

# HARTWELL HOUSE

*Information for Guests*



National  
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### **Dining Room**

Breakfast 7.30 a.m. – 9.30 a.m.

Saturday, Sunday and Bank Holidays 8.00 a.m. – 10.00 a.m.

A later Breakfast may be taken in the Spa Café from 9.00am until 11.45am

Luncheon 12.30 p.m. – 1.45 p.m. (last orders)

Dinner Sunday to Thursday 7.00 p.m. – 9.00 p.m. (last orders)

Friday and Saturday 7.15 p.m. – 9.15 p.m. (last orders)

### **Dress for Dinner**

Smart please, (although jacket and tie for gentlemen are not obligatory); trainers, tracksuits and shorts are not acceptable.

### **Spa Café and Bar**

The Spa Café and Bar is open from 9.00 a.m. to 7.00 p.m.

Sunday, Monday, Friday and Saturday, for breakfast, morning coffee, lunch and snacks and until 9.00 p.m. Tuesday, Wednesday and Thursday for dinner.

The Spa Café is situated on the first floor, accessible only by a flight of stairs, in the former coach house on the approach to the Mansion.

### **Early Morning Calls and Tea**

Please order from the Hall Porter or Reception. A courtesy tea tray for the house bedrooms is available upon request.

### **Service of Tea and Coffee**

Hartwell House, in the traditions of a country house, wishes to serve its guests, including room service of tea or coffee, and we employ staff to do so in the bedrooms in the House.

Therefore, except by request we prefer not to provide hospitality trays in bedrooms which are difficult to accommodate with, and can also cause damage to expensive soft furnishings.

### **Newspapers**

May be ordered from the Hall Porter or Reception.

### **Access for All**

Please advise of any access needs, so that the hotel can provide the appropriate service

### **Accounts**

It may be helpful for guests wishing to settle their accounts with the hotel by credit card to know that we have a strong preference for payment by Mastercard, Visa or American Express.

### **Adaptors**

The voltage in the bedrooms is 220/240 volts A.C, and adaptors are available from the Hall Porter.

### **Afternoon Tea**

Served in the Great Hall, Morning Room, Drawing Room and Library between 3.30 p.m. – 5.30 p.m. Monday – Friday, 4.00 p.m. – 5.30 p.m. Saturday and 4.30 p.m. – 5.30 p.m. Sunday. For Room Service, please dial Room Service.

### **Bathmats and Hot Water Bottles**

Non-slip bathmats and hot water bottles are available in the bathroom pedestal stool.

### **Bathrobes**

Bathrobes like those in the bathrooms are available for purchase from Reception. When using the Spa, guests are requested not to take towels and bathrobes from the bedrooms; changing facilities, robes and towels are available at the Hartwell Spa.

### **Bedboards**

Bedboards are available. Extra feather or foam pillows are also available by dialing Reception. Extra blankets can be found in the wardrobe.

### **Departure**

Please vacate your room by 11.30 a.m. and pack so that luggage may be collected by 11.30 a.m. on the day of departure. Our maids may then service the rooms in readiness for guests expected that afternoon. The Porter will gladly help with storage or any other problem if a late departure is planned.

### **Dogs**

Dogs are welcome in the Suites at Hartwell Court always by prior arrangement, two small dogs or one larger dog, and may be walked in the park and woods, but not in the garden. Damage to rooms or injury to livestock will be charged for.

### **DVD Film Library**

We have a selection of Oscar winning “Best Picture” award winners available for viewing. Please order from the Hall Porter or Reception.

### **Fire Precautions**

Hartwell House holds a current Fire Certificate and is equipped with smoke and heat detector equipment. All staff are regularly trained in fire precautions. Please read the Fire Notice inside your room.

### **Flowers**

Flowers can be ordered from Reception and delivered locally on the same day.

### **Gifts & Gift Cheques**

Gift showcases are located in both the House and Spa Reception areas where gifts can be purchased.

### **Golf**

Can be arranged locally at a choice of courses.

### **Hairdryers**

Are provided in all the rooms and can be found under the dressing table or in the top drawer of your bureau or chest of drawers.

### **Heating Controls**

Guests may control the temperature of the radiators in their bedrooms by adjusting the valve at the base of the radiator, or by adjusting the thermostat on the wall in the room, as appropriate.

### **If you are hard of hearing**

The fire alarm systems throughout give audible warnings. If you are deaf or hard of hearing would you please contact Reception so that in the event of a fire, the staff are aware of this.

### **Laundry and Dry Cleaning**

A 24 hour service is available Monday to Friday.  
Please contact Reception.  
Pressing - 2 hour service. Irons may not be used in bedrooms.  
Express Service - Same day service available at a surcharge rate.

### **Mail**

A mailbox is provided at the Reception desk for daily collections.  
Stamps and stationery are available from Reception.

### **Meetings and Private Dining**

The Hartwell Rooms are available for meetings and receptions. By special arrangement some reception rooms in the house can be made available for private entertaining. Private dining rooms are also available. Please contact Reception for further information. Wifi Broadband is available in the Hartwell Rooms

### **Night Porter and Shoe Cleaning**

For assistance during the night please dial the Night Porter.  
Our Porter will always be pleased to clean shoes left outside your room.

### **Old Rectory**

The Old Rectory provides the ideal setting and great comfort and privacy for small meetings and social gatherings. It offers a drawing room, meeting room and dining room, a superbly appointed master four poster bedroom with sitting room and three other bedrooms with bathrooms, and all with views of Hartwell Church and cedars with the parkland beyond. Please contact Reception for further information.

### **Other Services**

Should you require the services of the Hotel Doctor, Dentist, Beauty Therapist or a hairdressing appointment, theatre tickets, postcards and maps of the area, please contact Reception.

### **Picnics**

Should you require a picnic to take with you on your day out, these are available. Please order with the Restaurant Manager or Reception in the evening before 8.00 p.m.

### **Room Service**

Available at all times and orders should be placed by dialling Room Service.

### **Sightseeing Tour Service**

Chauffer driven cars with experienced local drivers are available and may be booked at reception.

### **Smoking**

Hartwell House is non-smoking throughout in compliance with the No Smoking Regulations in respect of all rooms and bedrooms. It is illegal to smoke in these rooms, and a deep cleaning charge of £100 per day will be charged if evidence of smoking is detected in any room.

### **Telephones and Wireless Broadband Access to the Internet**

Direct dial calls may be made from your room by dialling 9 followed by the number required. If in difficulties, dial Reception for assistance. The Hotel's telephone charge per metered unit is displayed by your telephone. During your stay you can access free Wireless Internet.

### **Tennis**

Two all weather tennis courts are situated in the grounds  
Please book at the Hartwell Spa.

### **Valuables and Keys and Safe Deposit**

The Hotel can only accept responsibility for valuables deposited with the Manager for safe keeping in one of the hotel's private safety deposit boxes. Please remember to lock your bedroom door, then leave your room key at Reception, especially when you leave the Hotel. The bedroom doors are not self-locking, except in the bedrooms in Hartwell Court.

## **HARTWELL SPA**

Hartwell Spa is situated on the right hand side of the entrance drive as you approach Hartwell House. Guests resident in the hotel may use the Spa. Children of residents, between the age of 6 -16, may use the Spa between the hours of 9.00 a.m. - 10.00 a.m. and 4.00 p.m. - 5.00 p.m., when accompanied by an adult.

### **Opening times:**

Monday - Friday 7.30 a.m. - 9.00 p.m.  
Saturday and Sunday 7.30 a.m. - 7.30 p.m.  
Bank Holiday Mondays 7.30 a.m. - 7.30 p.m.

The attention of the hotel guests is drawn to the rules and regulations which are displayed in the Spa, which have been drawn up for the safety and well-being of those using it.

The Hartwell Spa contains a heated swimming pool 50' x 25' x 4'6" deep, whirlpool spa bath, steam room and two saunas. There are two changing rooms and showers for ladies and gentlemen and towels are available from the Spa reception desk. Guests are asked not to change in full or take towels or bathrobes from the Hotel bedrooms. Swimsuits are available for sale or hire at the Spa.

### **Gymnasium**

The gymnasium has a full range of equipment for resistance exercise and cardiovascular fitness. Fully trained staff are always on hand to give advice and encouragement and Club membership includes a fitness assessment and personalised exercise programme.

### **Massage and beauty treatment**

The Spa can provide a comprehensive range of beauty treatments and massage.  
Hours of opening; 9.00 a.m. - 7.00 p.m. Telephone the Spa Reception on Extension 500 for appointments. Special appointments can be arranged outside normal opening hours.

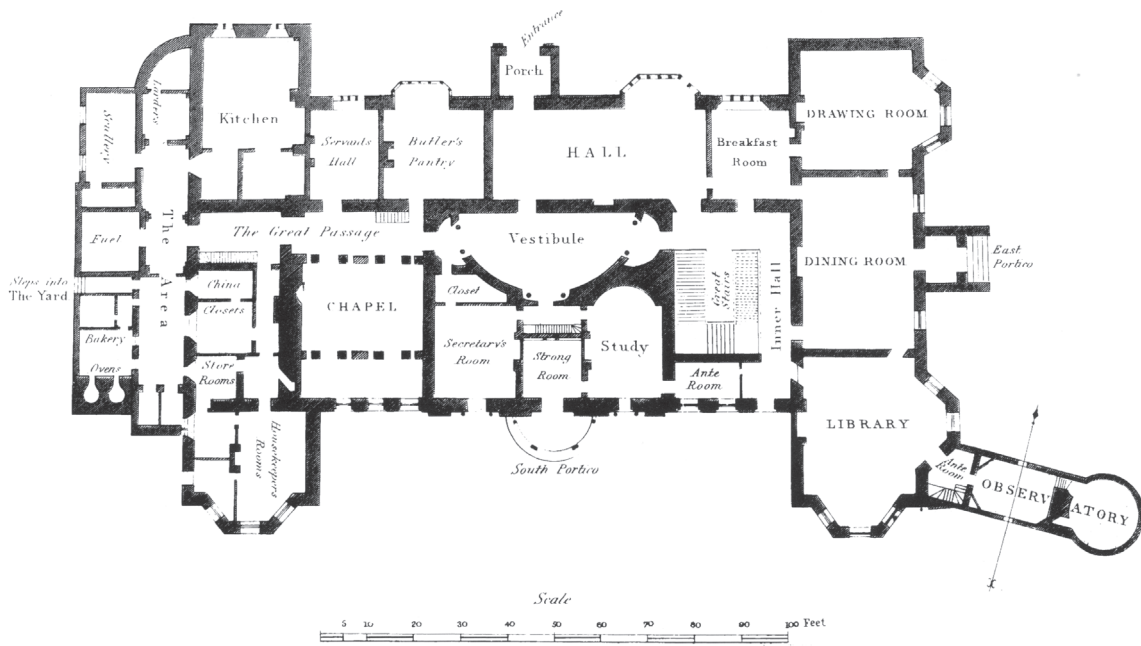
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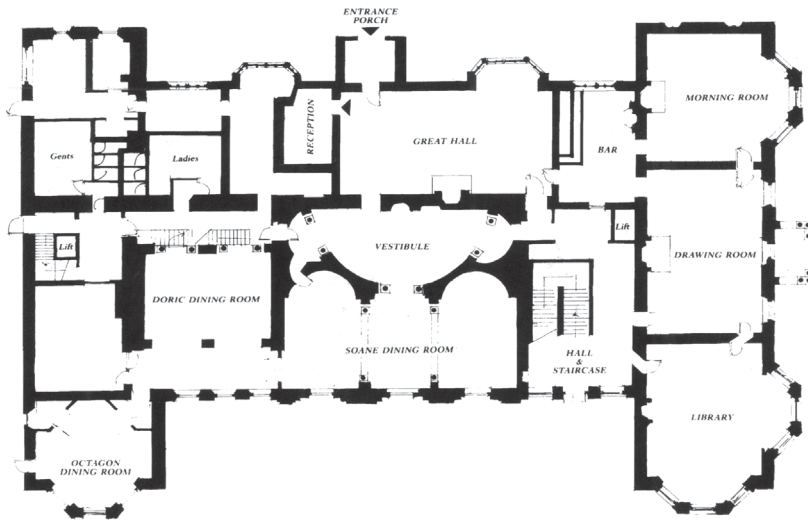
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GROUND PLAN OF HARTWELL HOUSE & OBSERVATORY.

CIRCA 1851



GROUND FLOOR PLAN  
CIRCA 1991



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The other two Historic House Hotels are Bodysgallen Hall overlooking Snowdonia in North Wales and Middlethorpe Hall beside York Race Course.

[www.historichousehotels.com](http://www.historichousehotels.com)