

LINCOMBE HALL

HOTEL & SPA

HOTEL DIRECTORY INDEX

Alarm testing occurs on Monday at 10.30am. The alarm test will only sound for a short period depending on the test, should it continue, this is not a test and you should leave the building by the nearest fire exit.

No naked flames/candles of any description are allowed in the bedrooms or bathrooms as they cause an increase in fire risk and will set off our very sensitive fire alarm system.

EMERGENCY

In the event of a personal emergency please contact reception by dialling '0' on your room telephone. Reception is manned 24 hours a day.

SAFETY AND SECURITY

For your personal safety, please ensure that all doors and windows are locked when leaving your room. The hotel cannot be held responsible for any personal items lost or stolen. If you see anyone/anything suspicious, please contact a member of staff immediately.

Your bedroom door should automatically lock behind you when you exit the room. For extra security at night the lock includes a thumb-turn double lock system.

If you lock your key in your bedroom, please see Reception who will open your room for you.

We would ask that all room keys are left at Reception when you leave the hotel for the day. Lost keys are charged at £20.

Free car parking is available in our car park. Please ensure your vehicle is locked and valuables removed as we regret, we cannot accept responsibility for loss of property or damage to your vehicle whilst on our premises.

The entrance door to the Wing is open between 7:30am and 10pm by using the key code entry system. After this time access is through the main hotel entrance. During the early hours the main front door (revolving door) may be locked for security purposes, please press the bell and wait for the Night Manager to provide access.

FOOD AND BEVERAGE

BREAKFAST

Breakfast is served in the Restaurant between 7am and 10am Monday – Friday, and 7.30am and 10.30am Saturday & Sunday.

Breakfast is available for non-residents at £12.50 per person.

DINING OPTIONS

Our Brasserie is open daily from 12noon to 9pm and the table d’hote Menu is also available between 6.30pm - 9pm. Please note our last sitting is at 9pm, last orders at 9.15pm.

A Night Room Service Menu is available after 9pm and is available from Reception.

BAR

Our bar is open to our guests 24 hours a day.

ROOM SERVICE

Room service is available between 7am – 9pm.

Room service can be arranged by contacting Reception on ‘0’.

There is a surcharge of £10 per person for the Food items delivered to the room and £6 per tray for Beverage items.

The Three Course Dinner is also available from Room Service, please note all 3 courses will be delivered in one.

Please inform Reception by dialling ‘0’ once you have finished with your meal or drinks so that the tray can be collected from your room.

LINCOMBE SPA

2 hours spa access is included in all our rates and we do encourage guests to pre-book this prior to arrival to avoid disappointment.

Our spa facilities include the Ice Room, Aromatherapy Steam Room, Scandinavian Sauna, Lap Pool & 10 Station Hydrotherapy Pool. Our Himalayan Salt Room is charged extra as its classed as a treatment which can be booked directly with the hotel over the telephone or on the day.

All residents receive 20% off pre-booked treatments, and our treatment menu is available at Main Reception, Spa Reception & on our website.

ARRIVAL

Upon arrival please make your way to the Lincombe Spa reception. You will be greeted by one of our spa hosts who will explain the procedure for your visit. To make the most of your treatment we recommend arriving at least 20 minutes prior to your first appointment to receive your introduction and complete your wellbeing form. Please note that if you are late this may result a reduction in the duration of your treatment. In this event there will be no deduction in the price charged. Treatment times include consultation and aftercare advice.

DEPOSITS, AMENDMENTS AND CANCELLATIONS

At the time of the booking we take full pre-payment for treatments and packages booked. Should you wish to amend your booking in anyway please contact us prior to your arrival. We cannot guarantee we will be able to accommodate any amendments to your booking, but we will endeavour to try our best.

We ask that in the event of needing to cancel your booking that you provide us with at least 24 hours' notice prior to the day of your booking. Any cancellations made within the 24 hours' notice period will be charged in full.

ATTIRE

We ask that swimwear or underwear is worn for all treatments – we do offer disposable underwear if preferred.

SPA ETIQUETTE

Please be mindful of other spa users and take telephone conversations away from the facilities. We kindly ask that your phone is on silent at all times.

HEALTH CONDITIONS

Please confide any health conditions, allergies, injuries or if you are pregnant when making your reservation to ensure the treatments, we provide are appropriate and safe. On arrival you will be asked to complete a wellbeing form so that our therapists can provide you with the best possible treatment and care. Lincombe Spa cannot be held responsible for any changes to treatments or cancellations that occur due to non-disclosure of medical conditions at the time of booking.

HOTEL SERVICES

To help you make the most of your stay with us, we have compiled this service guide. Should you require any other service or further information not listed, please do not hesitate to dial '0' for Reception and we will endeavour to assist you.

ACCOUNTS

All accounts should be settled on departure. We no longer accept cash however we do accept major credit and debit cards with the exception of Diners Card and American Express

BLANKETS AND PILLOWS

All our beds are supplied with 10.5 tog duvets suitable for summer and winter use. Should this not be sufficient, a spare blanket can be found stored in your wardrobe.

Any additional bedding requirements including additional pillows, can be arranged by contacting Reception who will be happy to assist.

Our bedrooms are routinely supplied with high quality goose down & feather pillows. Should you prefer a microfiber hypoallergenic pillow, these are available on request from Reception.

CHECK OUT

Check out time is 11am. Should you require a late check out, you need to inform Reception so that they can check whether this can be accommodated.

If a late check out is agreed, there is no charge up to 12 noon, however thereafter there is a charge of £10 per hour up to a latest checkout of 2pm (£20). Checkout after 2pm will incur the full nightly rate.

CHEMIST

The nearest is Quants Pharmacy in Torwood Street, located by the traffic lights on the crossroads at the bottom of the hill.

TEA & COFFEE TRAY

Each room is provided with complimentary sachets of tea, coffee, decaffeinated coffee, hot chocolate, full fat milk, semi skimmed milk, a selection of sugar/sweeteners and biscuits.

A complimentary selection of fruit teas and bottled water are also available from Reception. Should you require replenishment of any items, please do not hesitate to ask.

DOCTORS

Parkhill Surgery is to be found at the bottom of Meadfoot Road. Tel: 01803 212489.

EXCLUSIVELY FOR ADULTS POLICY

The Lincombe Hall Hotel is 'Exclusively for Adults' which means that all guests staying overnight at the hotel must be 16 years of age or older. We do allow children ages 12 and over to visit guests staying at the hotel and to dine in the Restaurant with them, however no children under 12 are allowed in the hotel. The leisure facilities of the hotel are strictly for the use of guests staying at the hotel.

HAIRDRYERS

Hair dryers are located in your room, either in your dressing table or bedside drawer.

IRON AND IRONING BOARD

An ironing room is located in the main hotel halfway up the central staircase and is available for use 24 hours a day. Alternatively, we can deliver an iron and ironing board to your room, please dial '0' for Reception.

Please inform Reception when you have finished using it so that it is available for other guests.

LOST PROPERTY

We operate a lost property system, please contact Reception should you mislay an item and we will do our utmost to locate it. A charge is made charge to cover the postage.

LUGGAGE

If you require assistance with your luggage or luggage storage please contact Reception.

MESSAGES

Messages received whilst you are out will be retained at Reception and delivered to you on your return.

NEWSPAPERS

We are no longer able to order and deliver newspapers.

PACKED LUNCHES

If you require a packed lunch please inform Reception the day before it is required. Prices are available from Reception.

OUTDOOR POOL AND JACUZZI

The heated outdoor pool is open from May through to the end of September. A Jacuzzi is also available. The pool temperature is maintained at 28-30 degrees and the Jacuzzi at 38-40 degrees.

All guests swim at their own risk and there is no lifeguard on duty. For your own safety please observe all pool and Jacuzzi rules.

POOL TOWELS

We would ask that you refrain from using room towels in the swimming pools. Towels for use in the outdoor pool are available from Reception. The pool towels are provided on a complimentary basis and can be kept in your bedroom during your stay and dried on the electric towel rail in your bathroom.

All pool towels need to be signed out at Reception and left in your room before your departure otherwise a charge of £20 per pool towel will be applied to your room account.

POST

Incoming post can be collected from Reception. Outgoing post can be left with Reception who will arrange for it to be posted.

PHOTOCOPYING

Our Receptionist on duty will be pleased to assist in photocopying documents.

Charges for photocopying are 50p per page black and white and £1 per page colour.

ROBES

Robes are supplied in all bedrooms for your use during your stay.

Should you wish to take the robe home with you a charge of £45 per robe will be added to your room account and charged to your credit/debit card.

Should you wish to purchase a NEW robe to take home with you or buy as a gift, please contact Reception.

SMOKING

The Lincombe Hall Hotel & Spa is a non-smoking hotel; this includes all public areas, corridors, bedrooms, bathrooms and private patios. The non-smoking policy also includes the use of electronic cigarettes and vaporisers.

If anyone is found to have been smoking in their room, a £50 room clean/deep clean charge will be applied to your account.

There are four smoking areas for our guests; these are situated at the far end of the terrace outside the dining room (accessed via the Reception, Bar or Dining Room exit doors), outside the main entrance of the hotel, outside the main entrance door of the wing building and on the patio halfway down the link corridor (through the exit doors to the outdoor pool).

STAFF GRATUITIES

We have a staff gratuities box at Reception if you would like to leave a tip for staff. We are also able to process tips through card payments. All gratuities are split evenly and equally amongst all team members. This is dispersed through payroll on a monthly basis and in accordance with UK Hospitality guidelines. Staff are unable to accept drinks purchased for them.

TAXI SERVICE

Reception can order a taxi on your behalf. Alternatively you can call Torbay Cabs direct on 01803 292 292.

A Taxi to or from the harbour costs between £4.00 and £5.00 each way.

TELEPHONE

To call another guest room, dial '**2**' + *room number*

For example to call room 5, dial '**205**' or to call room 42 dial '**242**'.

Internal calls (from room to room or to and from Reception to a room) are free of charge.

For external calls, you simply need to dial '9' prior to dialling the required telephone number in full.

Use of the telephone is free for calls to local and national numbers

TELEVISION

Each room is equipped with a flat screen LCD TV with Freeview including radio channels. If there appears to be no power supply to the TV (red light not illuminated) please check the socket is switched on and the secondary rocker switch on the rear of the TV is on.

Should you lose your picture or it appears to have detuned itself, please in the first instance press 'Source' on your remote control, use the remote control to scroll to Freeview and press OK. This should restore the picture. If problems still persist, please contact Reception.

TOILETRIES

You will find toiletry dispensers in your room for shower gel and handwash which are replenished on a daily basis as well as individually wrapped Soap Bars.

Should you require we also have complimentary Amenity Kits available from Reception. Items include Toothbrush & Toothpaste, Razor & Shaving Cream, Individual Toiletries and additional individually wrapped Soap Bars.

VALUABLES

Please note that the hotel cannot accept responsibility for valuables left in your room.

WAKE UP CALLS

Wake up calls can be arranged with Reception by dialling '0' from your telephone.

WIFI ACCESS

Complimentary WiFi is available throughout the hotel. On the select *Network* page on your device, choose **Lincombe Guest** the WiFi password will have been provided to you on arrival and can be found on your welcome letter. Alternatively, please ask at Reception where we will happily provide you with the current password.