

HOTEL INFORMATION

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

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. Soya 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.
BEAUTY SALON	We will be pleased to recommend one of the reputable establishments in the city.
BOTTLED WATER	Bottled water can be purchased at the bar, outside bar opening hours contact reception
CAR PARKING	Ample car parking is available. We advise you not to leave any personal effects visible in your car overnight.
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. Please contact reception if you do not wish to be disturbed by telephone.
DUTY MANAGER	Should you have any special requirements, please contact the Duty Manager who is available 24 hours, via reception.
EARLY MORNING CALLS	If you wish to set your own wake up call please dial '18' and then the 24 hour clock from the telephone in your room or alternatively contact reception and we would be more than happy to assist you.
EMAILS	Should you require any emails printing please forward them to reception@annesleyhouse.co.uk and we will print them for a nominal charge.
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 a small charge for our residents on a first come first served basis.
EXPRESS CHECKOUT	Should you require an express check out, please contact reception.
FACSIMILE	If you require correspondence faxing, please contact reception. Incoming facsimiles will either be taken to your room or kept at reception. For information on our outgoing and incoming facsimile charges please see the 'Charges for Services' section. Available during reception hours.
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 Wednesday 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.
FLORIST	Should you require any floral arrangements or flowers sent, contact reception.
GOLF	Should you wish to play golf, reception will be happy to advise of the nearest courses.

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 room temperature can be set by adjusting the control on your radiator. 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.
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, room number and the voucher code you were provided during check in. 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. <u>Should you be returning after 10:30pm please take your key card with you as it will open the front door.</u>
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.
LUGGAGE	If you require any assistance to or from your bedroom, please contact us during reception hours.
MAIL	Reception handles incoming and outgoing mail. Your mail is available for collection from Reception after 11.00am.
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. 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 including American Express, Visa and MasterCard. <i>Regrettably we no longer accept cheques.</i> 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.
PHOTOCOPYING	If you wish to photocopy documents contact reception. Please see the ‘Charges for Services’ section. Available during reception hours 7am – 10.30pm
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.
RELIGIOUS SERVICES	For details of local places of worship see the information table in the walkway or contact reception.
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 <u>Breakfast</u> - 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. <u>Evening Meal</u> - Please contact reception by dialling 0 to place your order. Once finished with your tray please contact reception to let us know and leave it outside of your room for collection. Available 6:30pm - 9:00pm every evening. <u>Overnight Snacks</u> - Hot Drinks, Cereals 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. No responsibility for loss of jewellery or valuable items will be taken by the hotel unless items are deposited at reception.
SATISFACTION	Our minimum aim is that each guest should be completely satisfied at all times. 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.
SHOE CLEANING	A shoe cleaning sponge is available free of charge from reception.
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.
STAMPS	For purchasing stamps or any other postal enquiries contact reception.
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 ABC taxis on 01603 666333, our recommended taxi company, your phone will ring when they are at the front door.
TELEPHONES	To contact reception, please dial '0'. To make an external call, please dial '9' followed by the normal telephone number. 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). There is a separate modem point in your room for your convenience. Please ensure you dial '9' first.
TELEVISION	Please use the channel guide on the remote control.
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 available on request.
TRAVEL ENQUIRES	For air, land and sea enquiries and reservations, contact reception.
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 current 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 & dinner every day. Please refer to our menus for times. Our Bar is open Midday-11pm, please note in all areas we are still offering table service only.

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 5:45am (Please organise with reception)

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

- Full English (including continental options) - £12.25
- Continental - £8.75
- Quick Getaway - £5.25
- Express Breakfast - £6.95

Dinner Mon - Sun 6:30pm - 9:00pm

Bar Mon - Sat 12:00pm - 11:00pm / Sun 12:00pm - 10:30pm

CHARGES FOR SERVICES

TO SEND A FAX	50p first page – 25p thereafter
INCOMING FAXES	10p per page
PRINTING	05p per page
PHOTOCOPYING	10p per page (Large quantities may be at a discounted rate)

TELEPHONES

External costs will be charged as below		
	<u>First 60 Seconds</u>	<u>Next 60 Seconds & Every 60 seconds thereafter</u>
Local	£0.20	£0.10
National	£0.40	£0.20
Mobile	£0.60	£0.30
118	£1.00	£0.50
International	£2.00	£1.50