTHER INFORMATION**

We have endeavoured to cover all pertinent information in this compendium. If anything requires clarification or you have an enquiry which is not covered then please contact reception or the duty manager.



## **Terms and conditions for use of the Corbar Fitness Facilities**

### **1.0 Exercise Studio**

- 1.1 Entrance to the facility is permitted upon completion of a Physical Activity Readiness Questionnaire.
- 1.2 “Studio Etiquette” requires users to put back any equipment after each exercise period has taken place. This includes hand weights, mats, medicine balls.
- 1.3 All hand towels or litter must be removed from the studio and placed in one of the bins provided.

### **2.0 Fitness Gym**

- 2.1 Entrance to this facility will only be granted upon completion of a Physical Activity Readiness questionnaire and induction process. This will not be waived for any individual or individuals.
- 2.2 Usage will be on a first come, first served basis, until this needs to be addressed by the management team, therefore during peak times you may be denied access if the capacity has been reached.
- 2.3 Appropriate indoor training shoes (no black soles, Sandals or Flip Flops) must be worn at all times in the gym or studio. Outdoor or muddy training shoes will not be permitted.
- 2.4 Appropriate clothing must be worn when using the gym or studio. This requires participants to be wearing a T-shirt/vest, or sweat shirt, and shorts or track suit bottoms. Jeans or trousers will not be permitted.
- 2.5 “Gym Etiquette” requires users to wipe down a piece of gym equipment with a towel immediately after use.
- 2.6 During busy periods, use of a particular piece of cardiovascular equipment must be limited to 20 minutes.
- 2.7 Mobile phones must be switched off at all times, whilst working out in the Gym and Studio. If you are on call please advise the Front of House Team.
- 2.8 Only Sports drinks and water are permitted to be consumed in the gym or studio. No food is allowed.
- 2.9 “Gym Etiquette” requires users to put back any equipment after use, this includes swiss balls, free weights, medicine balls or Bosu balls.,