



Important Information

Reception

Reception can be found in the hotel on the mainland and is open 24 hours a day, 7 days a week. To contact reception please dial '350' from the phone in your room.

We offer portering, luggage storage and safe deposits between 7am and 9pm. Please contact reception if you wish to use these services.

Departure

We ask all guests to vacate their rooms by 11am on the morning of departure. If you are departing before 7am, please settle your account the previous evening.

WiFi

This service is free of charge for all residents. Please note, it is on an unsecured network. Contact reception on '350' if you require any further information or have any problem connecting.

Network: Guest

Password: WatertonOne

Emergency

In case of emergency, please contact reception on '350' from the phone in your room. Guests are advised to familiarise themselves with the emergency exit points and the read the fire evacuation notices carefully. A night porter is on duty from 11pm to 7.30am. Please inform reception if you are hard of hearing or disabled.

Safety

We strongly encourage the following safety procedures to be followed:

- Double lock your door & place the 'do not disturb' sign on your door 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 contact reception on '350'.
- Store any valuables in the safe at reception. 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 '350'. A first aid kit is available at reception

Fire Evacuation Procedure

On arrival to your hotel bedroom, please check the location of the nearest fire exit. If you hear a continuous alarm, please leave the building via the nearest fire exit and close any door behind you.

Do not stop to collect your belongings. Do not re-enter the building until you are advised to do so.

The Fire Assembly point is at Walton Hall on the island.

Please inform reception if you are hard of hearing or disabled.