



Guest Information

A-Z

Children

Children are welcome in all areas of the hotel. You will find a small wooden playhouse with a selection of children's toys in the rear courtyard. A small children's play area can also be found in the lounge and colouring pencils can be obtained from reception.

Departure time

On your day of departure please vacate your room by 11am and remember to leave your key at reception. If you are leaving before 8:00am in the morning please settle your bill the night before and leave your key in the room. Reception is not open before 8:00am.

Dogs

We are happy to accommodate dogs with their own bedding in specific classic rooms (£12 per dog per night) if booked in advance, however for allergy reasons dogs are not allowed in the lower lounge or restaurant area and must be kept on a lead whilst in the hotel grounds. Dogs are allowed on the patio, the top section of the bar and wooden floor area of the restaurant.

DVDs

DVDs are available to hire from reception at a charge of £3. The TV will switch over to the correct channel when you turn the DVD player on. If this doesn't happen, or the picture is un-viewable this is usually because the SCART lead has fallen out of the back of the TV or come loose. Please phone Reception ("1") if you need help rectifying this problem.

Emergency/Fire Procedure

At the event of the general alarm sounding all guests must make their way to the fire assembly point (under the flag poles in the car park at the front of the hotel) – please see the separate page for more details.

In the case of an emergency at night please phone the numbers on the opposite page or press the emergency button to the left of the external door to reception and wait for a response.

Keys

Please keep your room key with you at all times.

Laundry

A laundry service is available; a charge of £7.50 per load applies, including drying and folding. There will be a laundry bag available in the dressing table drawer.

Unfortunately we can only wash items marked as “machine washable”. Please ask at reception for further information.

Local Amenities

Old Hunstanton Post Office is open daily (times vary). Hunstanton (1 mile away) has a Sainsbury’s (usually open to 9pm except Sundays), 3 cash machines, and further along the seafront is a Tesco supermarket with a petrol station.

Local Attractions

For more information on local attractions and places to visit please see our range of leaflets situated in the corridor near reception.

Mail

If you would like to post any mail whilst you are here we have a red letter box situated next to reception. The post is collected at 9am every morning from Monday to Saturday.

Medical Assistance

In the case of an emergency telephone (9)999 or (9)111 or go directly to the Accident and Emergency Department at the Queen Elizabeth Hospital, Gayton Road, Kings Lynn.

If you urgently require the attention of a Doctor you must phone Hunstanton surgery on 01485 532859 by 10am with a view to obtaining an appointment that morning, if all appointments are already taken the doctor will be asked to telephone you back in order to assess your situation and direct you accordingly. The surgery is closed from 6.30pm – 8am Monday to Friday and 6.30pm Friday to 8am Monday plus all public and bank holidays. During these hours an alternative service is provided by Anglian Medical Care on 01603 488488.

Newspapers

If you would like any newspapers during your stay please order at reception before 9pm the day before you wish the paper to arrive. Your paper/s will then be available in the restaurant at breakfast time. Alternatively you can visit the shop in Old Hunstanton (5 minute walk, turn right out of our driveway).

Other Information

In your cupboard you should find:

- Iron and Ironing board
- Blanket (extra pillows are available on request)

In the dressing table drawers you should find a hairdryer and a laundry bag.

We also stock other items such as sewing kits, dental kits etc. If you require any of these items please ask at reception. We also sell toiletries at £3.50 per bottle which are used in the rooms, if you would like to purchase one please ask at reception.

Dressing gowns can be found in all superior rooms - removal of these will incur a charge of £25 per dressing gown.

Packed Lunches

Packed lunches are available for collection at breakfast if ordered by 8:00pm the night before. Packed lunch includes a ham, cheese, beef or salmon sandwich on brown or white bread, crisps, fruit and bottle of water and are £7.50 per person.

Post Cards

Our very own Caley Hall Hotel postcards can be purchased from reception for 25p each.

Receiving Calls/Emails

Your friends and family can phone you by dialing 01485 536161, then typing in your extension number. Emails can be sent to mail@caleyhallhotel.co.uk. These will be printed and delivered to your room once received.

Reception (8am until 10.30pm)

To phone reception with any queries, or to book dinner, or a wakeup call, etc. just dial "1". Reception is open from 8am until 10.30pm (after this time please follow the "emergency procedure" on the opposite page).

Room Service

Drinks 8:00am – 10:00pm (£3 tray charge applies). Breakfast 8am – 9:30am (must be ordered the night before), Meals/Snacks 12pm – 9pm

Please dial 888 to place your order from the breakfast, sandwich, classics or children's menu. A tray charge of £3 per person will be added to your bill.

Smoking

We operate a non-smoking policy therefore smoking is prohibited in all indoor areas throughout the hotel. A charge of £100 will be made if we have trouble re-letting your room due to a smell of smoke. Please note that all rooms are fitted with highly sensitive smoke detectors.

Telephone Instructions

Your extension number is written under your telephone handset and is the 3-digit number on your room key fob. To phone another room just dial the extension number.

e.g. Room 1 is "201", Room 10 is "210", B1 is "301", H1 is "401".

A phone is also provided near reception for telephoning rooms and taxis.

To dial out – dial "9" followed by the number as normal. Calls are charged as follows (at all times of day):

Local/National (01x/02x/03x/08x) - 25p per minute (Free phone numbers are free)

Mobiles/all others (05x/07x) - 60p per minute

118 services - £1 per minute

Europe/USA - £1 per minute

Rest of world - £2.50 per minute

Calls are charged per minute, rounded up to the nearest minute (1 minute minimum charge).

Towel Warmers

These do get very hot and can burn you, so we generally leave them turned off. The switch is usually mounted low down on the wall behind the warmer (sometimes in a cupboard), or directly above it.

Weather and Tide Times

For information on the weather and tide times please visit the information board next to the restaurant.

Wi-Fi

Free Wi-Fi is available in all rooms and public areas. Simply go to settings on your device, click Caley hall hotel and you will connect, you don't need a password. If you find any problems simply contact reception.



FIRE EMERGENCY PROCEDURE

**The fire alarm will be tested every Tuesday morning at 11am
In the event of a fire the alarm will sound
All visitors/guests must gather at assembly point
(Under the flagpoles in the main car park at the front of the hotel)
Assistance will be given to disabled persons
Fire drills will be carried out at regular intervals
Should you discover a fire please immediately raise the alarm by pressing the
centre of a red call point (located at each exit)
For an emergency at night please phone 505 or (9) 01485 535080**

PROCÉDÉ DE SECOURS DU FEU

**L'alarme incendie sera testée tous les mardis matin à 11h
En cas d'un feu une alarme sonnera
Tous les visiteurs/invités doivent se réunir au point d'assemblée
(sous les mâts de drapeau en parking principal à l'avant de l'hôtel)
L'aide sera donnée aux personnes handicapées
Des exercices contre l'incendie seront effectués à intervalles réguliers
Si vous découvrez un incendie s'il vous plaît immédiatement sonner l'alarme
en appuyant sur le centre d'appel d'un point rouge (à chaque sortie)
Une urgence la nuit, réclamez svp : (9) 01485 535080**

VERHALTEN IM BRANDFALL

**Der Feueralarm wird jeden Dienstagmorgen um 11 Uhr getestet
Im brandfall hören sie eine sirene
Alle besucher / gäste müssen sich beim sammelpunkt einfinden
(unter dem mast auf dem parkplatz vor dem hotel)
Personen mit behinderung wird hilfe angeboten
Feuer proben werden regelmässig durchgeführt
Sollten Sie einen Brand entdecken Sie bitte sofort den Ton Sirene durch
Drücken der Mitte von einem roten Punkt Anruf (an jedem Ausgang)
Wählen sie bitte (9) 01485 535080 für notfälle in der nacht**



Local Attractions

Coastliner Bus

Bus timetables are available from reception with the bus stops just a 5 minute walk from us.

Alive Oasis Leisure Centre

This attraction offers an indoor swimming pool with separate children's pool along with a children's play centre, Bodyworks Fitness Studio, Fast Food Cafeteria, Aerobics studio, indoor bowls hall and a squash court. Open weekdays from 9am until 9.30pm, and from 8am until 6.30pm at weekends.

Hunstanton Sea Life Sanctuary

The Sea Life Sanctuary is situated on the promenade in Hunstanton and is open daily from 10-4.

The Peddars Way

At Holme the Peddars Way meets the Norfolk Coast Path as it runs from Hunstanton to Cromer. In total the path is around 93 miles long and takes an average of 8 days to walk. You can pick up the path near the golf course at the bottom of Waterworks Road (see map).

Shopping

The closest town to us is the historic port of Kings Lynn with a good selection of shops and restaurants. Alternatively if it's shops you are after, then Norwich is approximately a 1 hour 15 minutes' drive away, boasting one of the top ten shopping centres in the country.

Burnham Market

Burnham Market (20 minutes away), is a popular local village. It is the perfect place to shop, dine or simply stay awhile and revel in being part of the traditional village atmosphere.

Norfolk Lavender

Being only 3 miles down the A149 this farm holds 100 acres of lavender and the visitor center is set in beautiful gardens which includes a relaxing tearoom, a children's animal garden, playpark and a local farm shop packed full of local produce to attract visitors of all ages.

Sandringham Estate

There is something for everyone at Sandringham. From the royal house and gardens to the exhibition and transport museum it shows history and insight to her majesty the Queen. Make sure you stop off at the café and coffee shop while exploring the surrounding area of the estate and younger visitors can enjoy the large adventure play area.

R.S.P.B. Reserves - Titchwell and Snettisham

**Both reserves hold beautiful areas for the surrounding wildlife and coastal habitats of migrating birds,
Titchwell opens everyday between 9.30-5pm while Snettisham is open at all hours.**

These are only a few examples of great attractions to visit along our coast, To find out more to do in our area and other places to visit please see our leaflets in the corridor near reception or visit our website.

CALEY HALL HOTEL

GUEST FEEDBACK FORM

We hope you enjoyed your stay with us! To help us better serve you, please complete this survey and return it to the reception desk at your convenience. Thank you!

Room No: _____ Date of Stay __/__/__	Excellent	Good	Fair	Poor	N/A
Overall Hotel Rating					
Reception					
Initial welcome to the hotel					
Helpfulness with questions or issues during your stay					
Willingness to help / friendliness					
Overall Reception Rating					
Guest Room					
Cleanliness					
Comfort.					
Amenities (Tea, coffee, toiletries etc..)					
Decoration					
Linen					
Friendliness/helpfulness of housekeeping staff					
Overall Housekeeping Rating					
Public Areas					
Lounge/Bar area decoration/ambience					
Restaurant decoration/lay-out					
Overall Public Areas Rating					
Food and Dining					
Friendliness/Helpfulness of restaurant & bar staff					
Food Choice - Breakfast					
Food Quality - Breakfast					
Food Choice - Lunch/Dinner					
Food Quality - Lunch/Dinner					
Overall Food and Dining Rating					
Additional Comments:					

How did you hear about us? _____