



Buckingham Hotel

Welcome



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

Bedrooms

SMOKING

We are a non-smoking hotel throughout. Smoking within the hotel will incur a £100.00 charge for special cleaning.

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.

HOUSEKEEPING SERVICES

To aid in minimising contact, your room will only be serviced after you have departed, however, fresh linen, towels or tea, coffee facilities are available on request.

Sofa beds (selected rooms), cots and highchairs are available 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

CATS AND DOGS

Well behaved pets are welcome at our hotel. This is limited to one pet per room and charges will apply. No pets with the exception of guide dogs are permitted in the hotel public areas.

TEA AND COFFEE MAKING FACILITIES

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

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 keypads parameters at reception.

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

LAUNDRY AND DRY CLEANING

Laundry bags and dry cleaning bags are available upon request. Local dry cleaners are located in the town center. Please dial Reception to request this.

ELECTRIC FAN

Electric fans are available in your room.

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 ironing boards are available from reception.

HAIRDRYERS

Hairdryers are located on the shelf of the dressing table

ELECTRIC ADAPTORS

If you require an adaptor – either British or Continental please contact 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 any significant items are 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.

TELEPHONE CALLS

Reception - Dial "0"

Restaurant - Dial "321"

Revival - Dial "331"

Another Room - Dial "2 + the room number" eg. 201
External calls are chargeable.



Facilities

Revival

While you are staying with us, try to allow time or enjoy our superb Revival Health & Leisure Club.

Free to all residents, Revival has a 40sq ft swimming pool, Weights gym, Cardio gym, Sauna, Steam room and Spa.

Opening times are:

Monday - Friday - 07:00 to 21:00

Saturday - 08:00 to 20:00

Sunday - 08:00 to 17:00

We do host swimming classes when the swimming pool only wouldn't be available. These are held:

Monday - 09:30 to 11:00

Tuesday - 09:30 to 12:00

Wednesday - 10:30 to 11:30

Thursday - 10:30 to 12:30

Friday - 09:30 to 11:30 and 16:00 to 18:30

Saturday - 09:30 to 11:00

Sunday - 15:30 to 17:00

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

MEETING AND EVENTS ROOMS

We offer a range of different meeting and event rooms along with audio visual hire, available 7 days a week.

Our largest space, Claydon Suite, can accommodate up to 100 guests seated with a dance floor. Perfect for birthday parties, wedding receptions and anniversary celebrations.



Food and Drink

BREAKFAST

Monday to Friday - 07:00 to 09:00
Saturday, Sunday & Bank Holidays - 08:00 to 10:00

Breakfast is served in our restaurant and is a hot English buffet breakfast accompanied by fresh fruit, toast and cereals. Poached and boiled eggs are available on request.

Express "breakfast to go" can be pre-ordered with the Restaurant or Reception the night prior.

RESTAURANT

Monday to Saturday - 18:00 to 21:00

Experience our delicious freshly prepared home cooked cuisine. choose to dine in our restaurant (book your table with Reception), in the relaxed atmosphere of the lounge or in the comfort of your room.

ROOM SERVICE

For room service dial "321" for the Restaurant or "0" for Reception .

Our Room Service menu is available to download from our website. Tray charges will apply for all room service orders.

LOUNGE AND BAR SERVICE

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

BOTTLED WATER, ICE AND BAR DRINKS

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

Services

LUGGAGE, STORAGE AND ASSISTANCE

Available 24 hours from Reception.

WAKE UP CALLS

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

NEWSPAPERS

We will be happy to arrange for you to receive a newspaper of your choice. They are delivered any time after 7am and are subject to availability and charges.

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

The use of a public computer is located at Reception 24 hours a day.

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

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.

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 11.00 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.

We hope you enjoy your stay!