

GUIDE TO YOUR STAY Key bullet points to help you enjoy your stay with us...

MESSAGE FROM OUR OWNERS We would like to inform you that, in our ongoing commitment to promote a healthy and more inclusive environment, we have made the decision to no longer sell Alcohol or Pork products in our hotels. This change reflects our values to create and respect our dietary preferences and cultural practices

BREAKFAST Available from **7.30-9.30am** every day. Rest assured our staff will be ready & waiting for you.

COMMUNICATION We are here for you, 24/7, please call us on **01208 872223**, email us bookings@foweyvalleyhotel.co.uk or just use the old-fashioned method, feel free speak to anyone of my team...

CHECK OUT At 10.30 am prompt please. Our cleaning fairies are waiting to come in!

CREAM TEAS Available daily from **12-6pm**. Remember, "Jam first" please... Anything else is just... Devon.

EXPRESS CHECK-OUT All open accounts are cleared prior to your departure; a copy of your bill can be emailed to you or collected from Reception.

ROOM CLEANING Room cleaning is by request only as we are conscious of our environmental responsibility, so please let Reception know by 10am if you require this additional service.

MUGS Please leave them outside your room in the morning and the cleaning fairies will replace them with fresh ones.

ROOM SUPPLIES For your convenience, additional tea, coffee, milk & toiletries are available at Reception.

RUBBISH We love it! The recycling fairies will be around each day before 12pm, please leave it outside your room so we can all do our bit for the planet!

RECEPTION Our reception desk is staffed between the hours of 7am-10pm. Outside of these hours, please call the night team on **01208 872223**.

ROOM SERVICE Room Service is available (**£5 tray charge**). We will knock and wait outside with your meal, but we won't come in, sorry.

POOL Open & heated 365 days a year from dawn-dusk, daylight permitting for safety reasons. The solar cover keeps the heat in, please just ask one of the team to take it off for you.

POOL TOWELS We have plenty of blue stripey ones at Reception, please just ask.

SMOKING Our smoke detectors are triggered by the tiniest amount of cigarette smoke or e-cigarette vapour, therefore no smoking is permitted inside the hotel.

WI-FI Called "BW Fowey Valley" and the password is "cornwall"

THANK YOU We very much hope to have the opportunity to welcome you back in the very near future, please note our special offers on the back of your bedroom door.

Jane Mead – Deputy General Manager.