



Dear Guest,

On behalf of myself and the team, we are delighted to welcome you to the Best Western Abbots Barton Hotel and to the City of Canterbury. We wish you an enjoyable and relaxing stay.

Whilst the hotel is currently under refurbishment our restaurant and bar are closed, we have taken all pre-cautions to ensure that this does not disrupt your stay in any other way. We have arranged a selection of beverages and in house stone-baked artisan pizza's that can be ordered via our reception team; please scan the QR code for the menu.

For your convenience, this directory lists the amenities and services that are at your disposal throughout your stay. If you are planning to step out and explore the area, the hotel is conveniently located within a 10-minute walk of Canterbury City Centre which includes popular local tourist attractions long with plenty of restaurant and bars. Should you be looking for any recommendations, any of our team will be more than happy to advise and help.

If there is anything else we can do, please do not hesitate to ask one of my team. Should you encounter any niggles during your stay we would be grateful to hear them so we can do our utmost to rectify them before our departure.

With warmest regards,

A.Strong

Aiden Strong

Hotel Manager

manager@abbotsbartonhotel.com

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.abbotsbartonhotel.com**

FACEBOOK

facebook.com/AbbotsBartonHotel

INSTAGRAM

instagram.com/AbbotsBartonHotel

X (AKA TWITTER)

twitter.com/AbbotsBarton

Abbots Barton Hotel

36 New Dover Road, Canterbury, Kent, CT1 3DU

T: 01227 760341 • www.abbotsbartonhotel.com • reservations@abbotsbartonhotel.com

Abbots Barton Hotel Ltd. Registration No. 4187670 VAT GB945 7650 87

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

DIRECTORY OF SERVICES

Adaptors	available from reception.
Additional Services	available from reception 24 hours a day and include blankets; pillows; towels; non-slip bath mats; shoe cleaning kits; combs; sewing kits; irons and ironing boards. <small>FREE SERVICE</small>
Alarm Calls	book your wake-up call at reception by dialling 0.
Bar	scan the QR code in your room for our drink menu. Refreshments are available from reception or room service.
Breakfast	served in the Fountain Restaurant unless otherwise stated, scan the QR code in your room for our breakfast menu. If you would like to take advantage of our Early Breakfast 'to go' service, please enquire at reception or dial 0 from your room phone.
Cash Back	Whilst we do not offer cash back, please ask at reception so that we can advise on the nearest cash machine.
Check In	check in time is from 3pm.
Check Out	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 Express Checkout service, forms are available at reception.
Chemist	please ask at reception for the nearest chemist/pharmacy.
Churches	please ask at reception for a list of local churches.
Credit	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 company policy to take full payment upon arrival, please see the Hotel Payment & Credit Policy notice located at reception.
Data Point	there are 3 hard-wired data points located in the public areas. Please contact reception for more information.
Electrical Fans	located in the bedroom wardrobe where air conditioning is unavailable.
Emergencies	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 £1.50 per page to national numbers
£3.00 per page to European numbers
£3.50 per page to the rest of the world
INCOMING FAXES WILL BE KEPT FOR YOU AT RECEPTION
AND CHARGED AT 50P PER PAGE

Print & Copy A4 - 25p per black and white copy / 50p per colour copy
A3 - 50p per black and white copy / £1 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 at the end of the lawn by the main road. The alarm emits a two-tone siren which is tested on a weekly basis.

Foreign Exchange

please ask at reception so that we can advise on the nearest foreign exchange location which is within walking distance.

Hair Dryer

located in the drawer in your bedroom.

Hospitality Tray

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

FREE SERVICE

Ice

available 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 found in your bedroom drawer. Please leave your laundry with reception by 9am for same day service. NB this service is not available at the weekend or Bank Holidays.

Lost Property

please contact reception.

Luggage Storage

in accordance with government recommendations, we are regrettably unable to offer luggage storage prior or after your stay.



Luggage Assistance	this service is available from 7am to 11pm daily.
Mail & Stamps	please leave with reception before 3pm for same day post. Stamps will be charged at the prevailing rate.
Maintenance	please report maintenance immediately to reception. We will endeavour to rectify the problem as soon as possible.
Parking	currently free for hotel guests however spaces are limited and available on a first come first serve basis. On some rare occasions, guests may have to use chargeable off-site parking facilities.
Pets	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 Fountain Restaurant.
Phone Charger	spare chargers are available from reception SUBJECT TO AVAILABILITY
Reception	our office is manned 24 hours a day. A night porter is on duty between 11pm and 7am.
Restaurant	the Fountain Restaurant currently offers a breakfast service only. For information and recommendations on restaurants in the city, please contact reception.
Room Service	please scan the QR code in your room for our menus and contact reception to place your order.
Safe Deposit	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.
Snacks & Beverages	please scan the QR code in your room for our menus and contact reception to place your order.
Taxi	please contact reception.
Telephones	for full service and extensions, please see the phone card located by your telephone.
Television	a full list of television and radio channels can be accessed by pressing the GUIDE button on your remote control.
Toiletries	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.
Voltage	220/240 volts in all socket outlets.
Water	bottled water and other refreshments are available from the bar during opening hours or through reception, 24 hours a day.



High Speed Internet Access is available in all areas free of charge to guests through the Clevernet network. Enable your wireless device, connect to **BW Abbots Barton Hotel** and sign-up for free access.

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



WINING & DINING

Whilst our exciting refurbishment programme is taking place our restaurant & bar are unavailable however we do offer a pizza and refreshment room service menu which can be accessed by scanning the QR code in your room. Should you be looking for something different to our offering the team have the excellent knowledge of the area and would be happy to recommend.

Breakfast is served in the Fountain 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.

BREAKFAST SERVICE TIMES

Breakfast 6.30am - 9.30am weekdays
7.00am - 10.00am weekends

Westfield Bar

Our Westfield bar is currently undergoing a major refurbishment. We apologise for any inconvenience caused.

Room Service

We have a selection of food and drinks available for room service throughout the day. You can download our menus by scanning the QR menu in your room.



CANTERBURY

Canterbury offers a wealth of historical 'pleasures' not only the Cathedral, but museums, ancient houses and the city walls to name but a few all within a 15-minute walk of the hotel.

If you would like more information on Canterbury's many visitor attractions, please do not hesitate to ask at reception.

There are many brochures that can be found in the racks at the main entrance, giving not just local places of interest but attractions slightly further afield.





CONFERENCES & EVENTS

The **Cathedral Room** offers luxurious air-conditioned accommodation for up to 150 people for theatre style meetings, whilst smaller meetings and events can be accommodated in the **Marlowe** or **Beckett Rooms**.

The Cathedral Suite is also ideal for private dinners of up to 120, whilst larger functions can be accommodated in a marquee on the hotel's lawn.

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.

There are plans for the hotel to increase its facilities for conferences, events and additional rooms.

Enjoy your Stay

