

Bron Eifion

Country House Hotel and Restaurant

Hotel Directory

Dear Guest,

It is our pleasure to welcome you to Bron Eifion Country House Hotel.

Our number one priority is the well-being and safety of our guests and staff. Further to the increased awareness of Coronavirus and our commitment to our guests joining us, we feel it is important to assure you of the thorough procedures put in place by our health and safety team to protect both our visitors and employees during the Covid-19 epidemic.

We want our guests to be happy and comfortable during their stay with us. We also want your visit to be a healthy one and have therefore outlined below some of the procedures in place to support this.

Hand alcohol stations are available at the Hotel entrance, hallways and by the restaurant.

All tables and chairs in our restaurant are cleaned to a much higher frequency and after each seating.

Loose items, such as pencils, note pads and information material is removed from rooms.

Limited seating in our restaurants and public areas.

You will find distancing signage in the hallways, reception and in our restaurant as well as signs reminding guests and team members to keep a distance.

We would please ask for your co-operation and understanding in our requirements to provide you with a safe and pleasant environment and whenever possible we would please ask that you use your guest bathroom when required in place of the hotel public toilets.

It is important to maintain social distancing therefore furniture in the public areas is arranged to accommodate this requirement.

We ask that our guests follow the health and safety guidelines regarding personal hygiene and Covid-19 and thank you for your support

We want you to enjoy every day of your stay and our professional and friendly staff are committed to making your visit both comfortable and enjoyable.

If at any time you have a suggestion on how to improve our service to you, please just let us know.

Thank you for choosing the Bron Eifion for your stay.

HOTEL SERVICES

ADAPTORS

Adaptors are available please phone Reception (0).

AFTERNOON TEA

We would kindly ask for reservations to be made in advance for our traditional Afternoon Tea
Served between 12.00-4.00pm daily.

AIRPORT

The local airport at Caernarfon is 45 minutes' drive with Manchester and Liverpool 2 hours.

ATM MACHINE

The nearest ATM is situated on the High Street in Criccieth opposite Siop Eifionydd.

BABY COTS

Please telephone Reception (0).

BANKS

There is a Barclays and National Westminster Bank in Pwllheli (9 miles) and Barclays and National Westminster bank in Porthmadog (5 miles).

BAR

The bar is open all day until 11.45pm with last orders at 11.30pm. We have a selection of draught and bottled beers, local ales and a wide selection of wines/champagnes and spirits, including a Gin Bar with 50 different gins.

BREAKFAST

Breakfast is served in the Garden Restaurant from 7.30am until 9.30am.

BOTTLED WATER

A bottle of Still Water is provided in the room with our compliments on arrival. Additional bottles can be purchased from the bar.

BUSINESS SERVICES

Photocopy services are available. Wi-fi is available in all rooms and public areas, excluding the Garden Restaurant. A password is not required to access the Wi-Fi.

CAR HIRE

The nearest car rental company is: National Car Rental – Gwalia Garage, Caeathro, Caernarfon, Gwynedd, LL55 2SS - Tel: 01286 675857 www.nationalcar.co.uk

CAR PARK

Car parking is free of charge.

CHECK OUT

Check out is at 11.00am. Extended checkout time is subject to availability and may incur an additional charge. Please contact Reception for details.

CHEMIST/PHARMACY

Pharmacy – JA Davies 12 High Street Criccieth 01766 522198. Please contact Reception (0) if you require any assistance.

CHURCH AND RELIGIOUS SERVICES

We can provide you with information and assistance on local church services – contact Reception (0).

CONFERENCE BANQUETING AND MEETINGS

Please contact the Reception (0) for further details.

CREDIT CARDS

The hotel accepts Visa Mastercard Maestro and we do not accept Amex.

CURRENCY EXCHANGE

The Post Office in the High Street can exchange currency for Euros and US\$ if required. Any other currency exchange is available from major Banks in Porthmadog or Pwllheli.

DOCTOR/DENTIST

The Health Centre is located on the High Street opposite the Petrol Station. Tel:01766 800500.

The Community Hospital (limited services) Ysbyty Alltwen Porthmadog. Tel: 01766 510010.

Main hospital and A&E Department Ysbyty Gwynedd at Bangor. Tel:01248 384384.

There are a number of dentists in the area. Please contact Reception (0) for details.

DRESS CODE

There is no requirement for formal dress in the Restaurant for Dinner, however we do ask that appropriate attire is worn in all public areas.

DRY CLEANING

A dry-cleaning service is available at Madog Cleaners, 135 High Street Porthmadog.
Tel 01766-512121.

EARLY MORNING CALL

Please advise Reception (0) if you require an alarm call in the morning. If you wish to leave the hotel before 8.00am, we can prepare your bill the evening before departure.

ELECTRICAL SUPPLY AND VOLTAGE

The hotel electrical supply is 220/240volts AC. If you require an adaptor contact Reception (0).

EMERGENCY

Directions to your nearest fire exit are placed on the back of the door in your room. All Emergency information can be found in the "Hotel Safety" section.

EMERGENCY EVACUATION/FIRE EXIT

In the interest of your own safety, you should check where the locations of the fire alarms are in relation to your room. There is a fire action notice on the back of your room door. The Assembly Point, should you hear the alarm, is in the Main Car Park in front of the flag poles.

ALL FIRE ALARMS MUST BE CONSIDERED AS EVIDENCE OF A FIRE AND YOU SHOULD ACT ACCORDINGLY UNLESS INFORMED TO THE CONTRARY.

FIRE ALARM TEST

A weekly test is carried out at midday in the hotel and guests will be notified prior to the test being made.

FLOWERS

Please contact Reception (0) for assistance.

HAIRDRESSER

Please contact Reception (0) for details of local hairdressers.

HAIRDRYER

A hairdryer is situated in the dressing table drawer in your room.

HOUSEKEEPING

In order to make your stay more comfortable our Housekeeping Department will be pleased to provide you with extra pillows/blankets/towels and bathroom amenities.

Contact Reception (0).

INTERNET

Internet access is available in all public areas (excluding the Garden Restaurant) and in bedrooms free of charge. No password to access wi-fi is required.

IRONING FACILITIES

An iron and ironing board is available on request. Please contact Reception (0).

KEYS

Please leave your room key at the reception desk when you leave the hotel.

LAUNDRY

A laundry service is available for collection and delivery the following day. A laundry bag and price list is provided in your room.

LIBRARY

There is a Library in the High Street in Criccieth. The opening times are:

Monday and Wednesday 2.00 pm until 6.00pm

Tuesday 10.00am until 12.00pm

Thursday Closed

Friday 10.00am until 12.00 and 2.00pm until 6.00pm

LOST AND FOUND

Please telephone Reception (0) with any lost or found queries.

LUGGAGE ASSISTANCE

Please contact Reception (0) for assistance with luggage. We are unable to store luggage in the hotel following guest departure.

MAPS

Some maps of the local area are available from Reception.

MAINTENANCE

It is our sincere objective to keep the hotel facilities in a perfect technical condition, however should you experience any technical/operational problems during your stay please notify Reception (0) and we will attend to this directly.

NEWSPAPERS

If you require a morning newspaper, please order at Reception (0) before 9pm. These will be delivered to your room each morning of your stay/or as required.

POST OFFICE

The Post Office is situated in the High Street and is open from:

Monday – Friday 07.30 until 17.30

Saturday 07.30 until 12.30

Sunday Closed

Post is collected and delivered to the hotel before 12.00 mid-day.

RESTAURANT HOURS

Breakfast 7.30am – 9.30am (last orders).

Dinner 6.30pm – 9.00pm (last orders).

ROOM SERVICE

Room service is available during restaurant opening hours. Please contact Reception (0) for a Room Service menu.

SMOKING/NON-SMOKING

Bron Eifion Hotel operates a Non-Smoking Policy within all interior areas of the hotel including guest bedrooms, public areas, corridors and public toilets.

STATIONERY AND WRITING PAPER

Additional stationery available upon request.

SHOPPING/LOCAL MARKETS

Market Days

Wednesday Pwllheli (9 miles).

Fridays Porthmadog (5 miles) Summer Season only.

SPORTS CENTRE/SWIMMING POOL - OPENING TIMES

There is a public Sports Centre and Swimming Pool in Porthmadog.

Glaslyn Leisure Centre, Stryd Y Llan, Porthmadog, Gwynedd, LL49 9HW – 01766 512711.

TAXIS

Local Taxi companies in the area are Criccieth Cars 01766 522726; Dukes: 01766 514799.

Please contact Reception (0) if you require assistance.

TEA AND COFFEE MAKING FACILITIES

As a courtesy you will find complimentary tea and coffee making facilities provided in your room which will be restocked by our Housekeeping Department during the daily service.

TELEPHONE

To call Reception dial (0). If you require an outside line dial (9).

TELEVISION

To turn on the television in your room please use the remote control. If you require assistance, please contact Reception (0). Please note televisions in the bedroom are for the sole use of viewing and are not to be used for game consoles, cameras or video recording. Use of such items resulting in loss of channels or channel disruption will incur a charge to cover the call out charge of an engineer to rectify.

TOURIST INFORMATION

Tourist Information Centre

High St

Porthmadog

01766 512981

TRANSPORT (BUS/TRAIN)

There is a bus stop at the bottom of the Hotel drive on both sides on the main road.

Criccieth Train Station is 1/2 mile from the Hotel in Criccieth Town Centre.

TOILETRIES

Should you require any additional toiletries please telephone Reception (0).

VALUABLES

We would advise guests not to leave valuables in your room. We are happy to keep any valuables in the Hotel safe. Please contact Reception for details (0).

WEDDINGS

The hotel is licensed for civil wedding ceremonies and civil partnerships. A Wedding Brochure and further details can be obtained from the Wedding Co-ordinator. Please contact Reception (0).

HOTEL SAFETY

SECURITY

The management advises all guests to consider the following personal precautions:

- Keep all personal belongings with you and do not leave them unattended when in public areas
- Do not leave valuables in your car
- Do not reveal your name or room number to anyone not personally known to you
- Guest rooms are for registered guests only
- Please ensure the door to your room is closed at all times
- Please keep your room key on your person and keep it safe at all times

SAFETY

- If you are in an unfamiliar town/city, familiarise yourself with the areas you plan to visit
- Watch young children at all times
- Warning signs on the premises are intended for your safety. We ask that you read and obey them
- If you see any suspicious activity please report your observations to the management

THE HOTEL IS NOT RESPONSIBLE FOR VALUABLES LEFT IN YOUR ROOM, CAR OR PUBLIC AREAS

FIRE

- Familiarise yourself with the location of hallway fire exits, alarms and extinguishers
- Review the Fire Emergency instructions posted on the inside of your suite and bedroom door
- If you have a physical condition that might impair your ability to either detect an alarm or evacuate via the staircase please notify Reception (0)
- If the alarm is sounded, or if instructed to evacuate, test your door for heat (with the back of your hand) or smoke, and if clear, go to the nearest exit stairwell
- Emergency lighting is provided in all fire exit routes
- If you must remain in your room, place wet towels under the door and tell Reception (0) your room number. To signal assistance, secure a white cloth to the outside of your window. Stay low to the floor
- Do not panic. The fire department have been notified and are on the way
- The assembly point, should you hear the alarm, is in the main car park in front of the flag poles.