

## An A – Z of Services and Facilities

If you cannot find what you are looking for here, please do not hesitate to call Reception by dialling '0'

### A

#### **Alarm Call**

Dial '0' to speak to Reception who will be happy to arrange a call for you at your preferred time.

### B

#### **Bar**

The Star Bar, situated on the ground floor is open throughout the week as follows:

Sunday to Thursday inclusive from 6.00pm until 11.00pm

Friday and Saturday from 4.00pm until midnight.

It serves a wide range of alcoholic and non-alcoholic drinks as well as offering a menu available from 6.00pm until 9.00pm, Monday to Thursday; a copy of the menu can be found in your room and items can be served to you in your room if desired. Please place your order with Reception by dialling '0'. Hotel residents can obtain bar drinks out of these hours by contacting Reception by dialling '0'.

#### **Breakfast**

We offer a Continental and full English breakfast in Foregates Brasserie situated on the ground floor; available as follows:

Monday to Friday	7.00am to 9.30am
Saturday to Sunday	8.00am to 10.30am
Bank Holidays	8.00am to 10.30am

For those guests on a room only basis, breakfast is available at an additional charge of £15.00 per person. If paid for on the day prior, the price is discounted to £12.00 per person.

### C

#### **Car Parking**

Car parking, which is chargeable is available to hotel guests. However, due to the number of spaces on site, we do not guarantee availability. Spaces are available from 3.00pm day of arrival and we ask that they are vacated by 11.00am on the day of departure. Please liaise with reception if you wish to extend this as it is subject to availability and an additional charge will be applicable.

There are some spaces that can be reserved to ensure a guaranteed parking place. These are charged at £20.00 per day and are available from 3.00pm on the day of arrival until 11.00am the following day. Please liaise directly with reception to make your reservation. Disabled spaces are located on the immediate left and right as you enter the car park.

#### **Checkout**

Rooms are to be vacated by 11.00am on the morning of your departure. If you wish to arrange for a late check out up to 2.00pm, please liaise with reception. There will be an additional charge of £10.00 per hour for this service.

#### **Conferences**

We have excellent Conference and Banqueting facilities for between 2 – 150 delegates. For further information or to arrange a show round please contact the Duty Manager.

If you are attending a conference at the hotel, please check the Hotel Welcome Board in Reception to confirm the location of your conference/meeting.

### **Credit Cards**

We accept the following credit/debit cards:

VISA, DELTA, MASTERCARD, MAESTRO, AMERICAN EXPRESS and VISA ELECTRON.

You will be asked at check in if you wish to charge any items to your room and if this is the case, a preauthorisation will be taken from your credit card. Unfortunately, items cannot be charged to your room if you have not provided a credit card preauthorisation. We are unable to process pre-authorisations on DEBIT cards.

## **D**

### **Dinner**

Dinner is available in the Star Bar or your room Monday to Thursday from 6.00pm until 9.00pm; a copy of the menu can be found in your room. Individual guests on a dinner inclusive rate can enjoy a starter, main course and dessert from the menu. Different menus apply to guests who are dining as a group.

### **Damage**

We appreciate that accidents happen and should be most grateful if you would advise us at the time if any damage is caused to your room. Whilst there may be an additional charge to cover the cost of the repair, we will obviously take your honesty into consideration. Rooms are checked daily so we are able to identify when damage occurs so if incidents are not reported during your stay, you will be liable for the full cost of the remedial works required.

### **Dogs**

Dogs, except for those required for assistance are not permitted in any part of the hotel.

### **Do Not Disturb**

Housekeeping staff start at 8.30am so if you do not want to be disturbed and wish to enjoy a leisurely lie in, please ensure the 'Do not Disturb' sign is placed on the exterior door handle of your room before retiring for the night.

## **E**

### **Early Morning Call**

Dial '0' to speak to Reception who will be happy to arrange the call for you at your preferred time.

### **Earplugs**

Are available from reception if required.

## **E**

### **Fire**

Please take the time to study the instructions on the back of your bedroom door and to familiarise yourself with the location of the nearest fire exits, so that in the unlikely event of the alarm being raised, you can respond accordingly.

If you have a disability, please ensure you complete a 'Personal Emergency Evacuation Plan' (PEEP) with reception. This will let us know if you require support in the event of evacuation so that staff can ensure assistance is provided.

The fire alarm is tested at 10.30am every Monday. If you hear the alarm at any other time, please evacuate immediately and assemble in the designated area at the rear of the car park.

### **Food Allergies and Intolerances**

Some dishes on our menu contain nuts and other allergens. As a result, traces of these could be found in other items served here. Please make staff aware of any allergies you or your guests may have. We shall do our best to provide you with suitable food, but we cannot guarantee that any of our foods are free from cross-contamination of allergens.

## G

### **Go Green**

We take pride in our measures to reduce our carbon footprint and offer the option of a 'light' service to your room if you are staying more than one night. Please ensure the 'Go Green' sign is placed on the exterior door handle of your room before retiring for the night.

### **Guides and Getting About**

We have a comprehensive selection of brochures and leaflets on places to see and visit during your stay at reception. Should you require assistance with specific places of interest or directions, please ask at reception.

### **Gym**

See 'Life@Whitehouse'

## H

### **Hairdryer**

These are provided in the drawer to the dressing table for your convenience.

### **Heating**

All rooms are equipped with a wall mounted heater that has a thermostatic control to enable you to achieve optimum comfort. If you require additional heating, please contact reception by dialling '0'

## I

### **Irons**

Ironing facilities can be found in the wardrobe in your room.

## J

### **Jacuzzi**

See 'Life@Whitehouse'

## K

### **Keycard**

This was given to you on check-in, please always keep it with you as it will be required to use the facilities of our Health Club and to make any charges to your room account, providing a preauthorisation has been taken at Reception.

## L

### **Life@Whitehouse**

Life@Whitehouse Health Club is located on the ground floor. This is complimentary to all hotel residents however, we request that you take your key card with you and complete the questionnaire before using any facilities. The Health Club has dedicated trainers to help and advise you with the wide range of resistance and cardiovascular equipment.

Also available is an indoor pool, sauna, steam room, spa bath and fully equipped gymnasium. Please note that these areas may be unsupervised on occasions.

Towels are available for your use from the hotel reception desk – please do not use those provided in your bedroom. You will require a £1.00 coin to operate the lockers.

Open 7 days a week

Monday to Thursday 6.30am to 10.00pm

Friday 6.30am to 8.00pm

Saturday, Sunday and Bank Holidays 8.00am to 8.00pm

Please note that last admittance is 45 minutes prior to the Club closing. Children under 16 years may use the pool only under the supervision of a responsible adult. Children under 16 years are not permitted to use the spa bath, sauna, steam room or gymnasium area.

The pool is reserved for the last hour of the day for an 'adult swim' only.

The pool will close on occasions for private swimming lessons so please check the website [www.worcesterwhitehouse.co.uk](http://www.worcesterwhitehouse.co.uk) to avoid possible disappointment.

### **Laundry**

Unfortunately, we are unable to offer a laundry service. However, Reception will be happy to provide details of those facilities in the city.

### **Luggage**

Should you need to leave luggage in the Hotel after you have vacated your room or require assistance with your luggage, please contact Reception by dialling '0'.

## **M**

### **Messages**

These will be held at Reception unless requested otherwise. Please show your keycard at Reception to receive messages.

### **Mobile Phones**

You may have difficulty obtaining a signal due to our location. We ask that you refrain from using your mobile phone in Foregates Brasserie.

## **N**

### **Night Team**

At certain times in the evening, you may experience a slight delay in the answering of the telephone, as the Night Team will be carrying out security checks. If the front doors are locked, please ring the doorbell to alert the night porter. Beverages and light snacks may be ordered from the Night Team by dialling '0'.

## **O**

### **Onward Reservations**

We would be pleased to make onward reservations for you at any hotel operated by 7 Hospitality Management.

## **P**

### **Packed Lunches**

These can be ordered from reception. They are priced at £7.50 per person and include sandwiches, fruit, crisps, packet of biscuits and a soft drink.

### **Payment Methods**

If arrangements have been made to forward your account to a company in writing, please authorise the account by signing it prior to departure. All accounts are inclusive of VAT at the appropriate rate. The following Credit/Debit cards are accepted: VISA, DELTA, MASTERCARD, MAESTRO, AMERICAN EXPRESS and VISA ELECTRON. Unfortunately, we do not accept personal cheques without prior agreement.

### **Photocopying**

This is available at reception; 15p per sheet.

### **Post**

Incoming mail that is clearly marked for your personal attention will be delivered to your room or held at reception for you. We are happy to post any mail for you. Un-stamped mail will be franked and the cost added to your account.

## **Q**

### **Questions**

If you require more information on the facilities available in the hotel please contact Reception or the Duty Manager.

## R

### **Recycling**

We encourage you to recycle newspapers, bottles and any other recyclable materials. Please place these items beside the bedroom waste bin for the housekeeping team to remove and recycle.

### **Reception**

If you require assistance, please dial '0' as reception is manned 24/7

### **Room Service**

We offer room service Monday to Thursday from 6.00pm until 9.00pm; a copy of the menu can be found in your room. Individual guests on a dinner inclusive rate can enjoy a starter, main course and dessert from the menu. Different menus apply to guests who are dining as a group. Please place your order with Reception by dialling '0'.

## S

### **Safe Deposit**

All rooms have a safe in the wardrobe and are programmed by the guest. Please ask at Reception should you have any questions or would prefer to put your items in the main hotel safe.

### **Security**

We respectfully remind all hotel guests that hotels are public places and as such ask that you keep your personal possessions secure and do not leave valuables unattended.

### **Smoking**

All areas within the hotel are non smoking. The designated smoking area is located in the rear car park. We respectfully ask guests to adhere to this policy to ensure the comfort of guests and staff. A £150.00 surcharge per night is applicable if guests smoke in bedrooms.

### **Swimming pool and Sauna**

See 'Life@Whitehouse'

## T

### **Taxi**

Please contact reception who will contact the company on your behalf.

### **Telephone**

Contact reception by dialling '0' or another room by dialling the room number. Please note that you will not be able to make external calls from the telephone in your room

### **Television**

All televisions have 'Freeview' facilities. Please do not retune the channels

### **Twenty-Four Hour Menu**

A choice of sandwiches is available 24 hours. Please contact Reception by dialling '0' to check today's fillings and place your order.

## U

### **Upgrade**

We have Superior and four poster bedrooms to which you may wish to upgrade. Please ask at reception who will make the necessary arrangements. Upgrades are subject to availability and at an additional charge.

## V

### **Valuables**

Guests are advised that the Management cannot be held responsible for loss or damage in respect of jewelry or other valuables. Visitors should also note that no liability is accepted for loss or damage in respect of:

1. Guest property sent to the hotel before arrival or kept in the hotel after departure.
2. Articles in Public Rooms or corridors
3. Motor vehicles and/or their contents left outside the hotel on or off the hotel grounds.

### **Viewing**

To view the full facilities in the hotel, please contact the Duty Manager who will organise a show round.

## W

### **Wedding Receptions**

Our function rooms are ideally suited for Weddings and Functions. Should you require further information or a show round, please ask to speak to the Events Team or Duty Manager.

### **Wi-Fi**

This is provided throughout the hotel on a complimentary basis. Please go to settings and click on the Worcester Whitehouse Guest link. The password is Worcs2026!

## X

### **Xtra Special**

If you require something a little different, or do not see what you are looking for in this compendium, please contact Reception by dialing '0'.

## Y

### **You**

You may well have forgotten something – we will endeavour to assist where we can. Please ask at Reception.

## Z

ZZZzzz Sleep well!