



Best Western Fowey Valley
Guest Directory as of January 2024

This Hotel is Independently Owned and Operated

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Bathmats

Non-slip bathmats are available in your bathroom hanging up behind the door.

Car Parking

There is ample car parking in our two car parks. Please register your car reg no at Reception.

Vehicles are left at owner's risk.

A chargeable electric car charging point is situated in our overflow car park (Chargeable); please ask at Reception for details on how to access this facility.

Cash & Credit Cards

We gladly accept Mastercard, Visa, Amex, and Maestro.

A cash point machine can be found next to the Co-op at the end of Fore Street.

Unfortunately, we are no longer taking cash since losing both our local banks.

Check Out Time

Please check out by 10.30am, to prevent incurring a late check out charge and to enable our staff to deep clean our rooms for the next guest.

Coffee/Tea

Complimentary Tea & Coffee is available in your room. If you require extra supplies, please contact Reception.

Dogs

We are a pet friendly hotel and dogs are welcome in our 12 Courtyard Rooms.

We ask that dogs are kept under control and are not taken into the Restaurant (however they are welcome to join you in the Bar & Lounge). Owners must take full responsibility for any damage.

Early Morning Calls

Every bedroom has an alarm clock provided.

Electrical Adaptors

For guests travelling from abroad electrical adaptors are available from Reception.

Emergencies Fire and Medical

For any emergency, please seek assistance from a member of staff or out of hours call the duty manager on 01208 872223.

Please dial 999 if you need to call the emergency services.

On discovering a fire, please activate the alarm at the nearest point.

On hearing the fire alarm evacuate the hotel immediately, please go to the assembly point situated in our bottom/overflow car park where staff will assist you.

For fire evacuation procedures, please refer to the poster on the back of your room door.

Fans

There is an electric fan in every bedroom, if you require an additional fan please contact Reception.

Fax, Photocopy and Printing Service

A photocopying, fax and printing service is available during reception hours, charges apply.

Bar

Our bar is open until 10pm every night, please ring the bell on the wall if a staff member isn't present and we will be with you as soon as we can.

Breakfast

Breakfast is available in the Restaurant Mon – Fri 7-9am, Saturday, Sunday & Bank Holidays from 8-10am.

A reservation for breakfast if you are on a room only basis must be made with Reception by 9pm on the night prior.

Express Breakfast (Grab & Go) is available for £8, please order with Reception the night prior

Evening Meal

Our evening meal menu is served Monday-Friday, between 6-8pm.

Reservations are advisable please; current menus are available from Reception.

Express Checkout

As any due payments are made on arrival, for any guests who chose to open an account, the balance will be taken the morning of your checkout, with a receipt emailed to you.

Guest Feedback

Please feel free to leave us a review on Trip Advisor, as all comments are welcomed.

Hair Dryers

Hairdryers are located in each guest room, in the desk drawer.

Heating

Should you require assistance with the heating in your room, please don't hesitate in contacting Reception.

Hotel Proprietors Act

This information is displayed at Reception.

Housekeeping Service

We are conscious of our environmental responsibility, so this is available on request only (if you are staying 3 nights or more)

If you require fresh towels, toiletries and/or tea and coffee supplies please contact Reception.

Iron and Ironing Board

An iron and ironing board is available in every bedroom.

Laundry Facilities

Laundry bags are available from Reception. Laundrettes can be found in Bodmin (Texaco Garage postcode PL31 2LW) or in St Austell (St Austell Laundrette, postcode PL25 4PA).

Lost Property

Any item of property found will be kept for 3 months, then donated to charity.

Luggage Assistance/Storage

Please see Reception if you require this service.

Meeting Room

We have a small meeting room (The Snug), which is available to hire, (suitable for up to 8 guests), please speak to Reception for more details, availability, and pricing.

Newspapers

There is a newsagent on the main street called Penhaligans, one minute walk away.

Postal Services

Unfortunately, there is now no official Post Office in Lostwithiel; however, there is a post box opposite the Hotel.

Reception

Reception Desk is manned from 7am to 10pm, for assistance please dial 01208 872223

Out of Hours Assistance is available on the same number – 01208 872223

Email – bookings@foweyvalleyhotel.co.uk (only answered during Reception hours)

Safe Deposit

Valuables can be left in our safe with Reception/Duty Manager, a receipt will be issued accordingly.

Snacks & Bottled Water

Are available at Reception 24/7. Card/Room account payments only.

Taxis

Reception will be happy to book a taxi for you if required.

Television Channels

Freeview is available throughout the Hotel.

Toiletries and Amenities

For your convenience, complimentary toiletries such as razors, shaving foam, toothbrush, toothpaste, comb, sanitary products and sewing kits are available at no extra charge from Reception.

We also have additional towels, face cloths, blankets, pillows and similar items available at Reception for no additional cost during reception hours.

Tourist Information

Please click on the following link to see our favourite attractions

<https://www.foweyvalleyhotel.co.uk/local-attractions>

Wi-Fi

Superfast Wi-Fi is available throughout the Hotel (including in your room).

Our network is called BW Fowey Valley, the password is **cornwall**

In the unlikely event that you experience any issues, please contact Reception for assistance.

Disclaimer Notice – Use of Baby Monitors

The Hotel Management would like to make all guests aware that the use of baby monitors is strictly at the guests own risk. We cannot accept responsibility for the use of baby monitors, particularly in the event of fire.

Swimming Pool Procedures

Open from Dawn till Dusk – Pool towels are available from Reception.

We recommend that you follow these guidelines if you wish to use our pool.

1. We do not have a lifeguard; therefore, lone swimming is not permitted.
2. Children under 16 and non-swimmers must be accompanied by a responsible adult.
3. A maximum of 12 swimmers are allowed in the water at any one time.
4. Reception is located next to the pool area for any first aid supplies or emergency assistance..

Spot the dangers.

Take care, swimming pools can be hazardous. Water presents a risk of drowning, and injuries can occur from hitting the hard surrounds, or from misuse of the equipment. Every pool is different, so always make sure you know how deep the water is - our pool varies in depth from 1.1m to 1.9m. Check for other hazards, our pool is deeper in the centre than it is around the edges.

Always swim within your ability

Never swim after a heavy meal or after alcohol.

Avoid holding your breath and swimming long distances under water.

Be especially careful if you have a medical condition such as epilepsy, asthma, diabetes, or heart problems.

Please follow the advice provided for the safety of yourself and others.

Our pool area is covered by CCTV 24 hours a day.

Avoid unruly behaviour which can be dangerous: for instance, running on the side of the pool, splashing, diving or shouting/screaming (which could distract attention from an emergency).

Always do as the staff say and remember that a moment of foolish behaviour can cost a life.

Various items of lifesaving equipment are available. It is an offense, by law, to interfere with or misuse items provided in the interests of health and safety, these items should only be used to assist a swimmer in difficulty.

The pool is checked twice a day for temperature and bacteria control. The pool will be closed if unsafe readings are taken.

PLEASE NOTE IT IS ILLEGAL TO SMOKE/VAPE ANYWHERE INSIDE OUR HOTEL