

Key Information

Reception

Reception is open 24 hours per day, 7 days a week
To contact reception please dial '0'

Services available- Porterage available please contact reception.
 Luggage Storage available during reception hours.
 Safe deposit available between the hours of 07:00-21:00.
 Mechanical Fans and portable heaters are available from reception.

Departure

Guests are required to vacate their rooms by 11.00 on the morning of departure. If you will be leaving before 7:00, please settle your account the previous evening. All residents have full use of the leisure facilities throughout their day of departure.

Emergency

In case of an emergency please contact reception by dialling '0'. Guests are advised to familiarise themselves with the emergency exit points and to read carefully the fire evacuation notices. A Night Porter is on duty from 23:00 until 07:30. Please inform reception if you are hard of hearing or disabled.

Safety

We strongly recommend:

- Double locking your door and putting the "do not disturb" sign on the door of your room when you do not wish to be disturbed.
- When answering the door, please identify the person before opening the door. If you have any doubts or problems, please ask for assistance by dialling the Hotel reception on extension '0'.
- Storing your valuables in the safe provided free of charge at reception. The hotel management declines all responsibility for any valuables left in the room.
- You may be requested to show your charge card, therefore we suggest you carry this with you at all times.

Accidents

In the event of an emergency, please contact the Duty Manager on '0'.
First Aid: A first aid kit is available at reception on the ground floor.

Car Parking

All car parking is situated on the 'Mainland'. The Hotel does not accept liability for loss or damage to vehicles or their contents however caused.

The car park is secured by an automatic gate. You will require a code from reception to be able to leave the car park.

Lost Property

The company cannot be held responsible for loss of any articles or valuables, which are not deposited at reception with the Duty Manager.

Night Service

Please inform reception if you are likely to be out of the hotel after midnight.

Non smoking Bedroom

All our hotel bedrooms are designated non smoking. If you smoke in the room a £75.00 charge will be added to your hotel account for the complete re-cleaning or dry cleaning of the bedroom.

Courtesy to fellow hotel Guests

In the event of wilful or negligent interruption to hotel business or other hotel guests. The hotel will charge the amount of any loss to your credit card.

Your Valuable Feedback

It is vital for us that we constantly improve the facilities that we offer; any feedback you may have to offer will be gratefully received. Please put down any comments on the guest questionnaire provided.