



Welcome to The Royal Toby Hotel

On behalf of all the team I do hope you have a memorable stay with us. We have produced this document to help with any information you may require during your visit.

If you do have any queries however, please speak with the reception team, who will be only too happy to answer any questions you may have. Inside each room is a guest service questionnaire, which I trust you will complete as our guests satisfaction and feedback is highly valued and will only take a few moments of your time.

So for now, Relax, enjoy your stay and Thank You for your custom.

Clare Poole
Deputy General Manager

A HELPFUL GUIDE TO HOTEL FACILITIES

RECEPTION

OPEN: 24 Hours

CHECKIN:

After 2pm (Lodge from 4pm)

CHECKOUT:

Before 11 am

WAKE UP CALLS: Please advise reception if you require a wake up

COMMUNICATION SERVICES:

Post, email, fax and photocopying services are all available at reception, please enquire for costs

WIFI: Complimentary to all guests all around the hotel site. Simply log onto our website no password required

NEWSPAPERS: Can be ordered at reception

LAUNDRY FACILITIES: Laundry services are available. Please see inside the dresser draw for prices and laundry bags. Please drop off at reception for same day

IRONS & BOARDS:

Inside the wardrobe you have an iron and ironing board

TOILETRIES:

We have a selection of toiletries if you have forgotten something please speak with reception for shaving packs, dental kits, shower caps etc.

HOTEL ROOMS

We have 53 rooms comprising of family, executive and four-poster rooms. All have full bathroom en-suite with power shower. We have a lift to all floors.

FIRE SAFETY INFORMATION:

Situated on the back of the door and informs you of the assembly points A&B for all resident guests. Please familiarise yourself with the emergency evacuation information should the alarm sound. The fire alarm is tested every Monday morning at 11:30am – at this time there is no requirement to vacate.

SPECIAL NEEDS OR REQUIREMENTS:

We understand and appreciate that some of our guests may have special needs or requirements. Please discuss this with reception who will draw up a personal evacuation plan. We also have accessible bedrooms available upon request and depending on availability.

TELEVISION:

All our LCD TV's have full FREEVIEW channels

SUSTAINABILITY:

We are committed to helping the environment and ask if you can help with the following:

HEATING:

We have a combination of heating systems in each room. Should you wish to adjust the heat settings in your room please contact reception who can talk you through how to increase / reduce the temperature. Bathrooms also have towel warmers which can be switched on or off to your preference.

TOWELS:

Towels are placed in the rooms according to the number of guests that have booked. If you require an extra set of towels please dial reception on zero. If you would like your towels replacing during your stay place Used towels in the bath for collection.

ELECTRICITY:

Please switch off all lights and equipment when you vacate the room.

REFRESHMENTS TEA & COFFEE:

Welcome trays are in each room with complimentary drinks and cookies.

Extra sachets can be collected from reception should you like any extra.

NON SMOKING ROOMS:

Our hotel policy is strictly non- smoking for bedrooms. Restaurants and internal public areas. Outside we have a sheltered, heated conservatory where guests can smoke in comfort. The hotel fire doors and bedroom sensors are alarmed and if triggered for smoking purposes a mandatory £100 penalty will be added to your bill.

HOTEL RESTAURANTS AND BARS

(BOOKINGS FOR STRONGLY ADVISED FOR BOTH RESTAURANTS)

THE ROYAL TOBY: TRADITIONAL ENGLISH GRILL

OPENING TIMES

MONDAY - FRIDAY:

12 NOON - 14.30 / 17.00 - 21.00

SATURDAY:

12 NOON - 14.30 / 17.00 - 21.00

SUNDAY:

12 NOON - 20.00

CENETTA ITALIAN

MONDAY - FRIDAY

17.00 - 21.30

SATURDAY:

BOTTOMLESS BRUNCH ONLY

13.00 - 15.00

OPEN AS NORMAL

17.00 - 22.00

SUNDAY:

16.00 - 21.00

BREAKFAST SERVICE TIMES IN THE ROYAL TOBY RESTAURANT

Breakfast is served in the Royal Toby restaurant each morning.

MONDAY - FRIDAY:

07.00 - 09.00

SATURDAY - SUNDAY:

08.00 - 10.00 (Including Bank Holidays)

THE ROYAL TOBY BAR

Open from 12 NOON Everyday

MONDAY – SATURDAY:

Bar closes at 23.00

SUNDAY:

Bar may close earlier

LOCAL SHOPS.

Tesco is open 06.00 - 00.00 (10.00 - 16.00 Sunday)

Nisa across the road 07.00 – 21.00 daily.

We have a cashback facility at The Royal Toby Bar but both supermarkets have a cashpoint.