



Dear Guest,

On behalf of my team, welcome to the Best Western York House Hotel, we look forward to providing you with an enjoyable and memorable stay.

For your convenience, this directory lists the amenities and services that are at your disposal from photocopy charges to our bar and restaurant times. If you are planning to step out and explore the area, the hotel is conveniently located within walking distance of some popular restaurants and local attractions. If you need directions to a specific destination or recommendations, please ask a member of our front desk team for assistance.

If there is anything we can do to help during your stay, please do not hesitate to ask a member of my team and if you experience any little niggles whilst here, please do let us know before you leave so that we can do our utmost to rectify it for you.

With warmest regards,

A handwritten signature in black ink, appearing to be 'S. Anderson', enclosed within a large, loopy oval shape.

**Mr. S. Anderson**  
**General Manager**  
manager@yorkhousehotel.co.uk

P.S. - You can stay up to date with our special offers by following and interacting with us on our social media channels using our handles below or subscribe to our newsletter by entering your contact details on our website - **[www.yorkhousehotel.co.uk](http://www.yorkhousehotel.co.uk)**

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**FACEBOOK**

[facebook.com/YorkHouseHotel](https://facebook.com/YorkHouseHotel)

**INSTAGRAM**

[instagram.com/YorkHouseHotel](https://instagram.com/YorkHouseHotel)

**TWITTER**

[twitter.com/YorkHouseHotel](https://twitter.com/YorkHouseHotel)

## York House Hotel

14-22 Royal Parade, Eastbourne, East Sussex, BN22 7AP

T: 01323 412918 • [www.yorkhousehotel.co.uk](http://www.yorkhousehotel.co.uk) • [reservations@yorkhousehotel.co.uk](mailto:reservations@yorkhousehotel.co.uk)

York House Hotel (Eastbourne) Ltd. Registration No. 336156 VAT GB 945 7649 72

Each Best Western® branded hotel is independently owned and operated.

# DIRECTORY OF SERVICES

<b>Adaptors</b>	available from reception.
<b>Additional Services</b>	available at reception 24 hours a day and include blankets; pillows; towels; non-slip bath mats; face cloths; bathrobes; shoe cleaning kits; combs; sewing kits; irons and ironing boards. <small>FREE SERVICE</small>
<b>Alarm Calls</b>	book your wake-up call at reception by dialling 0.
<b>Bar</b>	the <b>Verandah Bar</b> is open during the times stated on the <b>Wining &amp; Dining</b> page. In addition, residents can be served at any time.
<b>Breakfast</b>	served in the <b>Verandah Restaurant</b> unless otherwise arranged by your group or organised tour, please see the <b>Wining &amp; Dining</b> page for more information. If you would like to take advantage of our <b>Early Breakfast 'to go'</b> service, please enquire at reception or dial 0 from your room phone.
<b>Cash Back</b>	available at reception, a £2 handling fee is applicable on debit cards to a maximum of £50.00.
<b>Check In</b>	check in time is from 3pm.
<b>Check Out</b>	check out time is 11am. Please contact reception if you require a late check out, this may be arranged subject to availability and could result in a late departure charge. If you would like to take advantage of our <b>Express Checkout</b> service, forms are available at reception.
<b>Chemist</b>	please ask at reception for the nearest chemist/pharmacy.
<b>Churches</b>	please ask at reception for a list of local churches.
<b>Credit</b>	most major credit cards are accepted at reception, including Visa, Delta, MasterCard, Switch, Diners and American Express. Credit facilities for companies must be made by prior arrangement. It is the hotel policy to take full payment upon arrival, please see the <b>Hotel Payment &amp; Credit Policy</b> notice located at reception.
<b>Data Point</b>	there are 3 hard-wired data points located in the public areas. Please contact reception for more information.
<b>Electrical Fans</b>	located in the bedroom wardrobe.
<b>Emergencies</b>	in the event of a fire or if you require medical attention, please dial 9 from your room phone for an outside line then dial 999 or 112 for the emergency services or 111 for non-emergency assistance. Alternatively, please contact reception by dialling 0.

**Faxing, Printing & Photocopying**

available at reception between 7am -11pm daily.

**Fax** £1.00 per page to national numbers  
£2.00 per page to European numbers  
£3.00 per page to the rest of the world  
*Incoming faxes will be kept for you at reception, and will be charged at 50p per page*

**Print & Copy** A4 - 20p per black and white copy / 40p per colour copy  
A3 - 40p per black and white copy / 80p per colour copy

**Fire Alarm**

fire instructions are displayed on the back of your bedroom door. It is in your own interest to study these carefully. The fire assembly point is directly across the road on the promenade, the alarm emits a two-tone siren and is tested on a weekly basis.

**Foreign Exchange**

payment and foreign exchange is available at reception for Euros and U.S. Dollars, please ask for the hotel's current rate of exchange.  
INCLUDES COMMISSION RATE

**Hair Dryer**

located in the drawer in your bedroom.

**Hospitality Tray**

additional sachets of tea, coffee, fresh milk, etc. are available upon request from reception.  
FREE SERVICE

**Ice**

available from the bar or from reception.

**Key Card & Wallet**

please hand your electronic key card to reception upon check out. The signed wallet is required if you have enabled your credit facilities at reception (requires credit card pre-authorisation). Please show this when charging goods and services to your room.  
THE HOTEL CANNOT ACCEPT LIABILITY IF YOUR KEY CARD WALLET IS LOST AND USED BY PERSONS OTHER THAN YOURSELF. IF LOST, PLEASE INFORM RECEPTION IMMEDIATELY

**Laundry**

laundry bags and lists can be requested from reception. Please leave your laundry with reception by 12 noon for next day service.  
SERVICE UNAVAILABLE WEEKENDS & BANK HOLIDAYS

**Lost Property**

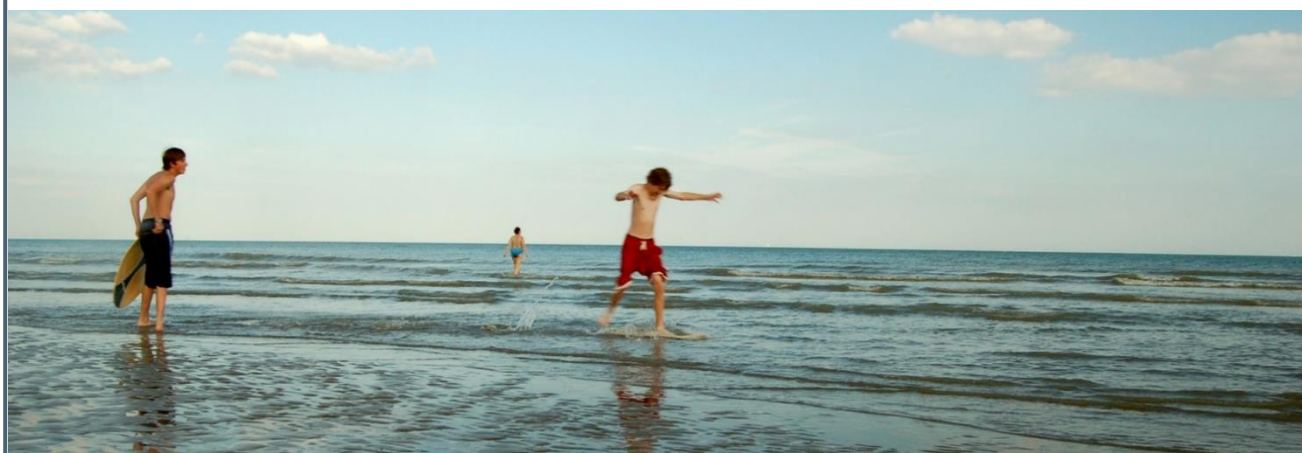
please contact reception.

**Luggage Storage**

available throughout your stay and up to 6 hours after checkout.

**Luggage Assistance**

this service is available from 7am to 11pm daily.



<b>Mail &amp; Stamps</b>	please leave with reception before 3pm for same day post. Stamps will be charged at the prevailing rate.
<b>Maintenance</b>	please report maintenance immediately to reception. We will endeavour to rectify the problem as soon as possible.
<b>Notepads &amp; Pens</b>	available from reception upon request for free.
<b>Parking</b>	there is limited on-street parking directly outside the hotel which is chargeable and free parking on side-streets. Parking vouchers can be purchased from reception at a reduced rate for hotel guests.
<b>Pets</b>	we are happy to welcome dogs at the hotel and can also suggest some routes that are ideal for walks. Please be aware that unfortunately dogs are not permitted in the Verandah Restaurant.
<b>Phone Charger</b>	spare chargers are available from reception SUBJECT TO AVAILABILITY
<b>Reception</b>	our office is manned 24 hours a day. A night porter is on duty between 11pm and 7am.
<b>Restaurant</b>	the <b>Verandah Restaurant</b> offers both breakfast and dinner. Please refer to the <b>Wining &amp; Dining</b> page for more information.
<b>Room Service</b>	please refer to the <b>Wining &amp; Dining</b> page for more information.
<b>Safe Deposit</b>	the management cannot be responsible for cash, valuables and personal effects left in the rooms. We recommend you use the hotel safe. Please ask reception for details.
<b>Snacks &amp; Beverages</b>	please refer to the <b>Wining &amp; Dining</b> page for more information.
<b>Swimming Pool</b>	our indoor swimming pool is heated at 27°C and is open between 7.30am and 9.30pm
<b>Taxi</b>	please contact reception.
<b>Telephones</b>	for full service and extensions, please see the phone card located by your telephone.
<b>Television</b>	our televisions include Freeview and radio channels, a full list can be accessed by pressing the GUIDE button on your remote control.
<b>Toiletries</b>	additional toiletries are available at reception 24 hours a day and include combs; shaving kits; dental kits; gels; shampoo and soap. FREE SERVICE - SANITARY ITEMS ARE AVAILABLE AT A COST FROM RECEPTION.
<b>Voltage</b>	220/240 volts in all socket outlets.
<b>Water</b>	bottled water and other refreshments are available from the bar during opening hours or through reception, 24 hours a day.



High Speed Internet Access (HSIA) is available in all areas free of charge to guests through the Clevernet network. Enable your wireless device and connect to **BW York House Hotel**, navigate to the login page using your browser and sign-up for free access.

IF YOU EXPERIENCE ANY PROBLEMS, PLEASE CONTACT THE HELP LINE ON 0330 808 7777



## WINING & DINING

### Verandah Restaurant

Our restaurant offers modern British menus with locally sourced seasonal ingredients where possible, complimented by a comprehensive wine list. Our menus can be found online and at reception or a copy provided to your room upon request. If you would like to dine with us, please book at reception as the restaurant can get busy.

**Breakfast** is also served in the Verandah Restaurant; our offering includes a selection of cooked items using quality produce. Our Continental offering includes cereals, juices, yoghurt, fresh fruits, pastries and more. Continental breakfasts can be arranged outside of normal hours and can also be delivered to your room.

### FOOD SERVING TIMES

**Breakfast** 7am - 10am daily

**Dinner** 6.30pm - 9.30pm daily

### Verandah Bar

Situated on the ground floor, the bar is open from 11am to 11pm, although drinks are available at any time for residents, with a wide selection of beers, bottled ales, still and sparkling wines by the glass, liqueurs and spirits, including an array of premium gins, single malt and blended whisky.

Our open-air verandah offers stunning coastal views, ideal when enjoying a relaxing drink, a loose-leaf tea, speciality coffees and perhaps a meal from our popular snack menu.



### Room Service

Our menus can be accessed online, by using the QR code in your room or a copy can be provided upon request. All items are available between restaurant opening hours, with some available 24 hours a day. A small charge tray charge will be added for all room service orders which is indicated on the QR code signs.

## EASTBOURNE

An elegant 3-mile promenade facing the hotel, backs onto tree-lined avenues with restaurants and bars. The town centre is just a 15-minute stroll and boasts a selection of high street stores with all the big names and smaller local markets. You're sure to find something to keep you entertained, with golf, bowls, tennis, fishing, windsurfing and go-karting to name but a few of the activities at your disposal.

Further brochures can be found in the racks in the main entrance, giving not just local places of interest but attractions slightly further afield.



## CONFERENCES & EVENTS

The **Williamson Room** offers modern contemporary accommodation for up to 100 people for theatre style meetings, whilst smaller conferences can be accommodated in the **Osbourne Room** or **York Room**.

The Williamson is also ideal for private dinners of up to 80, with the option of a private bar.

There are also facilities for boardroom style meetings or interviews for up to 14 delegates with the latest in audio and visual equipment available for hire and **free Wifi** throughout.

Whatever your needs may be, our facilities make us the perfect venue to host your event.

## WEDDINGS

The York House is the ideal venue to 'tie the knot'. The hotel is also licensed for civil ceremonies and partnerships for up to 65 people, making it perfect for that all-inclusive wedding package.

For more information regarding conferences and weddings please contact our events coordinator or email [info@yorkhousehotel.co.uk](mailto:info@yorkhousehotel.co.uk)

