

## **Best Western Fowey Valley-Guest Directory-Updated November 2021**

### **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 (£15 overnight, £10 day use); please ask at Reception for details on how to access this facility and to enable us to fully sanitise the equipment before use.

### **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 currently not taking cash payments.

### **Check Out Time**

Please check out by 10am, 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 dog friendly hotel and dogs are welcome in our ground floor, 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 now has an alarm clock provided.

## **Electrical Adaptors**

For guests travelling from abroad electrical adaptors are available from Reception. These have all been fully sanitised and will be supplied in a plastic bag.

## **Emergencies Fire and Medical**

For any emergency, please dial 01208 872223 immediately, to inform Reception.

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.

For additional Fire safety information, please refer to the information posted on the back of your room door.

## **Fans**

There is an electric fan in every wardrobe, 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.

## **Food & Beverage**

Please feel free to have Room Service, dine on one of our Restaurant Tables, out by our Swimming Pool, or enjoy out in the Garden by our top car park. To order please see a member of our staff.

## **Bar**

Our bar area is now open for you to use. Full drinks table service is available from the Bar, 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, daily, from 7am – 9.30am.

A reservation for breakfast must be made with reception by 9pm on the night prior.

## **Evening Meal**

Currently, a limited Evening Meal Menu is available, daily, from 6pm to 8pm.

Reservations are essential.

## **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**

In order to minimise contact our Housekeeping staff will not enter your room during your stay, unless you are staying for 5 nights or more.

Please leave any rubbish outside your door in the morning and it will be collected, and a new bag left for you.

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 your wardrobe.

## **Laundry Facilities are currently unavailable**

## **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.

## **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 10.30pm, for assistance please dial 01208 872223

What's App - 07989 987932 (only during reception hours)

Email – [bookings@foweyvalleyhotel.co.uk](mailto:bookings@foweyvalleyhotel.co.uk) (only during reception hours)

For after-hours assistance please dial 01208 872223 (Night-time Duty Staff).

## **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 – Open Dawn Till Dusk – Pool towels are available from Reception**

With the current situation in mind, we recommend that you follow these guidelines if you wish to use our pool.

1. Towels are available from Reception, if you wish to have one delivered to your room please call 01208 872223, email [bookings@foweyvalleyhotel.co.uk](mailto:bookings@foweyvalleyhotel.co.uk) or What's App 07989 987932
2. We do not have a lifeguard, therefore lone bathing is not permitted.
3. Children under 16 and non-swimmers must be accompanied by a responsible adult.
4. A maximum of 12 swimmers are allowed in the water at any one time.
5. A maximum of 24 people are allowed in our pool area.

### **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.

Follow advice provided for the safety of yourself and others. Avoid unruly behaviour which can be dangerous: for instance, running on the side of the pool, ducking, acrobatics in the water, or shouting or 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.

Should you need to summon assistance please use the red emergency button which is situated on the white wall at the side of the pool.

Various items of lifesaving equipment are provided at the poolside. 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.

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