



The Manor Hotel Guest Directory

Check Out

It is requested that guests check out by 11.00am on the day of their departure, an extra charge may be incurred for a late check out.

Key Cards must be placed in the Key Card Box located at Reception; there may be a charge for lost key cards.

Your Credit Card will be charged for any further charges incurred and a copy of your Invoice will be emailed to you.

Accounts

Must be settled on departure unless prior arrangements have been made to open a credit account. We accept all major credit cards including Visa, Mastercard and American Express. Express check is available we can send you invoice to your email/mobile device on the morning of departure. Via Guest Pay

Wi-Fi/ Internet

Wi-Fi/Internet is complimentary throughout the hotel, including all guest bedrooms. You may access this service by turning on your device and accessing the internet by the use of your browser. Please collect the current code from reception. if you have any difficulty in connecting to this facility, please contact Reception.

Reception

Our Reception is staffed 24 hours a day either by a receptionist or Night Porter.

Guaranteed Early Check In

The hotel offers a guaranteed early check in from Midday for an extra payment of £15 per room, contact Reception for details

Contact Reception

To call reception please dial 01474 353100 from your mobile phone or use the QR code by your bed to access our what's app.

Each BWH® Hotels property is independently owned and operated.

TV Controls

To access a list of available tv channels please press the “ch list” button on the remote control

Hair Dryers

A Hair Dryer is in the drawer of your Dressing Table.

Iron & and Laundry Facilities

An Iron and Ironing Board can be provided-please ask at Reception.

Laundry Bags and prices are available at Reception

Fans

If your room has a ceiling fan the location of the switch is by the bedside light. for rooms without a fan, portable fans are located in your wardrobe or available from reception

Toiletries

A range of complimentary toiletries, including Facecloths, Toothpaste, Toothbrushes, Shower Caps, Shaving Kits, Combs & Sewing Kits are available at reception.

Sanitary Towels are available in the ladies, toilet at an additional cost.

Please dial 0 for reception to enquire about any of the above facilities. If you require an Anti-Slip Bathmat, please ring Reception.

Extra Facilities

If you require a wakeup call, please advise Reception the night previous

We can provide Continental Main Adaptors and Telephone Charging Adapters which are available from Reception

If you would like any extra Blankets or Towels, please contact Reception

If you require any Photocopying or Printing services, please ask Reception

Emergencies, Fire and Medical

Fire - It is important that you familiarise yourself with the fire notice in this bedroom, along with the various fire exit routes from your room. This information is situated on the back of your bedroom door.

For an emergency, please dial 01474353100 from your Mobile Phone

Medical - If you require a doctor please contact reception. Please note there may be a charge incurred from the doctor. In reception a standard first aid kit is available if required

Guest Property

Guests are advised not to leave valuables in their bedroom, as the hotel will not accept responsibility for loss or damage however caused.

We can offer our hotel safe for Items if required.

Food and Drink Service

Breakfast will be served in our Lounge Area from 7.00am - 10.00am
(We can offer an Early Express Breakfasts service from 5.30am)

We offer an extensive Food Menu which can be accessed within the Hotel Directory or by the QR Code provided. If you wish to order from your room, contact Reception and speak to our Reception Team or orders can be taken at our Lounge Bar.

Our Lounge bar is open from 11.00am - 11.00pm. Bottled Mineral Water is available to purchase from our Bar

Snacks are available 24hrs from Reception

Parking

Vehicles left in the hotel car park are left at the owner's risk. Please ensure that you collect the exit code from reception

Smoking Policy

The hotel is 100% non-smoking in all bedrooms and public areas. Smoking will only be allowed outside of the building where ashtrays/bins are provided.

Smoking of any cigarettes or vapes within the premises you will incur a fine of £100.00

Each Best Western® branded hotel is independently owned and operated

Tissues

Following guidelines, we have removed all tissues from our bedrooms. If you would like some tissues for your room, please contact Reception.

Luggage

Please speak to a member of our Reception Team if you require assistance with your Luggage or storage