

# Party With Your Fellow Guests? Car Park, 6am?

**We didn't think so.... :) Please refrain from using the Hairdryer or Hair Straightners directly under the smoke detector. This is the most common thing to set off our fire alarm.**

**If you hear the fire alarm it's best not to stay warmly wrapped up in bed because .....well.....it may just get to hot to bare!**

**Dear Guest,**

Welcome to Weymouth and to the BEST WESTERN Hotel Rembrandt. We hope that you will have a most enjoyable stay with us.

This information folder has been compiled to help you make the most of the facilities available within the hotel. Should you have a requirement not listed, please contact Reception by dialing 0 where a member of staff will try and accommodate your request.

If anything in your room has been overlooked, please call Reception straight away so that we can rectify any issues.

Use of our Leisure Club is complimentary for hotel guests; facilities include heated pool, gym, sauna, steam room and spa bath. Use of the sun bed incurs an additional charge. In order to gain entry please present your 'Guest Passport' as was provided to you upon your arrival.

Our Gallery Restaurant serves a traditional Carvery menu as well as an extensive A la Carte Menu offering international dishes, vegetarian and children meals. The Gallery Bar is adjacent to the Restaurant.

Due to our location and facilities the hotel is also renowned for hosting meetings, conferences, weddings and private functions. Please contact Reception if you wish to have a look around and for more information.

Thank you for staying with us and we hope that when you travel to Weymouth again we will have the pleasure of looking after you again.

**Yours truly,**



**Massimo Menin  
General Manager**

## **In Case of an 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. Please follow the instructions on the back of your bedroom door.

**Ambulance:** contact Reception by dialling 0. You can access the emergency services by dialling 9 first for an outside line and then 999 and you must inform Reception and/or the Duty Manager immediately after.

**Doctor:** for non-urgent medical attention, please contact Reception. Please refer to the doctor section in this directory. In some cases, to avoid lengthy delays, we may recommend that you go to a local hospital.

**Police:** contact Reception and/or the Duty Manager by dialling 0.

## **For general assistance please dial 0 for Reception**

### **AUDIO VISUAL EQUIPMENT**

Please dial 0 and ask for the conference & events department during office hours. We have a small selection of equipment for hire. Subject to availability.

### **ADAPTOR**

A selection of electrical adaptors are available from Reception. Please dial 0 to enquire about availability. A £5 deposit will be applied to your room account which will be removed upon returning the adaptor.

### **BANQUETING, CONFERENCE AND EVENTS**

The hotel has facilities for meetings, private lunches, dinner dances and weddings including licensed rooms for wedding ceremonies.

Our Conference & Events team will be pleased to provide you with complete details of our facilities and menus. Please dial extension 314 for the conference & events department during office hours, or alternatively dial 0 and ask for the Duty Manager. Brochures are also available in the hotel lobby or online [www.hotelrembrandt.co.uk](http://www.hotelrembrandt.co.uk)

Conference & meeting space is available from £20 per person, or £29.50 with lunch, for more information please dial extension 314.

<b>BAR</b>	<p><b>Gallery Bar Extension: 397. Our Gallery Bar and adjoining garden provide welcoming surroundings in which to enjoy your favourite drinks. Open daily from 10.00am.</b></p> <p><b>Hotel Residents: 24/7 on request, Non-Residents: 10AM-2AM.</b></p>
BATH ROBES	Bathrobe and slipper packs are provided for complimentary use in our Superior Room, alternatively they are available for hire, £10 per day. Packs may be purchased for £20.
BLANKETS	A blanket is stored in your wardrobe. For extra blankets please dial 0.
<b>BREAKFAST</b>	<p><b>Breakfast is served in the Gallery Restaurant on the ground floor off Reception.</b></p> <p><b>OPENING TIMES:                    Monday to Friday 7.00am to 9.30am</b>  <b>Saturdays, Sundays &amp; Bank Holidays 7.30am to 10am.</b></p> <p>Should you need to depart before the start of breakfast, please inform Reception before 11pm the evening before; in which case a 'reduced' continental breakfast will be served in the Gallery Restaurant.</p> <p>Room Service Breakfast (Continental Only)  Should you require a room service breakfast please complete the form provided in this folder and return to reception. A tray charge will apply, please refer to the room service menu for further details. This charge will be applied to your account.</p> <p><b>Early Express Breakfast.</b> Available 7 days a week with 1 hours notice. Unless Breakfast is included in your rate this service will be charged at \$5 per breakfast. What's included: 1 Coffee or Tea in a take-away paper cup. 1 Muffin (pre-packed), 1 piece of Fruit (Apple or Banana), 1 small carton of Orange Juice. Please dial 0 for Reception or the Night Porter for assistance or visit Reception.</p>
BUSINESS SERVICES	For all your photocopying, faxing and printing needs please contact Reception. Charges will apply. For internet services please see under Fibre Wi-Fi. Available 24/7.
CANDLES	Due to fire regulations candles are not permitted in bedrooms.
CHECK IN	Check in time is from 2.00pm onwards. If arriving earlier then luggage may be stored on the premises, but at the owner's risk. Rooms may be available prior to check in time. Reception will try to assist you.

<b>CHECK OUT</b>	<b>We kindly request that all rooms be vacated by 11 am.</b> Luggage may be stored at reception if required. Late check out can be arranged with Reception, available between 11am and 1pm subject to availability, charged at £10.00 per extra hour. Departures after 1pm will incur a full night's charge at your agreed rate.
CHURCHES	Please ask at reception for details of worship and service times.
CLIMATE CONTROL	A thermostat located on the radiator controls the heating in your room. You can adjust the temperature by turning the dial on the side of the radiator. For extra heaters and fans please contact Reception.
CIGARETTES/TOBACCO	<b><u>Smoking is not allowed within the hotel including all bedrooms.</u></b> Smoking is permitted in the garden outside the Gallery Bar and in the car park only. <u>Penalty charges apply for violations of this policy.</u>
CREDIT CARDS	We accept Mastercard, Visa, American Express, and all other major debit and credit cards.
DAMAGE TO HOTEL	We ask you to take care in the use of the facilities in your bedroom. Any abuse or misuse resulting in damage to hotel property is liable to charges which will entail replacement and handling costs and also loss of revenue to the hotel.
<b>DINNER</b>	<b>Gallery Restaurant extension: 340</b> <b>Dinner is served in the Gallery Restaurant on the ground floor off Reception</b>
<b>OPENING TIMES :</b>	<b>Monday to Saturday 6.30pm – 9.15pm</b> <b>Sundays 12.00pm – 9.15pm</b> Residents booked on a Half Board basis can choose a three course meal from the entire menu.  Room Service Dinner - Should you require a room service dinner please contact the Gallery Restaurant on extension 340. A tray charge will apply, please refer to the room service menu for further details. This charge will be applied to your account.
DOCTOR	Medical services can be called on request. Please contact reception if assistance is required.
DOGS/PETS	Dogs and other pets are not permitted in the hotel. Guide dogs are exempt from this rule. <u>Animals must not be left in vehicles overnight.</u>
<b>EARLY MORNING CALL</b>	<b>An early morning call can be arranged by contacting reception. Once booked, it will remain throughout your stay unless otherwise stated.</b>
EXPRESS CHECK OUT	For information on our Express Check Out service please contact Reception by dialling 0.

**FEEDBACK** We appreciate your feedback. Please visit [www.bwfeedback.com](http://www.bwfeedback.com) or complete the guest questionnaire provided in your room. A maintenance feedback sheet is also available should we have missed something. Please deposit these at Reception.

**FIRE** **For your safety please study the fire precautions behind the door of your room.**

**FLOWERS** If you wish to order flowers please contact reception for further details.

**HAIRDRYERS** You will find a hairdryer for your personal use in your room. **Please refrain from using a hairdryer directly under a smoke detector.** The voltage in the United Kingdom is 240V and only electrical shavers may be plugged into the bathroom outlet.

**HOUSEKEEPING** **Housekeeping extension 382.**

For iron and ironing boards, additional beds, cots, pillows, blankets and towels, electrical adaptors, tea/coffee supplies please contact Reception. Use of these items is complimentary. **Please refrain from using an iron directly under a smoke detector.**

Please advise housekeeping if you do not wish to be disturbed by placing the door hanger so that the relevant side is showing. Showing the other side will indicate your desire for service.

**ICE** A complimentary bucket of ice may be obtained 24/7. Dial 0 for assistance.

**KEYS** Guests are requested to firmly shut their door when leaving their room and to deposit their key at reception when leaving the hotel. Please ensure to hand your key in on departure when signing or settling your account.

**LAUNDRY / DRY CLEANING** A laundry / dry cleaning service is available Monday –Friday. A bag and price list is provided in your room. Items left at reception by 7AM Monday to Thursday will be returned the following day, or otherwise the next working day after the weekend. Please note that we use a third party for this service.

**LEISURE CLUB** **Leisure club extension 313**

**The leisure club team invites you to relax and unwind in our leisure centre**

<b>OPENING TIMES</b>	<b>Monday to Friday</b> <b>7.00am – 9.30pm</b> <b>Saturdays, Sundays &amp; Bank Holidays</b> <b>7.30am – 8.00pm</b>
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Opening times will vary over the Christmas and New Year periods.

**Use of the swimming pool, sauna, spa bath, steam room and fitness suite is free to hotel residents on presentation of their 'Guest Passport' as provided upon arrival.**

Children under 8 are not permitted to use the sauna/steam room or spa bath. Children under 16 are not permitted to use the fitness suite, 18 years and over to use the sun bed. All children under 16 must be accompanied by an adult at all times in the water.

Sun Bed Charges    3 Minutes £3.00    6 Minutes £5.00    9Minutes £7.00

A health check declaration form must be filled out before using any of the facilities.

Lockers are available with a £1 deposit and lockers are coin operated.

**LUGGAGE**

Luggage storage is available at the owner's risk alongside reception 24/7. This facility is only accessibly by hotel staff. For porter's assistance please contact Reception.

**LUNCH**

**Bar snack/meals can be obtained from the Gallery Bar served from 12pm until 9pm. Sunday carvery lunch is served from 12pm.**

Room Service Lunch - Should you require a room service lunch please contact the Gallery Restaurant on extension 340. A tray charge will apply, please refer to the room service menu for further details. This charge will be applied to your account.

**MAIL**

In-coming mail, faxes and messages can be collected from reception on your return to the hotel.

**NEWSPAPERS**

**Please order at reception the night before, these can be collected from reception after 7.15am each morning. If you wish to have your newspaper delivered to your room, please dial 0.**

**PACKED LUNCHESES**

Please contact reception for this service.

**PAYMENT OF ACCOUNT**

All accounts must be settled before departure at reception. We do require a signature on all accounts. We do not accept cheques.

**PILLOWS**

An extra pillow is stored in your wardrobe. Please contact Reception if you require extra pillows.

**RECEPTION**

Reception is manned 24 hours a day for services mentioned in this directory.

**ROOM SERVICE**

**A room service menu is located on the dressing table. Room service is available 24/7.**

**Please dial 340 for the Gallery Restaurant or 0 for Reception to place an order.**

A tray charge will apply, please refer to the room service menu for further details. This charge will be applied to your account.

**SAFE DEPOSIT** Limited space is available in the hotel safe, subject to availability. Please dial 0 or visit reception for more information.

**TELEVISION CHANNELS** The remote control for your television is located either at your bedside or on top of the television. Your digital television receives all free to view digital channels available in our area, which is less than in many other parts of the UK. Please ensure the set is enabled for digital reception by pressing DVB or D on the remote control.

A full listing of all available channels can be accessed by pressing the 'guide' button on your remote control.

B.T Sports channels can only be viewed in the Gallery Bar.

For assistance with your television please dial 0 for Reception.

**TOILETRIES** Complimentary Toothbrushes, Toothpaste, Combs, Facecloths, Sewing Kit, Shower Cap, and Shaving packs are available 24/7. Please dial 0 for assistance. Sanitary towels may be purchased from the ladies toilet on the central corridor. Condoms may be purchased from the gents toilet in the central corridor.

**TOWELS** Extra towels are available free of charge. Please dial 0 for assistance. Please do not take towels away from the hotel premises.

**TELEPHONE NUMBERS**

<b>Hotel Facilities</b>	<b>Reception/Night Porter</b>	<b>0</b>
	<b>Restaurant</b>	<b>340</b>
	<b>Bar</b>	<b>397</b>
	<b>Leisure</b>	<b>313</b>
	<b>Conference/Events</b>	<b>314</b>
<b>External Calls</b>	<b>Dial 9 followed by the number required</b>	
International Calls	Dial 9 followed by 00 and code for the country you are calling	

To call another guest room, simply dial their room number

Call Charges vary according to length of call, time of day, day of the week and destination of call. Please ask Reception for more information.

**VALUABLES** All valuables should be deposited at reception. We encourage you use this service and not leave valuables in your room. The hotel is not responsible for any valuables left in the bedrooms.

**VOLTAGE** The voltage of the outlets/sockets in your room is 240v. Please make sure that if using your own appliances that they comply.

**WATER** Bottled water may be purchased from Reception 24/7. Please dial 0 for assistance.

**WI-FI (Fibre)**

**Free Fibre Wi-Fi is available throughout the hotel. All SSID names are titled 'BW Hotel Rembrandt'. You will be required to sign in and set your own username and password. A 24/7 helpline is available, please call 0800 0158006. (Calls to 0800 number are free from a landline. Calls from mobiles may vary. Check with your provider.) Venue ID 0265730 (For use when calling the help line). There are also four wired connections available throughout the hotel located in the bar, residents lounge and lobby. If you do not possess a lap top computer you can access the internet by using the computer kiosk in reception, complimentary to hotel residents. Available 24/7**