

**Dear Guest,**

Please allow us this opportunity to wish you a very warm welcome to Hellidon Lakes Hotel.

Our dedicated Team is committed to delivering the highest level of customer service - we endeavour to go that extra mile.

We trust you will find the following information useful and they cover any questions you may have.

Please do not hesitate to contact us if we can be of any further assistance during your stay, we will be happy to help.

Enjoy your stay!

**The Team at Hellidon lakes.**

#### **RECEPTION**

Reception is available 24HRS – our Reception Team are on duty from 7am until 11pm, thereafter the Night Porter will be able to assist you between 11pm and 7am.

We are always available and happy to help - to contact reception or the night porter dial "0" from your bedroom telephone.

#### **COVID-19**

Our policy and guidelines <https://hellidonlakeshotel.co.uk/covid-19-policy>

Government guidelines <https://www.gov.uk/coronavirus>

#### **CAR PARKING**

There is ample parking available at the hotel, with designated blue badge bays (please display your blue badge) and charging points for electric cars.

Please ensure you do not leave any valuables in your car overnight and that your car is securely locked, Hellidon Lakes Hotel will not accept responsibility for any damages whilst you are parked in the car park

Please ensure you have registered your car with us at check in.

#### **EARLY MORNING WAKE UP CALL**

Please let reception know if you wish to receive a wake-up call, they will be happy to arrange this for you.

#### **FOOD & BEVERAGES**

##### **RESTAURANT**

Our Lakes Restaurant is an open, spacious area with stunning views over our golf course and surrounding countryside. If you are dining with us during your stay we do require to book in advance - please ensure to let us know if you have any dietary allergies or intolerances.

Breakfast is served from 7am-10am each morning, including weekend and bank holidays.

Dinner is served from 5pm-9pm each evening ([URL to Restaurant Dinner menu](#))

##### **THE LOUNGE**

Whether you like to have a glass of wine, a cocktail, tea or coffee the lounge is a cozy relaxing space with comfortable sofas and chairs to relax into.

##### **IN ROOM DINING**

If you wish to take full advantage of relaxation and prefer to dine in your room please let us know. In room dining menus are available ([URL to Room Service menu](#))

## **GRAB & GO!**

If you are short on time we can pre-arrange a grab and go option, please pre-order with reception and let us know the time you will collect your choices. ([URL to Grab & Go menu](#))

## **YOUR VALUABLE & SENTIMENTAL ITEMS**

Hellidon Lakes Hotel does not take any responsibility for items of value that are left in your bedroom. Some bedrooms have a safe located in your wardrobe for you to use, alternatively you are welcome to make use of the hotel safe and deposit your items there at no additional charge.

## **HOUSEKEEPING**

**REFRESHMENTS** – We have supplied a selection of complimentary hospitality items including tea, coffee for you to enjoy. Fresh milk is also available if you wish, please ask reception

**TOILETRIES** - We have supplied a selection of complimentary toiletries for you to use.

**PILLOWS & BLANKETS** – Please let us know if you like to have the additional comfort of an extra pillow or blanket.

**IRON & IRON BOARD** – We have irons and boards available for you to use – please contact reception who will be able to bring them to the room for you

**HAIR DRYER** – A hairdryer stored inside the desk or wardrobe for you.

**TOWELS** - We ask that you to help us “do our bit” for the environment by considering that you may re-use your towels by hanging them on the rail or radiator. However, if you do wish fresh towels, please place the dirty ones in the shower and housekeeping will replace them for you.

## **LEISURE FACILITIES**

### **BOWLING**

We have a 4 lane 10-pin bowling alley – booking is required

### **GOLF**

We have 27 holes of golf over 3 nine hole courses – The Hellidon, The Lakes and The Valley, a putting green and practise area – to book please call the Golf Club direct from your bedroom phone on 4004 or 01327 262551

### **HEALTH CLUB**

We have a gym, swimming pool and steam room complimentary for our guests to use during their stay. Towels and changing rooms are available

Health Club Opening Times 0630-2130 (last entry is 2100)

Children Swim 0900-1100 and 1600-1900

Spa treatments need to be booked in advance – please call the Health Club direct from your bedroom phone on 4500 or 01327 265655

## **MAINTENANCE**

We do our best to ensure room maintenance is actioned immediately. If however you notice something we may have missed please let reception know, we will endeavour to rectify the issue with our Maintenance team as soon as possible.

## **WIRELESS INTERNET & TV**

**INTERNET** - Wireless internet is complimentary for you to use and available throughout the hotel. To connect from your device select ‘**Hellidon Lakes Guest**’ and complete the details to proceed.

**TV & RADIO** - All of our bedrooms offer televisions with a full range of Freeview TV & radio channels

## **OTHER USEFULL INFORMATION**

- There may be an electricity key card on the wall, just by the entrance, controls all electricity in your room

- Your bedroom door is self-locking, however please ensure you check the door is fully closed as you require
- Non-slip bath mats are available – please let us know if you require one
- Secretarial services are available - our Reception team will be happy to assist with any admin requirements you may have

#### **DEPARTURE**

Sadly there does come the time to say Goodbye – we hope that your stay will be enjoyable with us. We ask that you check-out before 11am on the morning of your departure.

Late check out options may be available, however charges will apply and this is subject to availability.

#### **PAYING YOUR ACCOUNT**

Unless we have received written confirmation of account to company requirements we will prepare your account ready to be settled by yourself, in full, on the morning of your departure.

**We do not accept American Express or Diners cards.**