

**Dear Guest,**

May I extend a warm and friendly greeting to all our guests.

On behalf of all the Best Western The Royal Chase Hotel team it gives me great pleasure to welcome you to this unique hotel set within its picturesque grounds. This Georgian building was once a monastery which was transformed into a hotel.

The small market town of Shaftesbury is one of the oldest and highest towns. With its breath taking views over the hills of the Blackmore Vale, to the now famous Gold Hill, with its steep cobbles and picturesque cottages.

The town centre is only a short distance away with its independent shops, and places of historic interest for our guests to enjoy.

We will endeavour to make your stay as relaxing and comfortable as possible.

If we can be of any assistance during your stay please do not hesitate to contact any of the team.

*Lesley Drew*

*General Manager*

*Please visit our sister hotels*

[www.hotelrembrandt.co.uk](http://www.hotelrembrandt.co.uk) [www.lordhaldonhotel.co.uk](http://www.lordhaldonhotel.co.uk)

## IN CASE OF EMERGENCY

**FIRE:** The Hotel operates an automatic fire detection system. If you discover a fire, sound the alarm by breaking the glass at an alarm point located in the corridor.

Fire escapes and exit routes are on the back of your bedroom door.

The assembly point is located on the front lawn.

**Ambulance:** Contact Reception by dialling 0.

You can also access the emergency services by dialling 9 for an outside line and then 999 and then please inform Reception or the Duty Manager.

**Police:** Contact Reception by dialling 0

**Covid-19:** If you develop a fever or cough during your stay please remain in your room and contact Reception.

### Hotel Management Team

Lesley Drew	General Manager
Marri Vivarelli	Conference and Events Manager
Camilla Spranklen	Reception Manager
Chris Lucas	Head of Maintenance
Luke Moore	Head Chef
Sally Kavanagh	Executive Housekeeper

### **Internet Access:**

Internet access is complimentary for all guests staying with us.  
Free Fibre Wi-Fi is available throughout the hotel.

**Network:** BW Royal Chase Hotel

**Password:** royalchase

### **Climate Control:**

You can adjust the temperature of your bedroom by turning the dial on the side of your radiator. Extra heaters and fans are available on request.

### **Dialling Instructions:**

To access an outside line from your room: dial 0 and Reception will connect you. For assistance, and confirmation of current call charges, please dial 0 for Reception. To dial another room: you simply need to put the number 2 before the Room number. For example, to call Room 2 dial 202 or Room 22 dial 222.

### **Guest Care:**

We keep a small amount of toiletries and supplies at Reception. These include toothbrushes, toothpaste, shoe shines, sewing kits, Non-Slip bath mats, shaving kits, shower caps, electrical adaptors and face cloths. These items are available 24hours.

Additional tea, coffee, milk, and sugar are available at Reception.

Sanitary items are available at Reception.

### **Hairdryers:**

You will find a hairdryer for your personal use in you room. The voltage in the UK is 240V and only electrical shavers may be plugged into the bathroom directly.

### **Blankets:**

Extra blankets, pillows and towels are available on request please contact Reception.

### **Valuables:**

We encourage you not to leave anything of value in your room and to please deposit anything at Reception, we will place this in our safe and issue you with a receipt which must be returned upon collection of valuables. The Royal Chase Hotel cannot take responsibility for any valuables left in bedrooms.

### **Water:**

Still or sparkling bottled water can be purchased from the Bar, Reception or the Night Porter.

### **Check Out:**

We politely request that rooms are vacated by 11am. Late Check Out can be arranged with Reception subject to availability. Departures after 2pm are liable to incur a full nights charge at the agreed room rate.

We are providing an Express Check-Out only system, meaning we will not be issuing paper copies of Invoices.

Payment of Account – all accounts must be settled before departure. Cheques are not acceptable on departure.

### **Credit Cards:**

We accept the following credit cards: MasterCard, Visa, American Express, Switch and Electron.

### **Guest Feedback:**

This is accessible via [www.bwfeedback.com](http://www.bwfeedback.com)

### **Banqueting, Conferencing & Events:**

The hotel has facilities for meetings, private lunches, dinner dances and wedding including licensed rooms for wedding ceremonies. AV equipment is available.

Our Conference & Events Co-ordinator will be pleased to provide you with complete details of our facilities and menus. Please dial 0 and ask for the Conference & Events department during office hours.

### **Maintenance:**

If for any reason you feel the need to raise an issue with your bedroom or its facilities please e-mail or call Reception at your earliest convenience so we are able to rectify the problem. We apologise if you are not completely satisfied with any aspect of your room and will look to sort the problem for you as soon as possible.

### **Wake Up Call:**

To book a Wakeup call please dial 0 for Reception.

**Useful Information:**

**NHS Helpline:** 0845 4647

**Doctors:** 01747 856700 (Abbey View Medical Centre)

**Dentist:** 01747 822444 (ADP Dental)

**Pharmacy:** 01747 852086 (Lloyds Pharmacy)

**Churches:** St Edwards Catholic Church  
St Johns Church

Please ask at Reception for directions, service times or a map of the local area.

***We wish to remind all guests that the hotel is completely non smoking and that failure to adhere to this will incur a charge of £250. We kindly ask you to take care in the use of the hotel facilities and your bedroom. Any abuse or misuse resulting in damage to hotel property is liable to charges.***