

# HOTEL INFORMATION

## FOR ANY OF THE FOLLOWING SERVICES PLEASE DIAL '0' FOR RECEPTION

<b>ADAPTER</b>	We have for sale at reception an adapter for continental plugs to UK sockets alternatively one can be loaned free of charge from reception for a £5.00 deposit
<b>ALLERGIES</b>	Should you need allergy information please ask in the Conservatory Restaurant or at Reception for our folder which lists the 14 major allergens found in any of our dishes. Soya milk and gluten free toast are available.
<b>BANKING</b>	Foreign currency exchange may be obtained from local banks, should you require directions to the nearest Bureau de Change contact Reception.
<b>BEAUTY SALON</b>	We will be pleased to make an appointment for you at one of the reputable establishments in the City.
<b>BOTTLED WATER</b>	Bottle water can be purchased at the bar, outside bar opening hours contact reception
<b>CAR PARKING</b>	Ample car parking is available. You are advised not to leave any personal effects visible in your car overnight.
<b>CHEMIST</b>	There are chemists and pharmacies close by. For directions contact Reception.
<b>COMMENTS</b>	Should you have any feedback or comments about the hotel, please tell us whilst you are here so we can correct any problems you may have and to ensure your stay is an enjoyable one.
<b>DAMAGE TO HOTEL PROPERTY</b>	We would ask you to take care in the use of facilities in your room. Any abuse or misuse resulting in damage to Hotel property is liable to charges, which will include replacement and handling costs and also loss of revenue to the Hotel.
<b>DENTIST / DOCTOR</b>	For urgent treatment, please contact the Duty Manager.
<b>DVD PLAYER</b>	A DVD Player is attached to your television or below, a selection of DVDs are available for viewing from Reception free of charge.
<b>DUTY MANAGER</b>	Should you have any special requirements, please contact the Duty Manager who is available 24 hours, via Reception.
<b>EARLY MORNING CALLS</b>	If you wish to set your own wake up call please dial '18' and then the 24 hour clock from the telephone in your room or alternatively contact reception and we would be more than happy to assist you.
<b>EMERGENCIES</b>	In the event of an emergency please dial '0' to contact either Reception or the Duty Manager.
<b>ENTERTAINMENT</b>	For information about local events and attractions, please speak to Reception.
<b>EXPRESS CHECKOUT</b>	We are operating express checkout for all guests, payment will be taken during check in, or from the card provided on the morning of departure. Your invoice will be emailed after payment has been taken.
<b>FACSIMILE</b>	If you require correspondence faxing, please contact Reception. Incoming facsimiles will either be taken to your room or kept at Reception. For information on our outgoing and incoming facsimile charges please see the 'Charges for Services' section. Available during reception hours.
<b>FANS</b>	There are cooling fans in your room for your convenience.
<b>FIRE</b>	For your safety during your stay at the hotel, familiarise yourself with the fire procedures posted in your room. The Fire Alarm is tested every Monday at 11.00am. On hearing the fire alarm, please evacuate the building immediately and assemble in the car park at the front of the hotel.
<b>FIRST AID</b>	For any emergency or First Aid requirement, contact Reception. Should you have a medical condition please advise Reception.
<b>FLORIST</b>	Should you require any floral arrangements or flowers sent, contact Reception.
<b>GOLF</b>	Should you wish to play golf, please ask at Reception.
<b>GRATUITIES</b>	Are at your discretion.
<b>GREEN POLICY</b>	We have a Silver Award with the Green Tourism Business Scheme, a copy of our Green Policy is available at reception.

<b>HAIRDRESSING</b>	We will be pleased to make an appointment for you at one of the reputable establishments in the City if we are able.
<b>HEATING AND VENTILATION</b>	The hotel is fully centrally heated. The room temperature can be set by adjusting the control on your radiator. Supplementary heaters are available from Reception.
<b>HOSPITALITY TRAY</b>	Tea and coffee facilities are with our compliments. For further supplies contact Reception.
<b>IRON</b>	Should you require an iron & ironing board please contact Reception.
<b>INTERNET CONNECTION</b>	We have high speed wireless internet connection available free of charge in the whole of the hotel. Our network name is <b>BW-AnnesleyHouse</b> SSID , you will be asked to register your email and create your own password, enter your name, room number and the voucher code you were provided during check in, this is valid for the duration of your stay. Should you require assistance please contact Reception.
<b>KEYS / NIGHT ACCESS</b>	It would be appreciated if you left your key card on departure at Reception in the returned keys box. <u>Should you be returning after 10.30pm please take your card with you as it will open the front door.</u> The front door automatically locks at 10pm, your key card will provide access.
<b>LAUNDRY / DRY CLEANING</b>	Please let us know should you require a laundry bag and deliver your laundry or dry cleaning to reception before 7.00am Monday – Friday to guarantee a 'same day' service.
<b>LOST PROPERTY</b>	All lost property is put in the care of our housekeeping department. Please contact the housekeeper via Reception.
<b>LUGGAGE</b>	If you require any assistance to or from your bedroom, please contact us during Reception hours. Regrettably due to Covid 19 we are unable to store any luggage.
<b>MAIL</b>	Reception handles incoming and outgoing mail. Your mail is available for collection from Reception after 11.00am.
<b>MOBILE TELEPHONES</b>	Mobile telephones may be used anywhere within this hotel except the Conservatory Restaurant. However, guests are respectfully advised to consider other hotel users. We have a selection of chargers at Reception for use free of charge.
<b>MESSAGES</b>	Messages will be delivered directly to your room or placed in your key box should you be out of the hotel.
<b>NEWSPAPERS</b>	Newspapers are available from Reception, please place your order for a morning paper the night before.
<b>PAYMENT OF ACCOUNTS</b>	All accounts are payable upon departure unless prior credit facilities have been authorised. All major credit / debit cards are accepted including American Express, Visa and MasterCard. <b>Regrettably we no longer accept cheques.</b> If you have any further enquiries regarding your account, please contact Reception.
<b>PETS</b>	Regrettably pets are not permitted at the hotel with the exception of guide dogs.
<b>PHOTOCOPYING</b>	If you wish to photocopy documents contact Reception. Please see the 'Charges for Services' section. Available during reception hours 7am – 10.30pm
<b>PILLOWS</b>	A spare pillow can be found in your wardrobe. For additional or foam pillows, please contact Reception.
<b>RECEPTION</b>	Reception is staffed from 7am – 10.00pm. Outside of these hours please contact the Duty Manager or Reception by dialling 0
<b>RELIGIOUS SERVICES</b>	For details of local places of worship see the information table in the walkway or contact reception.
<b>RESERVATIONS</b>	If you would like us to make an onward reservation with any Best Western Hotel around the World, please contact Reception
<b>ROOM SERVICE</b>	Dial 0 to order, menus are available on our website.
<b>SAFETY DEPOSIT</b>	A safe is located in your wardrobe. No responsibility for loss of jewellery or valuable items will be taken by the hotel unless items are deposited at Reception.
<b>SATISFACTION</b>	Our minimum aim is that each guest should be completely satisfied at all times. If at any time you should have a problem, please contact the Duty Manager.

<b>SEWING MATERIALS</b>	A small sewing kit is available free of charge from Reception.
<b>SHEETS AND BLANKETS</b>	Should prefer sheets and blankets, please contact Reception as soon as possible after your arrival.
<b>SHOE CLEANING</b>	A shoe cleaning sponge is available free of charge from Reception.
<b>SHOWER CAPS</b>	Shower caps are available free of charge from Reception.
<b>SMOKING</b>	The Hotel operates a total non smoking policy on the premises. A well-lit smoking pavilion is located in the front garden of Walsten House - leaving the hotel main entrance, turn right, across the car park, through the brick piers, on the left. There is a £100.00 cleaning charge for guests who smoke in the bedrooms.
<b>SNACKS AND BEVERAGES</b>	Food & Beverage can be consumed in our Conservatory, Garden or as Room Service. Please visit our website to view our menus.
<b>SOAP</b>	If you require extra soap, please contact Reception.
<b>STAMPS</b>	For purchasing stamps or any other postal enquiries contact Reception.
<b>TAXIS</b>	If you wish to order a taxi, contact Reception who will help with your travel arrangements. For early morning requirements please ensure you book your taxi in advance with Reception the night before. You are at liberty to use your mobile phone to call ABC taxis on 01603 666333, our recommended taxi company, your phone will ring when they are at the front door.
<b>TELEPHONES</b>	Contact Reception, please dial '0'. To make an external call, please dial '9' followed by the normal telephone number. Please see 'Charges for Services' section for call costs. To make a call to another bedroom within the hotel press '2' followed by the room number you would like to call (the number should always be three digits i.e. 203). There is a separate modem point in your room for your convenience. Please ensure you dial '9' first.
<b>TELEVISION</b>	Please use the Channel Guide on the remote-control <b>Ch o:</b> DVD Player
<b>TOILETRIES</b>	A selection of essential toiletries can be purchased from Reception. A complimentary emergency set is also available, 24 hours.
<b>TOWELS/HANGERS/ BATH MAT</b>	If you require extra towels or face clothes or hangers please contact Reception. A non slip rubber bathmat is available on request.
<b>TRAVEL ENQUIRES</b>	For air, land and sea enquiries and reservations, contact Reception.
<b>VACATING THE ROOMS</b>	Please vacate your room by 11.30am on the day of departure. For early morning departures, guests should settle their account the night before with Reception.
<b>VALET</b>	Please refer to the laundry / dry cleaning form which can be requested from Reception.
<b>VOLTAGE</b>	Our electrical current is 220 / 240V, an adapter is available for sale or for loan from Reception. Please ensure your appliance is compatible.
<b>THE CONSERVATORY RESTAURANT_ &amp; BAR</b>	Our Conservatory is open for breakfast & dinner every day. Please refer to our menus for times. Our Bar is open Middy-10pm, please note all areas are table service only.

### CHARGES FOR SERVICES

<b>TELEPHONES</b>	External costs will be charged as below		
		<u>First 60 Seconds</u>	<u>Next 60 Seconds &amp; Every 60 seconds thereafter</u>
	Local	£0.20	£0.10
	National	£0.40	£0.20
	Mobile	£0.60	£0.30
	118	£1.00	£0.50
	International	£2.00	£1.50

<b>TO SEND A FAX</b>	50p first page – 25p thereafter
<b>INCOMING FAXES</b>	10p per page
<b>PRINTING</b>	05p per page
<b>PHOTOCOPYING</b>	10p per page (Large quantities may be at a discounted rate)