

# **Room Information A-Z of Services**

## **Adapters**

All rooms have special international extension sockets as well as USB cable chargers in the rooms.

## **Baby Cots and other services**

Cots and extra beds are available at a small extra charge, there is also a baby changing facility in the disabled toilet on the ground level.

## **Banks**

There are a number of banks available in Warminster including Lloyds Bank and The Nationwide building society, both have cashpoints and are less than a minutes walk from the hotel.

## **Banquets, Corporate Meetings, Private Parties and Receptions**

The hotel offers conference and meeting facilities that can cater for up to 80 delegates and a range of packages are available to suit your needs.

The hotel also offers facilities for private parties and weddings, catering for up to 80 people for a wedding reception and upto 100 people for a party or disco.

Our team would be delighted to assist you with your enquiries. Please contact us at reception for more details.

## **Bar**

The Bar at The Old Bell is a lively environment popular with local residents and tourists alike, in the relaxed atmosphere you can enjoy a drink with friends or meet some of the local residents and learn more about their town, the hotel is known for serving first rate Ales as well as a range of quality wines. The bar is open from 11.00am til 11.00pm, (although if the bar is very quiet in the evenings we may close earlier). Please note that we only accept payment by card in the bar and restaurants, however you may charge your bills to your room if you prefer, please notify our staff when you order that you would like to do this.

## **Bicycles**

Should you have a bike with you we would be happy to assist you in storing your bike in a secure facility within the hotel.

## **Breakfast**

Breakfast is served Monday - Friday: 7.30am to 9:30am, Saturdays and Sundays and bank holidays 8:00 am to 10:00am. Breakfast is served in the ground floor bar area.

## **Car Parking**

Car parking, for hotel residents is available in the main car park (free of charge). Vehicles and their contents are left entirely at the owner's risk. It is essential that you 'Log in' your car registration number at one of our ipads in the hotel to avoid receiving a parking fine.

## **Check Out Times**

Check out time is 10.00am. Should you wish to extend your stay please contact Reception. (this is subject to availability and may be subject to an extra charge) Please remember to leave your key at Reception when you depart.

### **Cheques**

Personal cheques can only be accepted for payment of accounts if prior arrangements have been made.

### **Children**

We welcome children in the hotel and there is a special children's menu available, we will always try to cater for all our guests, please do not hesitate to ask if there is something we can prepare for your children. Extra beds and cots are also available, with an extra charge; please ask should you require these services.

### **Conferences, Corporate Meetings, Private Parties and Receptions**

The hotel offers conference and meeting facilities that can cater for up to 80 delegates and a range of packages are available to suit your needs.

The hotel also offers facilities for private parties and weddings, catering for up to 80 people for a wedding reception and upto 100 people ifor a party or disco.

Our team would be delighted to assist you with your enquiries. Please contact us at reception for more details.

### **Credit Cards**

We are able to accept MasterCard or Visa for settlement of accounts. We do not accept American Express Cards

### **Dietary requirements**

With advanced advice we can cater for most dietary requirements including vegetarian, gluten free and lactose free, should you have any special requirements please do not hesitate to ask.

### **Doctor**

For medical attention, call 111 for non-urgent issues or for urgent issues call 999. You are at The Old Bell Hotel, 42 Market Place, Warminster, Wiltshire BA12 9AN

### **Dogs**

We welcome upto two pets in the rooms and dogs are also welcome in the bar area and of course in the Courtyard. There is an extra charge for dogs staying in the room and further charges maybe levied for any damage or extra cleaning. Dogs should not be left in the room alone unless they are caged.

### **Emergency**

In the event of any emergency, please call 999 and ask for the appropriate service (this will access you to the Ambulance, Police and Fire services). We do have staff on site 24 hours who will attend to any fire alarms or other major emergencies. For information on Fire safety please see FIRE below.

## **Events at The Old Bell**

We are proud to host a number of events at The Old Bell Hotel, currently the most popular are our Acoustic Thursdays where we invite talented local musicians to entertain our customers; Thursday is the new Friday!

## **Express/Early Checkout**

Staff are normally available from 7.30am, however our system should automatically charge your card with any outstanding balances. Alternatively you may wish to settle your bill the previous evening, if you are leaving early before our staff are around there is a 'Key Drop' box located on the wall on the right hand side as you exit to the Courtyard.

## **Fire**

The Management wishes to bring to the attention of all its guests, that the fire alarms will be tested for a short period on a weekly basis. This is to ensure operational efficiency and guarantee the safety of our guests and staff. We apologize for the momentary inconvenience this may cause.

### **On discovering a fire:**

Please operate one of the break glass points situated around the hotel by pushing hard with your thumb.

Our on site staff will attend to the emergency and make the appropriate decisions accordingly. Leave by the nearest available exit and assemble opposite the hotel on the other side of the street

In the interest of safety, we would respectfully ask our guests to read the fire instructions displayed in all the bedrooms.

## **Florist**

Flowers for any occasion may be ordered via Reception.

## **Golf**

West Wilts Golf Club is our nearest local course, [www.westwiltsgolfclub.co.uk](http://www.westwiltsgolfclub.co.uk), 9 Elm Hill, Warminster BA12 0AU Tel: 01985 213133

## **Hair dryer**

All rooms are equipped with hairdryers for your use. **Please note that should we need to replace your hairdryer for any reason a charge of £25.00 will be levied.**

## **Horse Riding**

Is available nearby at many good establishments.

## **Housekeeping Services**

The following items are available upon request, please ask reception:

- Baby Cot (at an extra charge)
- Extra beds (at an extra charge, may not be available in all rooms)
- Extra Pillows or non-allergenic pillows are available

- Blankets or other duvets, please note that each room has two weights of duvets, a lighter version for the warmer months and a heavier version for the colder weather, please ask if you would like us to change your duvet
- Iron and Ironing board
- Extra coat hangers

### **Internet Access**

The Old Bell offers free wi-fi, we have two public wifi systems in the hotel, just look for Old Bell, there is no password necessary.

Wifi is available throughout the hotel in guest rooms and public areas, if you have any problems accessing the wifi please do not hesitate to contact reception. All rooms also feature Smart TVs where you can also access various internet based services.

### **Iron and Ironing boards**

Are available for your use during your stay please ask reception if you require use of an ironing board.

### **Keys**

Room keys can be left at Reception when leaving the building. In the interests of safety and security please do not leave your keys in the lock of the bedroom door. Please remember if you intend to return to the hotel in the evening after 10.00pm you will need your key to access the building, the round key on your key ring will give you access via the small white door in the large black gate located to the left hand side of the hotel, you then walk through the archway and turn right and enter to the rooms via the door on the right, if it is locked the same key will open this door too.

**PLEASE REMEMBER TO RETURN YOUR KEY TO US BEFORE YOU LEAVE. Please note that should we need to replace your room key for any reason a charge of £25.00 will be levied.**

### **Late night access into the hotel**

Please remember if you intend to return to the hotel after 10.00pm you will need your key to access the building, see **KEYS** for further information.

### **Lighting**

Please note that certain areas of the hotel will have reduced/ dimmed lighting during quiet hours.

### **Maintenance**

We make every effort to ensure everything is working in your rooms, however there may be occasions when a problem occurs after our checks or we miss noticing a problem, please do tell us if there is something not right with your room and we will make every effort to correct the problem as quickly as possible.

### **Newspapers**

If you would like to purchase a newspaper there is a news agent located to the left of the hotel Coates and Parker, they open from 5.30am weekdays and 6am at the weekends.

### **Non-smoking rooms**

Please be aware that at the Swan Hotel **all our rooms and public areas are designated no-smoking areas**. It is against the law to smoke in any of these areas, we therefore kindly request that you comply with our no smoking policy. Failure to do so may lead to prosecution and may result in you being asked to vacate the premises, smoking in bedrooms or any public areas will result in a £50 charge.

### **Mail & Messages**

Any messages or mail received will be delivered to your room.

### **Parking**

Guests have free use of our car park during their stay, however please ensure you register your car at reception with the car registration number for the duration of your stay, the car park is managed on our behalf and failure to register your number plate will result in a fine, On your departure day you are most welcome to request to leave your car in our car park after you have checked out should you wish to enjoy more time in Warminster before you leave.

### **Pharmacy**

There is a Boots Pharmacy located on the other side of the road on the left, less than one minute walk from the hotel.

### **Post Office**

There is a Post Office located in WH Smiths in Horseshoe Mall, 2 minutes walk from the hotel.

### **Restaurants**

The restaurant offers an eclectic selection; our speciality is Thai cuisine served in The Thai Chilli Restaurant. Our Thai food is prepared by our Thai chefs and alongside this we offer a 'Pub Classics' menu offering some more traditional favourites, please see the menus at the back of this directory.

You may ask why Thai cuisine? Well, your host and owners are Thai and English and have lived in Thailand for many years, they aim to bring you the true taste of Thailand in the hotels' cuisine, if you prefer a less spicy version simply ask.

At The Old Bell we aim to provide you with a 'home from home' experience and an attitude that nothing is too much trouble, although we try to offer a selection of dishes to suit all tastes the menu may not always have what you want – please do not hesitate to ask if there is something you would like to eat that is not on the current menu and we will try to assist.

**Breakfast** is served from 7.30am to 9.30am Monday to Friday and 8.00am to 10.00am on Saturdays, Sundays and bank holidays.

**Lunch** is available from 12 noon until 5.00pm daily

**Dinner** is available from 6.00pm to 10.00pm (last orders)

We also offer Barista coffees, a selection of teas as well as various cakes, muffins and cream teas throughout the day.

You may take food up to your room should you wish but we do not offer a 'Room Service'

### **Room Service**

We are happy to provide food for you to enjoy in your room during the evening, however we do not offer a 'Room Service'

## **Security**

Your safety and security is important to us and we make every effort to ensure you have an enjoyable and relaxed time in the hotel, we have a fire alarm system which is tested regularly (see Fire in this directory).

We have staff in the hotel 24 hours a day, should you need to get hold of someone in an emergency between the hours of 11.30pm and 7.00am simply dial and the member of staff on emergency call will assist you.

The front doors to the hotel are locked outside bar opening hours, we have provided you with 24 hour access with the second key on your room key, this key will open the small white door located in the large black gate to the left of the hotel as you look at it.

The door to your room should close automatically, however we recommend you do not leave any valuables in your room and the hotel cannot be held responsible for any losses from your room.

## **Sport/Outdoor Pursuits**

There are plenty of sports, recreation and outdoor pursuits available in the area, some of the more popular include; cycling, walking, fishing, Horse Riding, swimming, Tennis, golf, parks and gardens.

There are also many great activities for children including Longleat (less than 10 minutes away), Bowood House, Wookey Hole and much more.

For information on nearby sporting and leisure activities please contact reception. There is also a brochure rack in the main bar area with a large range of brochures of local and regional attractions.

## **Smoking**

Please be aware that at the Swan Hotel **all our rooms and public areas are designated no-smoking areas**. It is against the law to smoke in any of these areas, we therefore kindly request that you comply with our no smoking policy. Failure to do so may lead to prosecution and may result in you being asked to vacate the premises, smoking in bedrooms or any public areas will result in a £50 charge.

## **Swimming Pool**

There is an excellent indoor pool located minutes from the hotel in the local leisure centre, for further details please ask at reception.

## **Taxis**

There are a number of reputable taxi companies in the area, however availability is somewhat limited so early booking is recommended, there is a taxi rank located 3 minutes walk away at the train station.

## **The Courtyard**

Located in the centre of the hotel is the ideal place to enjoy a coffee, glass of wine or something to eat, service is provided from the bar.

## **Telephone and Facsimile Information**

Hotel telephone number +44 1985 216611

Emails: Should you wish the hotel to receive an email on your behalf please arrange for emails to be sent to [info@oldbellwarminster.co.uk](mailto:info@oldbellwarminster.co.uk)

Due to the common use of mobile telephones we no longer feature telephones in the rooms.

Late night emergencies please call and you will be connected to a team member.

### **Tourist information**

We are happy to try to assist you with any tourist information you may require, we also have a large brochure display in the main bar area with a large range of brochures of local and regional attractions.

### **Useful Telephone Numbers**

Please ask reception for any telephone numbers you may require.

### **Television and Radio**

We provide SMART flat screen televisions in all rooms, you may access television, radio and a full range of internet based services all through your SMART TV, for any difficulties in using our system please ask reception. Should you need to use the SMART features and need to connect to the wifi please see either the section on Internet or the section on Wifi in this directory.

### **Tourist Information**

Our team are also more than happy to share their local knowledge with you should you wish, we also hold information at reception including maps and restaurant guides and there is also a wide range of tourist information available from a large brochure display in the main bar area with a large range of brochures of local and regional attractions.

### **Transportation**

#### **Bus services**

Bus services are available from just outside the hotel with buses available to Bath, Trowbridge, Salisbury and many other local towns.

#### **Taxis**

Can be difficult to get hold of and we recommend booking in advance, the reception would be happy to call and make any taxi arrangements you might require. Alternatively there is a Taxi rank located at the train station just 3 minutes walk away

#### **Train Services**

Warminster boasts a train station, with direct links to Bath, Bristol, Cardiff, Trowbridge, Westbury, Salisbury and other surrounding towns.

The train is a great way to access the Cities of Bath and Salisbury with regular trains departures. The train station is 4 minutes walk from the hotel.

### **Walking**

Warminster offers a great range of walks from a short walk around the Town Park and formal lake to longer walks through the surrounding forests and tended wetlands, or walks out to country pubs.

### **Wake up Calls**

Can be arranged with the reception.

### **Water**

The water from the tap is safe to drink, however as a courtesy we provide our in house still and sparkling bottled water free of charge in the rooms.

### **Wi-fi**

The Old Bell offers free wi-fi, we have two public wifi systems in the hotel, just look for Old Bell, there is no password necessary.

Wifi is available throughout the hotel in guest rooms and public areas, if you have any problems accessing the wifi please do not hesitate to contact reception. All rooms also feature Smart TVs where you can also access various internet based services