

THE LANSDOWNE



ROOM DIRECTORY



# Welcome

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,

*Mark*

Mr Mark O'Reilly  
General Manager





## YOUR ROOM

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# YOUR ROOM

## General Information

### 1 Reception

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Reception is manned 24 hours a day. However, between the hours of 10.00pm and 7.00am, the Night Porter will be on duty. To contact Reception, scan the QR code below or call **07849 993 117**.

You can contact reception for any assistance with your luggage. We can store luggage at any time of your stay an 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 24 hours a day. Please contact Reception.

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.

Taxis can also be booked from reception.

### 2 Parking

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We offer on-street parking at just £2.50 per 24 hours for Zone H only. You can pick up a permit from our reception when you arrive, and parking is generally available close to the hotel.

### 3 Local Information

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Details of local entertainment, amusement, church services, etc can be found by contacting Reception.

### 4 Doctor / First Aid / Emergency Services

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A fully-trained First Aider is always on site 24 hours a day. Please contact Reception for all medical emergencies, where assistance will be given. In event of an emergency, please call 999 from your mobile - and contact Reception by calling **07849 993 117**.





## YOUR ROOM

### General Information

#### 5 Wi-Fi

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On your device, select "Lansdowne Free Wi-Fi" and follow the on-screen instructions. A password is not required.

#### 6 Universal Electrical Adaptors

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The hotel can provide overseas guests with electrical adaptors for non-UK electrical appliances. Please ask a Reception (*subject to availability*). £10 will be charged to your room and the adaptor is yours to keep.

#### 7 Dogs

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Dogs are welcome in designated areas (*Regency Bar, Wilmington Lounge, Green Room and Firle Room in 1912 Seafood & Steak*). We respectfully ask that dogs do not sit/lie on furniture in bedrooms and public areas. Dogs are charged at £20 per dog per night.

#### 8 Snooker & Pool

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A pool table is located next to the Regency Bar and a snooker table is located on the lower ground floor. Both are free to use. A £5 refundable deposit will be taken when balls are collected from Reception.

#### 9 Towels / Bedding / Hangers

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If you require any extra towels, pillows, bedding or coat hangers, please contact Reception. Beach towels can also be obtained from Reception with a refundable deposit placed on your room.

#### 10 Room Amenities

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The following items are available from Reception - sewing kits, shoe-shine kits and shower caps are all free of charge. Disposable shaving kits, dental kits and flannels are available at £2 per item. If you require an ironing board please contact Reception.





## YOUR ROOM

### General Information

#### 11 Food & Beverage Service times

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Breakfast 7.00 - 10.00am daily.

Lunch 12.30 - 2.30pm (Mon - Sat) 12.30 - 3.30pm (Sun).

Afternoon tea 1.00 - 4.00pm daily.

Dinner 5.00 - 8.45pm daily.

All of these are served in 1912 Seafood & Steak.

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#### 12 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 Team would be delighted to make a further reservation on your behalf. Remember, booking direct will always give you the best possible rate.

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#### 13 Feedback

We love to hear all your positive comments about your stay with us. However, we realise you might have a 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 to be rectified without delay. Please ask at Reception for the Duty Manager who will investigate your complaint or compliment immediately.

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#### 14 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.





## YOUR ROOM

### General Information

#### 15 Fire Precautions

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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 you 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.

#### 16 Coffee / Tea Makers

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

#### 17 Laundry / Dry cleaning

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For your convenience, personal laundry and dry cleaning can be arranged through the housekeeper. Please deliver your laundry bag to Reception by 9.00am.

#### 18 Safe

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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 valuable/ documents left in bedrooms or public areas.





## 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 in the Hotel of your own consumption.

### 19 Room Service Menu

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Resident Guests may order from our Bar, Lounge and Room Service menu which can be found by scanning this QR code or by contacting Reception.



*Always*  
Book  
Direct



LANSDOWNE-HOTEL.CO.UK



CONTACT RECEPTION VIA WHATSAPP