

BEST WESTERN
TIVERTON HOTEL

Room Information

Welcome to the Best Western Tiverton Hotel we hope that your stay with us will be enjoyable.

The Information contained will help to enhance your stay. I would like to draw your attention to the fire notices which detail procedures in the event of an emergency, please make a point of reading this as it is there for your own safety.

Finally if you have any queries, please do not hesitate to contact Reception or the Duty Manager who will be only too pleased to assist during your stay.

A warm welcome



GENERAL MANAGER

Toiletries

In case you've forgotten the small essentials, Reception have available items such as toothpaste and combs, etc. A selection of these are complimentary.

Valuables

Guests are advised to deposit valuables at the Reception Office and obtain a receipt for them. The Hotel Management cannot accept responsibility for any loss or damage to any article not deposited in the Hotel Safe.

Web Site

We can be contacted through our Web Site at www.bw-tivertonhotel.co.uk or by e-mail on sales@tivertonhotel.co.uk. We recommend you visit our site which has details of our many services and facilities.

Wifi

Wifi internet access is available in all areas of the Hotel. For those laptops that do not have a wireless connection, plug-in cards are available at Reception.

Your Room

Your bedroom includes private bathroom, trouser press with iron, direct dial telephone, hair dryer, remote control television (which includes the radio) and courtesy tea and coffee tray.

Courtesy bottled water is also available in your room, please contact reception if you require more.

Additional pillows, blankets and toiletries can be requested through Reception.

Please control the volume of your television/radio so that it does not cause annoyance to your neighbouring guests.

A bottle opener is located in most bathrooms and a shoe cleaning unit is located in the corridor.

An ironing board and iron is available, please contact reception.

To lock the connecting door turn handle anti-clockwise.

BEST WESTERN
TIVERTON HOTEL
— *"The Gateway to the Westcountry"* —

Blundells Road, Tiverton, Devon EX16 4DB

TEL: 01884 256120

FAX: 01884 258101

www.bw-tivertonhotel.co.uk

Email: sales@tivertonhotel.co.uk



TIVERTON

DEVON



Directory of Guest Services

Best Western
Tiverton Hotel

Accounts

Guests cheques up to £50.00 are accepted towards payment of accounts by Reception if accompanied by a valid Bankers Card. Where we have had an exchange of correspondence with guests and a deposit has been paid the £50.00 limit (and Bankers Card) may not apply. As Reception only carries a small float of change it is regretted that cheques cannot be exchanged for cash.

Available Television Channels

The following channels are available on your T.V.:

Channel 1 - BBC1

Channel 2 - BBC2

Channel 3 - ITV

Channel 4 - Channel 4

Channel 5 - Sky Sports 1

Channel 6 - Sky Sports 2

Channel 7 - BBC News 24

Channel 12 - ADULT VIEWING ONLY

Please note this channel is not suitable for anyone under 18 years of age.

Beverages

A courtesy beverage tray is located in your room. We also provide a complimentary bottle of water. Tea and Coffee is available in the Lounge, please order with Reception who can arrange for the charge to be added to your room account.

Business Facilities

Facilities available at Reception include Fax, Photocopying and Typing. Typing Services may be restricted according to the time of day and availability of staff. There is a charge to cover the cost of equipment of £2.00 per page for sending a Facsimile, and 25p per sheet for Photocopying.

Secretarial services are available on request, and are charged at £15.00 per hour, minimum 1 hour charge.

Car Parking

Cars may be parked in the Hotel Car Park free of charge but no responsibility can be accepted by the hotel for any loss or damage.

Churches

Please contact Reception for details.

Cigarettes

A cigarette vending machine is available in the main lounge opposite Reception.

Credit Cards

For settling your accounts, we are happy to accept the following Credit Cards; Visa Electron, Visa, Mastercard, Delta, Diners Club, American Express, Solo and Switch.

Day Porter

There is a day porter on duty. Please contact Reception if you require assistance with your luggage etc.

Luggage storage facilities are available. This facility can be organised by contacting Reception between the hours of 07.30 until 23.00.

Departures

Guests are advised to vacate their rooms by 11.00am on the date of departure. If you wish to stay later, please contact Reception.

Accounts can be settled with Reception.

Doctor

Reception will assist you if the services of a Doctor are required. Please be aware a charge may be levied.

DVD/Video Library

The Hotel carries a limited number of films that Guests can rent at £5 per day. This charge can be added to your room account. Please contact Reception for details of titles. (This service applies only to those rooms which have combined TV/Video facilities)

Executive Rooms

These are located in our executive wing with its dedicated security entry system, Queen sized bed, modern soft furnishing and furniture. Power shower, flat screen television with DVD player and purpose built executive desk and chair making this an extremely comfortable working environment.

Feedback

We very much value your constructive comments and recommendations on the service you have received during your stay with us. A guest satisfaction questionnaire is available for completion on line at www.bestwesternsurvey.com. A link is also available through our website www.bw-tivertonhotel.co.uk

Fire Instructions

The Hotel has a valid Fire Certificate but Guests should read the Fire Notices on display and make a special note of the nearest emergency exits.

Functions

The Hotel specialises in Wedding Receptions, Conferences, Banquets and functions of all kinds. We have specially trained staff to cater for all your requirements. Please ring our Sales Office on
Extension 2015

Gratuities

A service charge is not made. Guests wishing to reward exceptional service are invited to do so at their own discretion. If gratuities are left at Reception they will be distributed amongst all the staff. It is recommended that gratuities are placed in an envelope and marked "For the attention of the Manager" and handed into Reception.

Hotel Extension Numbers

General Manager	2001
Accounts	2004
Gallery Restaurant	2007
Kitchen	2009
Sales Office	2015
Reservations	2002
Housekeeping	2022

Internet Facilities

Each room has a combined telephone/internet facility, again please ask Reception for details.

Laundry Service

Laundry Bags and Laundry Slips can be found in your room.

Please complete the slip and hand it with your laundry in the bag to Reception. Laundry handed into Reception by 9.00am will be ready for collection by 10.00am the following day.

This service is not available on Sundays or Bank Holidays.

Local Services

Reception will be pleased to help you with:

Car Hire

Travel Information

Taxi Service

Hairdressing Appointments and any other local services.

Luggage Storage

A luggage storage area is available close to Reception, please note that this area is unsupervised but is available on a 24 hour basis.

Morning Calls

These may be booked with Reception or the Night Porter.

Newspapers

Morning Newspapers may be ordered prior to 9.00pm from Reception for the following morning. Remember to specify if you would also like Sunday Newspapers.

Night Porter

There is a night porter on duty. Guests going out should advise Reception if they expect to return after midnight. A night bell is located on the left of the main entrance door.

Outside Catering

"Our Food - Your Place"

We cater for a number of outside catering clients, for further information or special quotes, please contact the Sales Office.

Pets

By prior arrangement house trained pets are allowed in the bedrooms but regretfully pets are not allowed in the public areas (with the exception of Guide Dogs).

A charge of £8.50 per night per pet is levied on your room account.

Portable Fans

If you wish to have a portable fan in your room, please contact reception who can arrange this for you. We only have a limited number but there is no charge for this service.

Postal Facility

Please contact Reception for details.

Railway Station

The nearest British Rail Station is Tiverton Parkway. The station is about 6 miles away and is on the main Paddington to Penzance line. The Hotel can arrange transport to and from Tiverton Parkway for Guests.

Reception

Our Reception area is open on a 24 hour basis and is located on the Ground Floor close to the Front Entrance. All accounts can be settled at Reception and we can also offer an express checkout service. Reception staff can also arrange additional toiletries, towels and blankets if required.

Mini Menu

24 Hour Room Service

Please order from Reception

Tomato Soup £3.25
Served with a Bread Roll

Lasagne £6.95
Served with a Side Salad

Chicken Tikka Masala £6.95
Served with Rice and Poppodum

Selection of Sandwiches £3.50
Please ask for available fillings

Chocolate Muffin £1.95

Danish Pastry £1.95

Selection of Sweets £2.75
Please ask for details

Assortment of Snacks available from the Bar
Crisps & Nuts etc.

*All prices include VAT - Please note a £3.00
supplement will be charged to your room account
when ordering Room Service*

Gallery Restaurant

BREAKFAST

Breakfast is served in the Restaurant from
7.00am to 9.30am
Saturdays and Sundays
8.00am to 10.00am

Continental Breakfast outside the above hours to
be served in your room, should be ordered from
Reception by 11.00pm the previous evening.

SNACKS

A large range of hot or cold snacks are
available every day, lunchtimes and evenings
in the Gallery Bar.

LUNCH

Table D'Hote lunch is available,
from mid-day to 2.00pm
Traditional Sunday Lunch is available
from mid-day to 2.15pm

DINNER

Dinner is served from 6.45pm
with last orders at 9.30pm

SPECIAL DIETS

Most special diets can be catered for. Previous
notification would be appreciated.

Room Service

Any meal can be served in your room if required
during meal service times.

A room service charge of £3.00 per person will be
made. Outside mealtimes, sandwiches, drinks and
beverages are available either in the Gallery Bar
or in your room.

Please order from the Mini Menu.

Sales Office

Our Sales Office have a number of dedicated
professional sales staff who arrange your meeting,
function or event. They are available between
8.45am to 5.15pm. Please ring 2014/2015 for our
Sales Office.

Smoking Policy

Between the hours of 8.30am - 6pm the Hotel
operates a no smoking policy in all public areas.

Special Needs

If you have any particular special needs, for
example larger type-face menus, please contact
Reception who would be pleased to assist

Telephone

There is a public telephone in the Hotel for guest's
use, located near Reception.

Guests making telephone calls from the bedroom
using the Hotel system will be charged at 25p per
unit inclusive of VAT.

Dial 9 for External Line

Dial 1 & Room Number to contact other guests

Dial 0 for Reception

Example of costs:

For your information we have calculated the
following examples:

- a 3 minute local rate call
would cost approximately
75p
- a 3 minute long distance call
would cost approximately
£1.75

For credit cards and Toll Free calls, please contact
Reception who will assist you with these calls.

For guests wishing to use computers in their
rooms, Reception has adapters and extension
cords available.