

Guest Directory

Best Western Buckingham Hotel

THE RECEPTION IS STAFFED 24 HOURS A DAY PLEASE DIAL '0' FOR RECEPTION

RESTAURANT OPENING TIMES

Our Restaurant remains closed during COVID-19.

BREAKFAST SERVICE

Breakfast is being served in a 'To Go' format during COVID-19. This needs to be pre ordered with or Reception the night prior by dialling "0" and collected from Reception the following morning.

ROOM SERVICE

We are currently not offering Room Service during COVID-19.

LOUNGE AND BAR SERVICE

Light snacks, hot and cold beverages and alcoholic drinks are served all day in the lounge.

TEA AND COFFEE MAKING FACILITIES

Facilities for making hot drinks in the privacy of your own room are provided with our compliments and will be replenished on a daily basis. If you require replacements prior to the room being serviced please contact reception. Fresh milk is also available on request

BOTTLED WATER, ICE AND BAR DRINKS

Bottled water, Ice and drinks can be ordered via reception and are available 24 hours a day

SMALL CATS AND DOGS

Well behaved small pets are welcome: however larger pets are only admitted with permission obtained in advance. (Charges will apply) In all cases, NO pets with the exception of guide dogs are permitted in the hotel public areas

CAR PARKING

The hotel provides free on-site car parking for all its guests whilst resident or visiting the hotel. The use of the car park is entirely at the owners risk and the hotel accepts no liability for the loss or damage to any items or vehicles parked on the premises. Please ensure that you leave your car details at reception

SMOKING

We are a non-smoking hotel throughout. Smoking in your bedroom will incur a £100.00 charge for special cleaning

HOUSEKEEPING SERVICES

Under Government advice, your room will only be serviced after you have departed, however, fresh linen, towels or tea, coffee facilities are available on request.

We can also provide extra beds, cots and highchairs on request. Please advise reception of your requirements as early as possible as these facilities are limited and provided on a first come first served basis

LAUNDRY AND DRY CLEANING

Laundry bags and dry cleaning bags are available upon request. Local dry cleaners are located in the town centre. Please dial '0' to request this from our Reception team.

ELECTRIC FAN

Electric fans are available upon request. Please dial '0' to request this from our Reception team.

FACE CLOTHS AND TOILETRIES

Face cloths and toiletries (razor and shaving foam, toothbrush and toothpaste, comb, sewing kits) are available from reception 24 hours complimentary. Sanitary towels are also available from reception

IRONS AND BOARD

Irons and boards are available from reception. Please dial '0' to request this from our Reception team.

HAIRDRYERS

Hairdryers are located in the shelf of the dressing table

ELECTRIC ADAPTORS

If you require an adaptor – Either British or Continental please contact reception by dialling '0'

HEATING

The heating is controlled individually in each bedroom. The keypad can be found next to the main light switch by the entrance door. The buttons on the keypad let you raise or lower the temperature as desired. Heating is set at 19c for background comfort. This can also be adjusted outside the keypad parameters at reception

LOST PROPERTY

Any items left behind by hotel guests will be kept as lost property for up to 3 months. After that time the items will be disposed of if unclaimed. In the event if any significant items being left at the hotel, we will undertake to contact the guest where possible, however we do not accept any liability for the security of items left in the hotel under any circumstances

HOTEL PROPERTY

The customer shall be responsible for any damage caused to the allocated rooms or the furnishings, utensils or equipment therein by any act of, default or negligence by the customer or guest of the customer and shall pay the company on demand the amount required in order to make good or remedy any such damage

LUGGAGE, STORAGE AND ASSISTANCE

Under Government advice, these services are temporarily suspended during COVID-19.

WAKE UP CALLS

Please advise reception of your requirements. These can be carried over for the duration of your stay if requested

NEWSPAPERS

Under Government advice, these services are temporarily suspended during COVID-19.

TAXIS

Taxis can be ordered from reception. Please order at least 20 minutes prior to your required time

INTERNET

Free wireless internet is available throughout the hotel, please select 'BW Buckingham' to use this service, please contact reception for the password.

Please dial "0" for reception if you have any difficulties connecting to the internet as we have 24 hour helpline available.

PUBLIC COMPUTER

Under Government advice, these services are temporarily suspended during COVID-19.

ROOM KEYS AND SECURITY

Please ensure your room is locked when you leave and keep your security key card with you at all times

Your door can be double locked on the inside door handle. This will automatically be released next time the door is opened from inside

RECEPTION AND NIGHT PORTER

Reception is staffed 24 hours a day and the porter is on duty throughout the night. Dial "0" to contact reception

TELEPHONE CALLS

To make a call to another bedroom within the hotel dial "2" followed by the room number

To make an outside call dial "9" followed by the number. Calls are charged at 30p per unit. Time allowed for one unit for any inland call is listed below

DAY RATE Mon-Fri 8.00am to 6.00pm

Up to 35 miles – 36 seconds per unit

Over 35 miles – 25 seconds per unit

WEEKEND RATE Local 220 seconds per unit

Up to 35 miles – 90 seconds per unit

Over 35 miles 90 seconds per unit

FREEPHONE RATE Line access charge 50p

TELEVISION CHANNELS

Your television is Freeview enabled. If you experience any problems please contact reception

You can view a full list of available channels by selecting the "menu" button on your remote control

REVIVAL HEALTH AND LEISURE CLUB

Under Government advice, these services are temporarily suspended during COVID-19.

MEETING AND EVENTS ROOMS

We offer a range of different meeting and event rooms along with audio visual hire. If you would like more information with quotes please ask at reception

MEDICAL ATTENTION AND EMERGENCIES

Should you require the attention of a doctor or dentist whilst visiting the hotel, please ask reception for a list of local surgeries

FIRE

In the event of a fire the alarms will sound. Please make your way calmly to the nearest fire exit. A plan of the exits is located on the back of your bedroom door. Disabled guests will be treated as a priority and staff will be sent to assist them. Please notify staff of anyone you know to be missing. DO NOT re-enter the building until you are authorised to do so.

The fire assembly point is in the front car park

ADMINISTRATIVE SERVICES

Photocopying & fax service are available on request at reception 24 hours a day at the following cost:

Photocopying 20p per A4 copy

Fax £1.50 first page

£1.00 pp thereafter

If you wish to print anything you can forward your attachment by email to frontdesk@thebuckinghamhotel.co.uk

To print emails 20p per A4 copy

DEPARTURE AND CHECKOUT

Guests are requested to vacate their rooms by 11.00am on the day of departure. A further charge may be incurred unless alternative arrangements have been made.

Please settle all accounts on departure at reception unless alternative terms have been agreed in writing in advance.

Express check out box is located next to reception; please drop key upon departure and we shall email the invoice.

We are pleased to accept all major credit and charge cards including Visa, MasterCard, American Express, Delta and Maestro.

CUSTOMER FEEDBACK

We trust that you have enjoyed your stay with us. If you have any feedback that you feel would improve the customer experience, please speak to a member of the team or alternatively log on www.bwfeedback.com

