

the stuart

Thank you for your reservation at Best Western The Stuart Hotel.

I am pleased to confirm the following details;

Guest Name	Mr Smith
Booking Reference	BK081588/1
Arrival Date	15th July 2020
Departure Date	16 th July 2020
Package	Best Available Room Only Rate
Total cost of your stay	£95.00
Deposit Paid	£0.00
Room Type	Junior Suite

Check in is available from 2:00pm and check out is at 11:00am. The car park is situated off London Road, the right of the main entrance. Please drive up to the barrier, which will raise automatically to let you in, and reception will issue the code for exiting on check in.

Cancellation Policy – Deposits made are non-refundable: cancellations made after 12.00pm on the day before arrival will result in a charge equivalent to the value of the first night's stay. A reduction in room nights at the hotel must also be made prior to midday on the day of arrival. In the unlikely event that we must change or cancel your reservation, we reserve the right to do so.

Payment - Please be aware that we do not accept cheques or Cash for Accommodation. All major credit cards are accepted.

COVID-19

During this time there have been some changes at the hotel to create a safer environment for our guests and staff.

CHECK IN

A link will be emailed to you prior to check in to allow you to complete the check in prior to arriving at the hotel. The hotel will issue you your key on arrival.

There is a marked area in the lobby for reception, we ask that you respect the 2-metre rule, and wherever possible throughout your stay.

Sanitiser and gloves are available in reception and if you wish to wash your hands the cloakrooms are found down the left-hand corridor pass reception, on the left.

Please be aware check in may take longer than normal, your patience and assistance in this is greatly appreciated.

FOOD AND BEVERAGE

Currently the restaurant and the bar areas are closed, we are serving breakfast and dinner to the room and details can be found here www.thestuarthotel.com/xsrestaurant

Ordering of food will be from the hotel bedroom telephone where links to the current menu will be displayed.

HOUSEKEEPING

The hotel has a comprehensive cleaning regime. To minimise contact bedrooms where guests are staying more than one night are not accessed by housekeeping staff. Additional toiletries, towels etc can be requested via the Hotel WhatsApp Group and if you require a full service this can also be requested. If you can advise us before 9.00am on the day you require the service, we would appreciate it.

DURING YOUR STAY

We ask that any contact with reception during your stay is done by telephone, email or the WhatsApp Group and guests refrain from going to the reception desk.

Guests will come across other guests and staff in corridors, stair wells and the main reception. We ask that guests be extra vigilant and communicate with each other to allow each other to pass whilst maintaining social distancing as much as possible.

Please be advised that all our bedrooms are sold for single occupancy only.

We look forward to welcoming you to Best Western The Stuart Hotel, if we can help further or if you have any queries please do not hesitate to contact myself or one of my colleagues on 01332 340633.

Kind Regards

Tina Pearson
Business Development Manager