

Homestead Court Hotel – Covid19 Guest Directory and Services

Adaptor	Hairdryer /Housekeeping
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Banks	Laundry
Bar	Lost and Found
Bottled Water	Luggage Service
Breakfast	Newspapers
Car Parking	Radio
Check Out	Razors
Cheques	Reservations & Reception Hours
Chemist	Restaurant
Churches	Room Service
Coffee/Tea (In room)	Room to Room Dialling
Complaints	Safety Deposit
Conference & Banqueting	Shopping
Cots	Taxis
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Drinking Water	Wake Up Call
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We offer 12% discounts on any online public rates

If booking direct with the hotel

A

Adaptors;

The voltage in your room is 220V.

Should you require an adaptor please contact reception by dialling '0' on your phone

Address;

The address of this hotel is –

Best Western Homestead Court Hotel, Homestead Lane, Welwyn Garden City, Hertfordshire, AL7 4LX.

Telephone: +44 (0) 1707 324336

Fax: + 44 (0) 1707 326447

Web: www.bw-homesteadcourt.co.uk

Email: reservations@homesteadcourt.co.uk

B

Banks;

HSBC, Howardsgate, Welwyn Garden City offer currency exchange or please ask at reception

Bar;

Bar 66 will be in service from 13th July. Service will be available from Monday to Thursday 5pm to 10pm only. Please contact Reception for more details.

Bottled Water;

Bottled water is obtainable from the bar 24 hours. Alternatively you can call reception and have this brought to your room. A room charge of £4.00 may apply

Breakfast;

We are currently only offering a grab and go breakfast for residents. Details of what is included can be obtained from reception or by scanning the QR code displayed on your room desk.

Grab and Go Breakfast will be available every day. Hot items for Grab and Go Breakfast will be available Monday to Friday only.

For more information please contact the front desk.

C

Car Parking;

There is ample free parking on the grounds of the hotel.

Please be aware that the hotel is located in a residential area and would respectfully request you to observe this if returning back to the Hotel late.

Checkout Time;

Checkout time is 11am – Check in Time is 2pm

Concierge is available 24 hours

Cheques;

We are currently only accepting cash or card payments only

Chemist;

There is a chemist located at Woodhall parade, a 5 minute walk from the hotel. Please ask at Reception for directions

Childcare Service:

Available on request and booked in advance to your stay (Based on availability)

Churches;

A list of churches in the local area is available from Reception

Coffee/Tea:

Extra Coffee and Tea Sachets etc for your room are available from Reception 24 hours

Compliments: Comments: Complaints

Unfortunately from time to time things do go wrong. If you have a matter that causes concern please do not hesitate to contact a member of staff who will be happy to help you with any problems that may occur. Guest feedback is also greatly appreciated good or bad and can be completed and left at the reception.

Please contact Reception and they will deal with your enquiry

Cots;

If you require a cot please ask Reception who will arrange a cot free of charge

Credit Cards;

We accept all major credit and debit cards including:

Free Visa, MasterCard, Maestro, American Express

D**Doctor;**

If you require medical assistance in the first instance please contact Reception and dial '0'

Do Not Disturb;

There is a do not disturb sign located on the back of the door. Please hang it outside if you do not wish to be disturbed.

Drinking Water;

All the water in the hotel is fit for drinking purposes.

Mineral water is available from the bar 24 hours a day.

Dry Cleaning;

Dry cleaning service is currently suspended until further notice

E

Electrical Fans;

Electrical Fans are available at the reception. Please ask if you require one. The Studio Rooms & Executive rooms are equipped with air-conditioning units.

Electricity;

The voltage in the hotel is set at 220V. If you require an adaptor please ask Reception.

You cannot however use your 110V appliance with this adaptor. Electrical outlets are always on except in rooms with electrical card switches in which case the 24 hour marked socket is permanently 'live'

Emergency;

In the case of an emergency please use the nearest emergency exit. Do not stop to pack your belongings. The meeting point is located in the main car park at the green assembly point. Please read your emergency instructions located on your bedroom door.

H

Hairdryer;

Hairdryers are located either in the wardrobe with the ironing board or in the Desk drawer

Housekeeping;

Rooms are serviced on request only until further notice and deep cleaned on Checkout to new covid19 standards. Additional bedding, pillows, towels, face cloths, disposable toothbrush, razors & toiletries are available at no cost & 24 hours. You will find Iron and Ironing board in the cupboard in your room.

I

Ice;

This service is currently suspended until further notice to minimise contact

Internet, Fax & Copying, AV Equipment Rental, Lobby Computer;

This service is currently suspended until further notice to minimise contact

L

Laundry;

See Dry Cleaning

Lost and Found;

All articles of lost property will be retained by Housekeeping and kept for 6 months. The Hotel cannot be held responsible for any lost property and the condition it is found in. If you have lost anything please contact Reception. The Hotel is not responsible for any valuables not handed in for safekeeping and a receipt obtained

Luggage Service;

This service is currently suspended until further notice to minimise contact

R**Radio;**

Radio channels are available through the television set. They are available on the regular channels.

Reservations & Reception Hours;

If you would like an onward reservation at another Best Western Hotel please ask the Reception staff who will be happy to make a booking for you. If you would like to make a booking in the future for this hotel please contact the Reception and we will be happy to help.

Reception is open 24 hours a day for your convenience.

Recreation;

Local Gym use with our partner is currently suspended until further notice

Room Service;

Room service is available during Bar 66 opening hours. Menu options can be found by scanning the QR code in your room or call room service 2750 to place your order. There is a £4.00 tray charge.

Room to Room Dialling;

If you want to dial to another room please put a '1' in front of the room number. If you are trying to contact a Studio room please dial the following numbers:

Charlton	1001
Moore	1002
Ramsey	1003
Stiles	1004
Hurst	1005
Banks	1006
Peters	1007
Wilson	1008
Welwyn	2410
Hunt	2411
Stanborough	2412
Lakes	2413

S

Safety Deposit;

This service is currently suspended until further notice to minimise contact

Shopping;

There are a range of shops located in the Howard Centre in Welwyn Garden City. Alternatively 3 miles from the hotel is the 'The Galleria Shopping Mall' at Hatfield. If you would require a supermarket or chemist they are located a 5minute walk from the hotel. Please ask reception for directions

T

Taxi;

If you require a taxi please ask at Reception who will call one for you.

Telephone Voice Messaging;

If you have a voice message this is indicated by the red light flashing n the telephone. To retrieve your messages please dial 44 and follow the voice prompts.

Toiletries;

Complimentary emergency toiletries are available 24 hours per day, these include shaving kit, dental kit, comb, sewing kit, shower cap & ladies sanitary towels. Extra Face cloths are also available.

V

Voltage and sockets;

The voltage is set at 220V. If you require an adaptor please ask at Reception. All rooms provide live 'always on' sockets

Vending;

Male personal Items are available from the vending Machine in the Men's Toilet on the Ground Floor

W

Wake Up Call;

If you require a wakeup call please ask the Reception staff who will make sure that a call is inputted for you. Alternatively you can set your own alarm via the TV information or bedside clock if equipped with.

Z

Z-Beds;

If you require a Z Bed in the room please ask at Reception who will be happy to help
There is an extra charge of £20 PPPN

Pillow Menu

Our pillows are of the highest quality. However, if you would prefer a different pillow please contact the reception (0) and we will be able to offer the following choices:

Name	Type	Filling	weight	Feel	For whom
Palace	Soft	medium filled	850 gram		back sleep
Rosina	Light	fiber filled	650 gram	on your bed	stomach sleep

FIRE PROCEDURES – PLEASE READ CAREFULLY

For your own safety please read the following safety instructions in the event of an emergency

1. Please read the emergency plan situated on the door of your room
2. Locate your nearest Fire Exit; fire extinguishers are available at marked designated points on your exit route. If you are unsure how to use or do not know which type of fire you are facing DO NOT attempt to use.
3. If there is an emergency, which will be a constant sounding of the alarm bells, please leave your room finding the nearest exit and head to the assembly point.
4. If the fire is in your room go out into the corridor and close your door, sound the alarm at the nearest call point then make your way to the nearest exit.
5. Always take your key with you. If the corridor is filled with smoke you may be forced to return your room
6. Walk to the nearest exit
7. Do not use the elevators, they will be out of use or grounded on the first floor
8. If the smoke is thick crawl along the floor where the air and visibility is better or return to your room.
9. If you are unable to leave the room shut off the ventilation and put wet towels in the door gaps
10. Protect your head with a wet towel. The towel can also be used as breathing protection
11. Stand at a window where the emergency crew can see you. Attract attention.
12. The assembly point is located at the top of the car park drive indicated by a green sign.

SMOKING IS PROHIBITED IN ALL PUBLIC AREAS AND ONLY ALLOWED IN DESIGNATED SMOKING BEDROOMS. SMOKING IN A NON SMOKING BEDROOM WILL RESULT IN A FINE.