

Ye Olde Bell



Hotel ▪ Spa ▪ Restaurant ▪ Bistro

Dear Guest,

Thank you for choosing to stay at Ye Olde Bell Hotel & Spa, on behalf of the team I would like to extend a very warm welcome. Our charming 17th century coaching inn oozes history and has been welcoming guests for over 400 years, it has seen many changes during that time except one; genuine, warm hospitality has always been at its very core. During your stay with us please maintain social distancing, wash your hands regularly, follow the one way system in place and wear a mask in all of the public areas.

SPA : Our Spa facilities are currently open from Thursday to Monday from 9:30am until 6:00pm. Any access and/or treatments do have to be booked and paid in advance, if they are not already included in your package. Please dial '400' or '401' to contact Spa Reception who are available every day of the week.

GYM : Our gym is located in the courtyard and is complimentary for residents, simply collect the key form Reception when you would like to use it, it is open 24 hours. A maximum of two guests at any one time. The equipment consists of a resistance weights machine, free weights, power plate, cross trainer, treadmill and bike. There is also private bathroom and shower.

PAYMENT : We are now operating a cashless payment system, please use card or Apple pay.

RECEPTION : The Receptionist is on duty between the hours of 6:45am until 6:45pm during the week, and 7:15am until 7:15pm during the weekend, please dial '0'.

The Night Porter is on duty between the hours of 10:30pm and 7:15am, their contact number is shown on the sign displayed on the Reception desk.

Should you require any assistance in between these hours, please dial '208' to contact the Bar.

SERVICE TIMES : We offer a variety of options including Restaurant Bar 1650, St Leger Bistro-by-the-Bar, our terraces and garden. The Restaurant Bar 1650 is closed on Sunday evenings.

Breakfast is served Monday to Friday 7am—9am, Saturday, Sunday & bank holidays 8am—10am,

Lunch is served Monday to Saturday 12noon—2:30pm, Sunday 12:30pm—3pm

Afternoon Tea is served every day 2pm—5pm

Light Bites are served Monday to Saturday 12noon—5pm

Dinner is served every day 5pm—8pm

Table service is in place in all areas, and we ask that you please vacate your table by 9:45pm.

ROOM SERVICE : A copy of our menu can be found on our website under the 'Dine' tab or collected from the Bar. Please dial '208' to contact the Bar to place your order, during the service times shown above.

If you would like breakfast in your room, please complete the order card provided and hang on the outside of your door before 3am. A service charge of £4.50 per person will be added to your bill.

Please leave your tray outside of your door for collection.

HOUSEKEEPING: Housekeeping will replenish the tea and coffee making facilities in your room daily, however if you would like your room to be serviced in full please put the 'service my room' hanger on the outside of your door before 7:30am.

LAUNDRY : Housekeeping offer an in-house service consisting of wash and tumble dry. Simply place your laundry in the bag provided, together with the completed laundry form and leave on your bed before Housekeeping service your room. The charge will be added to your bill. Please allow up to 48 hours for your laundry to be returned. Irons and ironing boards can be provided upon request.

TELEPHONE : For an outside line, dial '9' followed by the number. To call another room, prefix the room number with '1', e.g. dial 127 for room 27, or '10' if it is a single digit room number, e.g. dial '102' for room 2. For rooms 70-79 simply dial the room number.

TV & RADIO : TVs are programmed to receive all digital channels, details of which can be found by pressing 'Guide' on the remote control.

TAXIS : DN Cars—07816 442403 A2B—01777 700777 Val's—01777 709098 Galaxy—01777 228000 Shelley's—01777 700108 Kiwi Cabs—01777 471238 Country Cars— 01777 706666

NEWSPAPERS : Please order with Reception before 7pm, the charge will be added to your bill. Your paper will be delivered to you in the breakfast room between 7:30am and 8am.

WI-FI : Complimentary, unsecured Wi-Fi is available throughout the hotel, the password is 569 440 1909.

CHECK OUT : Please vacate your room by 11am. A later check out can be arranged subject to availability, please speak to a member of our Reception team.

Should you experience any Coronavirus symptoms, these being a high temperature, a new and continuous cough or a loss or change to your sense of smell and taste, please inform a member of staff immediately.

I hope you enjoy your stay, and if there is anything we can do to further enhance your experience please do let us know.

Kind regards,

Kate Firth

General Manager

