

ROOM DIRECTORY



THE LANSDOWNE

Always
good to know

WELCOME

Dear Guest,
I would like to take this opportunity to welcome you to the Lansdowne Hotel. We are a privately-owned hotel, and pride ourselves on a warm and friendly welcome for all our guests.

We invite you to enjoy our full facilities, which are available to all our guests. Details of these are enclosed in this document.

Should you have any queries or need any assistance during your stay, please contact Reception, one of my Duty Managers or, indeed, myself.

Enjoy your stay with us.
Yours sincerely,



Mr Michael Stevenson
General Manager



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DIAL 0 FOR RECEPTION

YOUR ROOM

Telephone Calls & Messages

Every bedroom is fitted with a direct-dial telephone. Please dial '9' for an outside line. The current unit charge is displayed on the telephone panel.

For WIFI information please see General Information.

Reception	dial 0
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Room to Room	dial room number
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Local call in Eastbourne	dial 9 followed by the 6 digit number
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National call	dial 9 followed by area code followed by number
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International call	dial 9 followed by 00, country code, area code, and number
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UK Collect call	dial 9 followed by 100
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International Collect Call	dial 9 followed by 155
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Toll free and 0800/0500	dial 9 followed by the number
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YOUR ROOM

Telephone Calls & Messages

The telephone charges are based on a minimum charge of 25p.

The following chart gives an indication of how long 25p lasts at different times, to different destinations:

	<i>Daytime until 6:00pm</i>	<i>Evening</i>	<i>Weekend</i>
Local	1.25 mins	3.25 mins	5 mins
National/Regional	37 secs	1.25 mins	1.75 mins
Mobile	10 secs	10 secs	10 secs

The approximate costs of a 5-minute call are:

	<i>Daytime until 6:00pm</i>	<i>Evening</i>	<i>Weekend</i>
Local	£1.00	40p	25p
National	£2.10	£1.00	75p
International (<i>minimum</i>)	£4.25	£4.00	£3.75
Mobile	£7.50	£7.50	£7.50

Please note that international calls vary depending on the destination.

Room To Room Calling

Please dial the required room number

DIAL 0 FOR RECEPTION

YOUR ROOM General Information

Telephone Directories

Residential and Yellow Pages are no longer available on paper, please contact Reception who will be happy to help should you require assistance.

Television / Radio

Digital TV is available on your television set. There are over 50 TV channels and 10 radio channels. Press "GUIDE" on your remote to access the TV Channel guide.

Fire Precautions

Please read the notice on the back of your bedroom door and familiarise yourself with escape routes. If you have difficulty in hearing which may result in your not hearing the alarm, please inform Reception.

Please note that the Hotel tests the fire alarms every Monday at approximately 11:00am. The alarms will ring for approximately 30 seconds.

Morning Calls

Please dial '0' - Reception will set the call for you.

Newspapers

Newspapers can be ordered from Reception. Please note we do charge for all newspapers.

YOUR ROOM

General Information

Facilities For Disabled Guests

We are always glad to be of extra service to disabled guests. Please let us know if you have any specific requirements.

Room Servicing

Our Room Assistants will service your room daily between 9:30am and 2:30pm. The service includes bed making, bathroom cleaning, replenishing towels, soaps, tea and coffee, etc. Should you require your room to be serviced at any particular time between our hours of service, please inform Reception.

Toiletries

The following items are available at any time and are free of charge, please contact Reception (*subject to availability*):

Face cloths, Shower caps,

Disposable shaving kits, Sewing kits,

Disposable dental kits, Shoe Shine,

Ladies' products are available in the Ladies' Powder Rooms.

Ironing

Irons and ironing boards are available for use in your room. Please dial Reception '0' to request delivery.

Fans / Heaters

Electric fans and heaters are available to be borrowed from Reception in hot or cold weather. Please dial '0'.

YOUR ROOM

General Information

Bottled Water

Bottled water (Still/Sparkling, 330ml or 750ml) is available to purchase 24 hours per day. Please dial Reception '0'.

Coffee / Tea Makers

A kettle and supplies for making tea and coffee are available in your room. Should you require further supplies, please call Reception "0".

Laundry / Dry Cleaning

For your convenience personal laundry and dry cleaning can be arranged through the Housekeeper. Please deliver your laundry bag to Reception by 9:00am.

Please see current price list located in your room, together with the laundry bag.

Safe

Guests can deposit valuables in the hotel safe. A receipt will be issued. Please contact Reception. No liability will be accepted by the hotel for valuables/documents left in bedrooms or public areas.

Night Service

If you require service between 10:00pm and 7:00am please contact the Night Supervisor by dialing 0. However, the Night Supervisor has security duties to perform, so it may take a little time for him to answer your call.

YOUR ROOM Food & Beverage

Meal Times

Breakfast is served in the 1912 Restaurant (Ground floor) Mon to Sun 7:00am to 10.00am

Continental Breakfast can be served in your room when requested. Please give your order to Reception before retiring (*a charge of £4.00 is made for this service*).

Packed Lunches

Should you be planning a long journey or a day's sight seeing, we will be happy to provide one of our Packed Lunches for you. Kindly place your order with Reception the previous evening for collection after breakfast the following morning. Packed Lunches are £8.50 per person.

Afternoon Tea1:00pm to 4:30pm

Restaurant Meals12pm to 8:45pm

Bar Meals.....12:00pm to 8:45pm

Regency Bar and Lounges

Every day from 12:00pm to 8:45pm in the Regency Bar and Lounges you can enjoy a comprehensive selection of hot and cold light snacks, sandwiches (until 5pm), and a sweet selection.

DIAL 0 FOR RECEPTION

YOUR ROOM Food & Beverage

Residents and their guests may obtain drinks at any time even if the bar is closed by contacting Reception or the lounge waitress.

Corkage will be charged on any liquor you bring into the Hotel for your own consumption.

Room Service Menu

Resident Guests may order from our Bar, Lounge and Room Service menu which can be found on the desk in your room, please call Reception to order (a charge of £4.00 is made for Room Service)

If you require anything after 9:00pm please contact Reception.

We stock a wide range of New World Wines, Spirits, Beers and Soft drinks. A full Bar / Wine Price list can be found at Reception.

Our Regency Bar is open from 11:00am until 11:00pm and is located on the ground floor. If the bar is closed please contact Reception or the Lounge waitress who will happily serve you a drink.

Please dial '412' (during Bar's opening hours) or ring Reception '0' to place your order.

Beverages are available from 11:00am to Midnight

The current price list is available at the Bar

YOUR ROOM

General Information

Reception

Reception is manned from 7:00am to 10:00pm every day. General services include fax, photocopying and word processing, all of which will be charged at a nominal rate. The Night Supervisor is available from 10:00pm to 7:00am.

Credit Cards

We accept MasterCard, Visa, American Express and Maestro.

Parking

There are restricted and unrestricted car parking facilities within the immediate area. Vouchers can be purchased from Reception for £2.00 per day that allows for parking in restricted areas in the surrounding roads. These are valid for ZONE H ONLY from the time of purchase until 11am the following morning. Please note it is the guests' responsibility to ensure they are parked in the correct areas.

Porterage

Please contact Reception should you require assistance with your luggage. Porterage is available between 8:00am and 10:00pm.



DIAL 0 FOR RECEPTION

YOUR ROOM General Information

Luggage

We can store luggage at any time of your stay and up to 6 hours after check out. Luggage is stored in a locked area accessible only to staff. This service is free of charge and available 24hrs. Please contact Reception "0".

Local Information

Details of local entertainment, amusements, church services, etc can be found on the main Notice Board situated in the corridor opposite the Wilmington Lounge.

Front Door Closure Time

The front door to the hotel is locked at Midnight. When returning after this time please ring the Night Bell at the right-hand side of the front door.

However, the Night Porter has security duties to perform, so it may take a little time for him to reach the door to answer your call.

First Aid / Emergency Services

A fully trained First Aider is always on duty throughout the day. Please dial '0' for all medical emergencies, where assistance will be given.

In case of emergency – please dial "9" (for an outside line) and then "999" to contact the emergency services.

YOUR ROOM

General Information

Conferences & Banqueting

The hotel has a comprehensive range of conference and banqueting rooms, which can cater for any number up to 80 people theatre style. For conferences, we can provide a 24-hour delegate rate, which includes:

Overnight accommodation with en-suite facilities

Morning coffee and Danish pastries

Afternoon coffee and Cake or Biscuits

Sandwich Lunch with Chips and Fruit/Cake

2 course Table D'hôte Dinner and Coffee

Conference room hire

Full English Breakfast Service and VAT

Your conference room is automatically equipped with WI-FI, Data Projector, conference stationery, pencils, cordials, iced water and mints. Two syndicate rooms are available if required and additional equipment is available on request.

Audio visual equipment such as Flipchart, LCD projector or OHP are available to hire (subject to availability).

General services include fax and photocopying, all of which will be charged at a nominal rate. We are also experienced in arranging non-residential conferences.

YOUR ROOM

General Information

We regularly host Wedding Receptions, Birthday Parties, Baby Showers, Afternoon Teas, Wakes and other private events. Arrangements can be tailor-made to your requirements. For full details of either conferences or private functions, please ask for the Events Team at Reception.

Business Services

Fax and photocopying are available at any time. Please ask at Reception for full details. A nominal charge will be made. If you require documents printed, please contact Reception who will be happy to assist.

WI-FI

On your device, select BW Lansdowne Free Wifi – password is not required.

Universal Electrical Adaptors

The hotel can provide overseas guests with electrical adaptors for non-UK electrical appliances. Please ask at Reception (subject to availability). £10.00 will be charged to your room and the adaptor is yours to keep.

Children

We welcome children to the hotel. We offer a Children's Menu for children up to 12 years old.

YOUR ROOM

General Information

Dogs

You are respectfully reminded that your dog is NOT allowed in Public Rooms, neither on the bed or armchair in your bedroom. Any cleaning or damage incurred will be chargeable. The hotel will provide bowls and a little treat bag in your room. In addition, the hotel has a pet friendly lounge area where you can have refreshments in comfortable surroundings. Dogs are charged at £20.00 per night.

Games / Snooker Rooms

Board Games and Cards can be borrowed from Reception. You will find in the Games Room (Next to Jevington Room) a Table Tennis Table and a Pool Table. A full-size Snooker Table is situated in a room adjacent to the Alfriston Room. Both rooms can be used 24 hours, 7 days a week (subject to availability). A £10 deposit is required which will be returned when the balls are returned to Reception.

Day of Departure

Guests are respectfully requested to settle their accounts and vacate their room by 11:00am on the day of departure; otherwise, an additional day's charge will be made. Should you wish to vacate your room after this time, or extend your reservation, please contact Reception. A charge will be made for this service.



YOUR ROOM

General Information

Towels / Bedding / Hangers

If you require any extra complimentary towels, pillows, bedding or coat hangers please contact Reception "0".

Future Reservations

We hope you are enjoying your stay at the hotel, and that we may have the pleasure of your company in the future. Our Reception staff would be delighted to make a further reservation on your behalf.

Taxi

There is a free-phone in the lobby area for your use.

Complaints & Compliments

We love to hear all of your positive comments about your stay with us, however we realise you might have reason to comment about a certain aspect of the hotel's operation. Should this be the case, we would like to know at once in order for the matter can be rectified without delay. Please ask at Reception for the Duty Manager who will investigate your complaint or compliment immediately.

Feedback / Best Western Feedback

Listening to our guests allows us to improve our service so please complete our guest survey which will be sent via email on departure

EASTBOURNE

More Reasons to Stay

Brilliant Biking

Eastbourne offers the perfect base for a cycling holiday. From challenging trails through Friston Forest and stunning scenery along the South Downs Way, to the soothing sounds of the Cuckoo Trail which provides an idyllic and tranquil flat route along a former railway line.

Towner 100: The Living Collection

The Towner Collection comprises over 5000 artworks that individually and collectively reflect and reveal the history of Towner as a public art gallery in Eastbourne since 1923. Sited in Sussex, the Collection features many landscapes and seascapes that draw inspiration from this unique location.

Theatres

Eastbourne Theatres are the Congress Theatre, Devonshire Park Theatre and Winter Garden all situated in the heart of Eastbourne's cultural Devonshire Quarter and just a short walk from the seafront. The theatres have a combined capacity of more than 3,500 seats and play host to a variety of touring productions.



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