



NETHERWOOD
HOTEL & SPA



GUEST INFORMATION



The Netherwood Hotel & Spa

DEAR GUEST,
WE ARE PLEASED TO WELCOME YOU
TO THE NETHERWOOD HOTEL & SPA.

A stay at the Netherwood offers all the charm of an elegant manor house combined with the essential facilities and luxurious comforts you would expect for a relaxing hotel stay.

You will find the services we provide outlined in this guide. However, please contact reception and we will be happy to help you if you have any questions or problems arise.

Guest Information A-D

ACCOUNTS

Please settle accounts at Reception, (open 8 am - 10 pm daily). We accept cash, cheque and all major credit/debit cards. **Diners cards are not accepted in our restaurant.**

AFTERNOON TEA

Served in the lounges and the bar area from 12 pm - 5 pm, pre-booking at least 24 hours in advance is essential. Menus are available from the Bar or Reception.

BAR DRINKS

Available from 9 am - 11 pm. If you would like drinks brought to your room, please dial 0 for Room Service. A service charge of £5.00 will apply.

BREAKFAST

A full English buffet breakfast and continental buffet is served in the Restaurant 8 am - 10 am. Breakfast may be served in your bedroom by prior arrangement with Reception the previous evening before 9pm. (dial 0). A service charge of £5.00 per person will apply.

CAR PARKING

The Hotel provides plentiful parking and cannot be held responsible for any loss of, or damage to, cars or their contents, when left in any of the hotel car parking areas.

CHARGE CARDS

Provided on check in - please sign and show to a member of staff when ordering any food or drink that you wish to be charged to your room account.

CHILDREN'S MEALS

Our children's menu is served in the bar, lounges or restaurant. We advise booking in advance (especially if earlier dining is required).

DAMAGE

Whilst you and/or your guests are on hotel property, we ask that every effort is made to safeguard the existing fixtures, fittings, furnishings and decorations. All damage will be repaired by Netherwood and the cost incurred charged to the guest responsible.

DEPARTURE

Please vacate your rooms by 11 am. We can pre-arrange a 12 pm checkout for £25 supplement. Later departures will incur an extra charge of up to a full night's accommodation (except by prior arrangement). Luggage may be left at Reception on request. If you need to check out before 8am please inform Reception Staff the night prior to your departure to arrange settlement of accounts and an early breakfast if required.

Guest Information D – F

DINING IN

Dinner is served from 6.15 pm until 8.45 pm - earlier dining is available by prior arrangement. In the Bar and Lounges we serve a Lunch menu from 12 noon until 5 pm, Bar menu from 12 noon to 8.30 pm and a limited room service menu from 11 pm until 8 am. If you require room service after 11 pm please inform our reception team and we will be able to pre-order this for you if possible.

DINING OUT

The front door is locked at night. If you are dining elsewhere please advise Reception of the approximate time you expect to return and to leave your key at Reception whilst you are out.

DISABLED ACCESS

Lift access is from the courtyard at the entrance to the Spa on the lower ground floor to the first floor. Disabled facilities are located on the ground floor at Reception level. Disabled parking bays can be reserved on request. Please note, we do not have fully accessible wheelchair accommodation, please ask reception for access requirements

DOCTORS

If you require a doctor, please contact Reception (dial 0). Alternatively call the Grange Surgery on 015395 715500 or the NHS out of hours service on 111 from your room telephone, both with a prefix of 9.

DOGS

We welcome dogs in our bar, lounges and certain bedrooms. Dogs are charged at £20 per dog per night in the reservation. They are not allowed in the Restaurant or Spa area. Please do not leave dogs unattended in bedrooms.

FIRE & OTHER EMERGENCIES

Details of action to be taken in the event of a fire and fire escape routes are displayed on the wall in your room. In the event of a fire, please locate your nearest fire evacuation point and following the instructions to your fire assembly point – this information is provided in the bedroom. Our Reception closes at 10 pm, if you require assistance after that time, you can contact either our Night Porter, or our staff who are on site in case of an emergency, by calling the main hotel number, which is 015395 32552.

FITNESS SUITE

Situated on the lower ground floor and currently includes a Fitness Centre and our Spa. Use of the Gym is currently complimentary for hotel guests. Booking is advised. The Gym is open 8 am – 8 pm.

FUNCTIONS

We can accommodate a variety of functions, including conferences, private parties, luncheons, dinners, civil ceremonies and weddings receptions. Please ask at Reception for further information.



Guest Information H – R

HOUSE KEEPING

We offer a daily cleaning service for all guest rooms, if you prefer not to have your room cleaned each day of your stay please do let us know.

In our commitment to environmental sustainability, we encourage guests to consider reusing towels during their stay to help us achieve our goals. If you are willing to use your towels more than once, please hang them up after use. If you would like fresh towels, please leave the used ones in the bath or shower for our team to replace. Thank you for supporting our initiative to promote environmental responsibility.

ICE BUCKETS

We are happy to deliver ice buckets to your room for a £5.00 charge each.

KEYS

Please leave your room key at Reception when you go out and before departure.

NEWSPAPERS

Unfortunately we are currently unable to offer newspapers at the hotel until further notice, they are available at the local Grange train station, or in the village.

ROOM SERVICE

Available for a charge of £5.00 per order charge. Please contact Reception.



Guest Information S – W

SMOKING

We are a **No Smoking** establishment. Please do not smoke in the bedrooms, it is illegal and will incur a **£250.00** charge to cover deep cleaning and lost revenue through taking the room out of service.

SPA

Located on the lower floor of the Main Hotel is our spa. Guests of the Netherwood Hotel receive a discount on all Treatments. This includes the steam room, sauna, salt inhalation room, monsoon shower and the hot tubs. The Thermal Journey is open from 10 am – 6 pm and is priced at £20 per person. Treatments are available from 10 am – 6 pm. To book a treatment or a visit to the Thermal Journey please contact the Spa (dial 202).

TELEPHONE

Please Dial 0 to speak with reception.

For an outside line, press 9 to receive a dialling tone and then dial the number as normal. Calls to UK landlines are complimentary. Room telephones will not work for calls to mobile phones or international numbers. For further assistance please contact Reception.

TELEVISIONS

All rooms are equipped with either a freeview or a smart TV. If you cannot get your TV to turn on please try the following:

- 1) Check it is plugged in and turned on at the wall.
- 2) Check the TV power switch (located on the right side of the TV towards the base) is turned on. Hold down button (1) on the TV remote until the red light on the front of the TV turns from red to green.

If your TV still will not turn on please call Reception (0).

TOURIST INFORMATION

A variety of leaflets are available on the main landing. For information on local amenities and services please ask at Reception. There is also a Tourist Information Centre located in the Victoria Hall in Grange-over-Sands.

WI-FI

Free Wi-Fi is available in the Main House.

To use: in settings turn on your Wi-Fi and select "Netherwood Hotel Guest Network" from the available networks.

For Turrets, our chalets, and Rock House, Wi-Fi is available, select "Netherwood" and the password is N3therwood1!

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