

# Sudbury House

HOTEL & RESTAURANT

Dear Guest,

Thank you for choosing to stay with us at Sudbury House. We trust you find the following pages useful and cover any questions you may have.

At Sudbury House we have always put the safety and wellbeing of our guests and staff first. This is why over the lockdown period we have been working tirelessly to get our hotel safe and ready to welcome you back. We have implemented a range of new safety measures throughout the hotel with your health, safety and comfort in mind to make your stay with us both safe and enjoyable.

Our dedicated team are committed to delivering the highest level of customer service and standards. We endeavour to go that extra mile, so please do not hesitate to contact us if we can be of any assistance.

From myself and all of the team at Sudbury House, we look forward to making your stay as enjoyable and comfortable as possible.

Kind Regards

Jane Tucker

General Manager

## **RECEPTION**

Reception is available 24HRS – our Reception Team are on duty from 6.30am until 10.30pm. To contact reception dial '0', thereafter the Night Porter will be able to assist you between 10.30pm and 6.30am.

## **CAR PARKING**

Please be advised that all vehicles are parked at owner's risk. We recommend you do not leave any valuables in your vehicle and ensure doors and windows are closed and locked.

We do not charge for the use of our car park, but request that you register your vehicle at Reception on check in.

## **YOUR VALUABLE & SENTIMENTAL ITEMS**

Sudbury House Hotel does not take any responsibility for items of value that are left in bedrooms.

## **HOUSEKEEPING**

In line with Government guidelines your room will not be serviced during your stay unless requested. If you would like your room to be serviced or if you require any additional amenities during your stay please inform reception.

If you would like to have the comfort of an additional pillow or duvet, please contact reception who will be happy to arrange this for you.

There is an iron and ironing board available for you to use and a hairdryer for you inside the desk drawer (push to open).

## **MEDICAL ASSISTANCE**

If you require any medical assistance during your stay with us, we do have First Aiders on duty. Reception will be able to assist with this or if you wish to contact a local Doctor or Dental Surgery, or a local Medical Advice Centre should they be required.

During 6.30am until 10.30pm, please contact Reception dialling "0", alternatively during the night, please contact the Night Porter by dialling "288".

## **TELEVISION & RADIO**

All of our bedrooms offer Televisions with a full range of Freeview channels, including radio

## ROOM AMENITIES

We offer a selection of complimentary amenities in your room for you; these include Tea, Coffee, Hot Chocolate and Biscuits, and a selection of Toiletries.

If there are any items you may have forgotten to bring with you – such as toothbrush, please ask at Reception, we have a small selection available and will be happy to assist.

## WIRELESS & BROADBAND

The Fibre Optic Wireless facility is complimentary to use.

There are no passwords or pin codes to access Wi-Fi. From your device select internet options “Sudbury House Hotel” then when you enter the browser you will be asked for your email address and to accept the terms and conditions of use. Connection should be immediate.

Fibre Optic Wireless is available throughout all hotel areas including the Bar, Lounge and in your bedroom.

## TELEPHONE

To call a colleague or friend staying in another room, or to contact the Reception Team there is no charge to use the telephone. To call another bedroom, just dial the room number you require, to contact reception dial ‘0’ or ‘288’ for the night porter.

For calls outside of the hotel, dial ‘9’ to obtain an outside line. Charges for this service will be added to your room account which are payable on departure.

An example of the charges follow:-

<b>AREA CALLING</b>	<b>APPROX DURATION</b>	<b>TIME</b>	<b>APPROX COST</b>
National within UK	5 minutes	Daytime	£1.20
	5 minutes	Evening	£0.75
International (out-with UK)	5 minutes	Daytime	£3.50
	5 minutes	Evening	£3.00
UK Mobile	1 minute	Evening	£1.00

## HOUSEKEEPING

Rooms will not be serviced during your stay unless requested. If you would like your room to be serviced or if you require any additional amenities during your stay please inform reception.

If you would like to have the comfort of an additional pillow or duvet, please contact reception who will be happy to arrange this for you.

There is an iron and ironing board available for you to use and a hairdryer for you inside the desk drawer (push to open).

## **MAINTENANCE**

Although we do our best to ensure room maintenance is actioned immediately, we would appreciate your feedback, or if you notice something that we may not have please let us know. Reception will take note and pass on to our maintenance team.

## **SECRETARIAL SERVICES**

Our Reception & Administration team will be happy to assist with any Secretarial requirements you may have. Please contact Reception for further information and charges.

If you are expecting any messages, Reception will happily take those for you.

## **RESTAURANT & BAR**

If you are dining with us during your stay please let us know if you have any dietary requirements, allergies or intolerances.

**ROOM SERVICE** (We are currently not charging a 'tray charge' for room service)

**BREAKFAST** – Breakfast is available from 7am until 9am Monday – Saturday and 8am until 9:30am on Sundays. Breakfast will be delivered to your room at your preferred time each morning (Please make sure reception has been informed of your preferred time).

**DINNER** – Dinner is available between 5:30pm and 8pm. Dinner can be delivered to your room or we can arrange a table in our Magnolia Restaurant – Please note tables are limited in our Restaurant to comply with social distancing and must be booked in advance. Pre-ordering your meals via reception is recommended to ensure a smooth service.

**BAR** – Our Bar & Lounge area is currently closed, but you can enjoy a drink in our Magnolia Restaurant or in our Gardens. If you would like any drinks to be delivered to your room please contact reception.

## **DEPARTURE**

We ask that you check-out by 11am on the morning of your departure and drop off your room key at reception. Your room invoice will be emailed to you the morning of your departure. If you have any queries regarding your bill, please contact our reception team.

## **PAYING YOUR ACCOUNT**

If there are any unsettled balances these will be charged to the card we have on our system for your reservation. A copy of your invoice will be emailed to the email address you provided us at check in.