

### **Access**

For access to the hotel after 11pm, please press the doorbell located to the right of the front door. If you have any queries, please contact reception.

### **Alarm Clock Instructions**

Please contact reception if you require help operating your alarm clock.

### **Additional Toiletries**

Complimentary emergency toiletries (including razor, shaving foam, comb, toothbrush, toothpaste, sewing kits, tights and sanitary items) are available from reception, 24 hours a day.

### **Bar**

The bar is located on the ground floor and is open daily from 11am. Post Covid-19, our service procedures are continually evolving following government advice. Please contact reception for further information.

### **Bar Snacks**

Please contact a member of the team for bar snack availability during your stay.

### **Bath Mats, Robes & Blankets**

Anti – slip bath mats, robes, blankets, towels and face cloths are available 24 hours a day.

### **Best Western Feedback**

Getting feedback from our guests allows us to improve our service and we would ask if you would please complete our guest survey which is available on line at [www.bwfeedback.com](http://www.bwfeedback.com).

### **Best Western Rewards (Signing Up)**

For more information about joining the Best Western Rewards loyalty card scheme, please ask at reception.

### **Bottled Water**

Chilled still or sparkling mineral water is available to purchase 24 hours a day from the hotel bar.

### **Breakfast**

Please check your individual confirmation for breakfast arrangements during your stay. Post COVID-19 our provision of breakfast will be provided based on government advice.

### **Car Parking / Hire**

Limited parking space is available at the rear of the hotel. The hotel does not accept responsibility for the loss or damage to cars and/or their contents. A local car hire contact number is available towards the back of this directory.

### **Checking In / Out**

Check in is from 4pm on day of arrival. Please vacate your room by 10.00am. Your check out statement / folio will be e- mailed to your registered e-mail address with us. Incidental items not paid for during your stay can be paid contactless at reception on departure or alternatively express check out forms are available from reception.

### **Children**

The hotel welcomes children. Cots and extra beds are provided. There is a children's menu available in the restaurant. Children under 12 years eat for free when accompanied by an adult. (Conditions apply)

### **Church Services**

Reception will be pleased to advise you of the places of worship currently operating with government guidelines.

### **Complimentary Toiletries**

Shampoo, body wash, soap, shower cap and face cloth are all available in your room.

### **Credit / Charge Cards**

All major cards are accepted: Mastercard, Visa, Maestro, American Express and Solo. We currently operate a cashless operation and offer contactless payments up to the value of £30.00.

### **Dialling / Telephone Instructions**

Please only use your in-room phone in an emergency to contact reception. Dial 0 to contact reception. For all other reasons please speak directly to a member of our team or send your request via the hotel APP.

### **Dietary Requirements**

Please inform us if you have any special dietary requirements.

### **Dinner**

Please contact reception for updated information on any dinner provision available during your stay.

### **Dogs**

The hotel accepts guide dogs only.

### **Dry Cleaning/ Laundry**

Post COVID-19, our laundry service is currently not available.

### **Early Departures / Express Checkout**

Please settle the night before by 10.30pm. Express checkout forms are available from reception. Please contact reception for more information.

### **Emergency (See Illness)**

In case of an EMERGENCY or ACCIDENT, please dial 0 for reception or alternatively 9 for an outside line followed by 999. Dial 0 for reception if you require a doctor or a dentist.

### **Electric Fans**

A fan is located in the bottom of your wardrobe. As the hotel is a listed building that dates back to 1422, it is not possible to install air conditioning. All fans are sanitised and sealed in the bag provided, if you have used the fan please do not replace but leave for the team to sanitise post departure.

### **Extension Leads & Adaptors**

Extension leads and adaptors are available from reception, subject to availability.

### **Fire**

A fire notice is placed behind your room door. The fire alarms are tested every Tuesday at 11am. The fire alarm is a siren (one continuous note). Should the alarm be activated please leave the building via the nearest fire escape route and congregate at the fire point located in the hotel car park.

### **Food Service Times**

Breakfast	7.30 am – 9.30am (7 days)
Lunch	Please check at time of booking,
Dinner	Please check at time of booking.

### **Gratuities**

There is no service charge applied to your bill. Gratuities are at your discretion and can be left at reception on contactless card payments only.

### **Hairdryer/ Hairdresser**

Hairdryers are provided in all bedrooms. Reception will be pleased to recommend a local hairdresser.

### **Health Suite**

Our Health Suite is currently closed in accordance with government guidance.

### **Ice**

Ice or an ice bucket is available 24 hours a day. Please collect from the bar.

### **Internet Access**

FREE WIFI is available throughout the hotel. Simply go to your WiFi settings and select BW Swan Hotel Guest. You will then be prompted to enter your name and email address. The password required is 'swanwells'. Please contact reception for assistance.

### **Illness, Medical Instructions**

Please notify reception if you require medical attention.

### **Irons and Ironing Boards**

An iron and ironing board are provided in your wardrobe.

### **Keys**

Your room key is a cardkey which has a close proximity chip that provides access to your room. The key has been sanitised and sealed for your protection. On departure please place the key in the deposit box provided and not at reception.

### **Lounge Computer**

This service is currently not available under government instruction.

### **Late Night Front Door Access**

There is a door bell by the front door to gain access to the hotel after 11pm. For internal security reasons, please inform reception if you are likely to return after 11.00pm.

### **Local Attractions**

We will happily advise on local attractions and their operational times.

### **Lost Property**

Please report any lost property at reception.

### **Luggage**

All luggage must be removed from the hotel on departure, the hotel cannot take responsibility for any luggage storage.

### **Luggage Assistance**

Wherever possible we request that you handle and move your own luggage. However luggage assistance is available on request and will be conducted using the appropriate PPE for guest and staff protection.

### **Mail**

Local postal services are available in the Market Place.

### **Maintenance**

If you identify any maintenance issues, please alert reception immediately.

### **Manager**

The duty manager is available at all times.

### **Meeting Rooms**

The hotel has three dedicated rooms for meetings and conferences. Please ask for more details at reception. Our meeting rooms are currently closed following government guidance.

### **Newspapers**

Newspapers can be purchased from City News located 50yds away. Turn right outside the hotel.

### **Packed Lunches**

Please contact reception for availability of packed lunches.

### **Payment of Accounts**

Guests are required to settle all room and board charges prior to arrival at the hotel. In stay charges can be paid contactless up to the value of £30.00 at reception.

### **Photocopying / Printing Services / Fax**

These services are available from reception between the hours of 8.00am and 11.00pm. Printing services are available by emailing your documents to [reception@swanhotelwells.co.uk](mailto:reception@swanhotelwells.co.uk) All pages printed will print onto the main hotel printer. A charge will apply.

### **Pillow / Blankets**

Please contact reception to request extra pillows and blankets.

### **Public Transport**

There is a bus stop located directly opposite the hotel. The main bus station is an 8-10-minute walk from the hotel. The nearest train station is Castle Cary. Timetables for both services are available from reception.

### **Razors, Hairdryers**

Razor points and hairdryers are in all rooms. Please ask at Reception.

### **Reception/ Night Porter**

The hotel reception is manned from 7.00am-11.00pm. The night porter is on duty at all other times.

### **Reservations**

The Swan Hotel is a member of Best Western Hotels. Ask at reception if you would like an onward reservation to any of our associate hotels or go to [www.bestwestern.co.uk](http://www.bestwestern.co.uk) Alternatively call 0844 3876666

### **Restaurant**

Please check on booking the services currently available. Our services are evolving as restrictions are eased post COVID19.

### **Room Cleaning**

Your room will not be disturbed during your stay following strict government legislation. Should you require replenishments during your stay please see in room facilities.

### **Room Service**

Drinks and take-aways can be served to you in your room and will incur a service charge of £10.00. Please check on arrival the availability of any in house food provisions. Our services are evolving at all times based on demand and government advice.

### **Security / Valuables / Safe Deposit**

The hotel cannot accept responsibility for valuables left in bedrooms. Your bedroom safe is located in your room and is opened by your room key. Please ensure that you leave your safe open on departure.

### **Shoe Cleaning**

Shoe cleaning products are available from reception.

### Smoking Policy

The hotel is non-smoking. If you smoke in your room, a smoking charge of £75 will be applied to your account.

### Telephone Room Service

For room service or for assistance, please contact reception.

### Telephone

The hotel's telephone number is 01749 836300.

To call rooms:

Rooms 2-5, dial 20 followed by the room number.

E.g. 202 = Room 2

Rooms 50-64, dial 4 followed by the room number.

E.g. 464 = Room 64

Rooms 401-403, dial the number only

For the Cathedral Suite, dial 239

For all other rooms, dial 2 followed by the room number.

E.g. 214 = Room 14

### External Call Charges

Telephone calls from bedrooms via the hotel digital telephone system will be charged at 21p per unit inclusive of VAT.

Local, national, international and mobile charges may vary

Please note: these rates are subject to change without notice.

### Television and Radio

All standard UK Free to View TV Channels are available starting from BBC1 on channel 1 of your TV set. A full digital TV guide is available by pressing 'guide' on your remote control. Radio channels start from channel 700 on your TV set

### Take Away Services

Wells is fortunate enough to have numerous take away options available to guests. You will find a sanitised laminated list of all take away options in your room. Take Away should be ordered and paid on ordering with the provider and can be collected from the collection zone located in the main hotel foyer. Should you wish a plate and serve service is available for all take-aways and can be delivered plated to your room at our normal tray charge cost.

Disposable plates and cutlery are available from the take away collection zone for your convenience.

### Towels

Fresh towels are available 24 hours a day please place used towels in the bag provided and leave outside your room for collection. A fresh set of towels will be left in a sanitised bag outside your door.

### Useful Telephone Numbers

Taxi - 01749 672244

Samaritans - 08457 909090

Main hotel reception - 0

NHS Advice, please dial 9 followed by 111

### Wake Up Calls

Wake up calls can be booked through reception.

### Water

The hotel water is safe to drink. If any scheduled water works are being carried out, you will be informed.

### Weddings

The Garden Room is licensed for civil ceremonies. The hotel is also delighted to cater for wedding receptions. Wedding packs are available from reception.

### Welcome Tray

Tea and coffee making facilities are provided in all bedrooms for your comfort. Please ask at reception for any replenishments you might require during your stay.

### Wifi

Please see Internet Access.

