# HOTEL INFORMATION

**FOR ANY OF THE FOLLOWING SERVICES PLEASE DIAL '0' FOR RECEPTION**

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| **ADAPTER** | We have for sale at reception an adapter for continental plugs to UK sockets. Alternatively one can be loaned free of charge from reception for a £5.00 deposit. |
| **ALLERGIES** | Should you need allergy information please ask in the Conservatory Restaurant or at reception for our folder which lists the 14 major allergens found in any of our dishes. Oat milk and gluten free toast are available as standard. |
| **BANKING** | Foreign currency exchange may be obtained from local banks, should you require directions to the nearest Bureau de Change contact reception. |
| **BOTTLED WATER** | Bottled water can be purchased at the bar. |
| **CAR PARKING** | Ample car parking is available. We advise you not to leave any personal effects visible in your car overnight. Car parking charges apply: £6.00 per night.<br>Parking is complimentary for bookings made directly with the hotel. |
| **CHEMIST** | There are chemists and pharmacies close by. For directions contact reception. |
| **COMMENTS** | Should you have any feedback or comments about the hotel, please tell us whilst you are here so we can correct any problems you may have and to ensure your stay is an enjoyable one. Should you wish, you can also leave feedback on www.tripadvisor.com |
| **DAMAGE TO HOTEL PROPERTY** | We would ask you to take care in the use of facilities in your room. Any abuse or misuse resulting in damage to hotel property is liable to charges, which will include replacement and handling costs and also loss of revenue to the Hotel. |
| **DENTIST / DOCTOR** | For urgent treatment, please contact the Duty Manager. |
| **DO NOT DISTURB / MAID SERVICE** | Please place the appropriate message displayed on your doorknob outside of your room. |
| **DUTY MANAGER** | Should you have any special requirements, please contact the Duty Manager who is available 24 hours, via reception. |
| **EARLY MORNING CALLS** | Contact reception and we would be more than happy to assist you with a wakeup call. |
| **EMAILS** | Should you require any emails printing please forward them to reception@annesleyhouse.co.uk and we will print them for you. |
| **EMERGENCIES** | In the event of an emergency please dial '0' to contact either reception or the Duty Manager. |
| **ENTERTAINMENT** | For information about local events and attractions, please speak to reception. |
| **EV CHARGER** | Available to use for our residents on a first come first served basis. This facility is chargeable per kWh. |
| **EXPRESS CHECKOUT** | Should you require an express check out, please contact reception. |
| **FANS** | There are cooling fans in your room for your convenience, located in the bottom of your wardrobe. |
| **FIRE** | For your safety during your stay at the hotel, familiarise yourself with the fire procedures posted in your room. The fire alarm is tested every Monday at 11.00am. On hearing the fire alarm, please evacuate the building immediately and assemble in the car park at the front of the hotel. |
| **FIRST AID** | For any emergency or first aid requirements, contact reception. Should you have a medical condition please advise reception. |
| **HAIRDRESSING** | We will be pleased to make an appointment for you at one of the reputable establishments in the city if we are able to. |
| **HEATING AND VENTILATION** | The hotel is fully centrally heated. The maximum room temperature can be set by adjusting the control on your radiator. E.g. setting 3 will turn off the radiator when the room reach approx. 21 degrees. Supplementary heaters are available by contacting reception. |
| **HOSPITALITY TRAY** | Tea and coffee facilities are with our compliments, for further supplies contact reception. |
| **IRON** | Should you require an iron & ironing board please contact reception. |

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| **INTERNET CONNECTION** | We have high speed wireless internet connection available free of charge in the whole of the hotel. Our network name is **BW-AnnesleyHouse** . You will be asked to register your email, enter your name, and room number and to accept the terms. This is valid for the duration of your stay, should you require assistance please contact Reception. |
| **KEYS / NIGHT ACCESS** | It would be appreciated if you left your key card on departure at reception in the returned keys box. **Should you be returning after 10:30pm please take your key card with you as it will open the front door.** |
| **LAUNDRY / DRY CLEANING** | Please let us know should you require a laundry bag and deliver your laundry or dry cleaning to reception before 7.00am Monday – Friday to guarantee a 'same day' service. |
| **LOST PROPERTY** | All lost property is put in the care of our housekeeping department. Please contact the housekeeper via reception. Lost property is disposed of after a minimum period of 3 months. |
| **LUGGAGE** | If you require any assistance to or from your bedroom, please contact us during reception hours. We are happy to store luggage prior to check in or after vacating your room on the day of check out. |
| **MOBILE TELEPHONES** | Mobile telephones may be used anywhere within this hotel except the Conservatory Restaurant. However, guests are respectfully advised to consider other hotel users.<br>We have a selection of chargers at reception for use free of charge. |
| **MESSAGES** | Messages will be delivered directly to your room or placed in your key box should you be out of the hotel. |
| **NEWSPAPERS** | Newspapers are available from reception, please place your order for a morning paper the night before. They will be placed outside of your room prior to 7:30am. |
| **PAYMENT OF ACCOUNTS** | All accounts are payable upon departure unless prior credit facilities have been authorised. All major credit / debit cards are accepted. ***Regrettably we no longer accept cheques***. If you have any further enquiries regarding your account, please contact reception. |
| **PETS** | Regrettably pets are not permitted at the hotel with the exception of assistance dogs. |
| **PILLOWS** | A spare pillow can be found in your wardrobe. For additional or foam pillows, please contact reception. |
| **RECEPTION** | Reception is staffed from 6:30am till 11:00pm Mon - Fri and 7am till 10:30pm weekends and bank holidays. Outside of these hours please contact the Duty Manager or reception by dialling 0. |
| **RESERVATIONS** | If you would like us to make an onward reservation with any Best Western Hotel, please contact reception for assistance. |
| **ROOM SERVICE** | Dial 0 to order, menus are available on our website. There is a tray charge of £3.50<br><br>Breakfast - Please complete a 'room service breakfast form' and return it to reception with your requested time before 10pm. Available 6:45am - 9:45am Mon to Fri and 7:30am - 10:30am weekends and bank holidays.<br><br>Overnight Snacks - Water, Cereal bars and Fruit Juice are available in our conservatory restaurant on a help yourself basis. Available from 11pm - 6:00am |
| **SAFETY DEPOSIT** | A safe is located in your wardrobe. |
| **SATISFACTION** | Our minimum aim is that each guest should be completely satisfied at all times.<br>If at any time you should have a problem, please contact the Duty Manager. |
| **SEWING MATERIALS** | A small sewing kit is available free of charge from reception. |
| **SHEETS AND BLANKETS** | Should prefer sheets and blankets, please contact reception as soon as possible after your arrival. |
| **SHOWER CAPS** | Shower caps are available free of charge from reception. |
| **SMOKING** | The hotel operates a total non-smoking policy on the premises. A well-lit smoking pavilion is located in the front garden of Walsten House - leaving the hotel main entrance, turn right, across the car park, on the left. There is a £100.00 cleaning charge for guests who smoke in the bedrooms. |
| **SNACKS AND BEVERAGES** | Food & beverage can be consumed in our conservatory, bar, garden or as room service. Please visit our website to view our menus. |

**TAXIS**

If you wish to order a taxi, contact Reception who will help with your travel arrangements. For early morning requirements please ensure you book your taxi in advance with Reception the night before. You are at liberty to use your mobile phone to call Veezu taxis on 01603 666 333, our recommended taxi company, your phone will ring when they are at the front door.

**TELEPHONES**

To contact reception, please dial '0'.
To make a call to another bedroom within the hotel press '2' followed by the room number you would like to call (the number should always be three digits i.e. 203).

**TELEVISION**

Please use the channel guide on the remote control. We offer Freeview and smart services such as Youtube, BBC iPlayer and Netflix. To use these applications, you will need to log in to your own account.

**TOILETRIES**

A selection of essential toiletries can be purchased from reception. A complimentary emergency set is also available, 24 hours.

**TOWELS / HANGERS / BATH MAT**

If you require extra towels or face cloths or hangers, please contact reception. A non slip rubber bathmat is in located on the back of your bathroom door in a mesh bag.

**VACATING THE ROOMS**

Please vacate your room by 11:30am on the day of departure. For early morning departures, guests should settle their account the night before with reception or organise an express checkout.

**VALET**

Please refer to the laundry / dry cleaning form which can be requested from reception.

**VOLTAGE**

Our electrical supply is 220 / 240V, an adapter is available for sale or for loan from reception. Please ensure your appliance is compatible.

**THE CONSERVATORY RESTAURANT & BAR**

Our Conservatory is open for breakfast every day.

Breakfast Mon - Fri 6:45am to 9:45am / Sat, Sun & Bank Holiday 7:30am to 10:30am

Early Express Breakfast is available Mon-Fri from 6:00am (Please organise with reception)

If you are on a room only basis the cost for breakfast is as follows;

- Full English £13.75 or including continental options - £15.75
- Continental - £10.75
- Healthy Option- £7.75
- Eggs & Baps - £9.75
- Express Breakfast - £6.95

Bar Mon - Sat 12:00pm - 11:00pm / Sun 12:00pm - 10:30pm
We offer a range of light snacks and nibbles which can be enjoyed with a drink in our lounge, bar or conservatory

**CHARGES FOR SERVICES**

**PRINTING**

5p per page

**PHOTOCOPYING**

5p per page
(Large quantities may be at a discounted rate)