



Guest Information

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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.

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 main restaurant and must be kept on a lead whilst in the hotel grounds. Dogs are allowed on the patio, the top section of the bar, The Old Barn restaurant and the Orangery.

Emergency/Fire Procedure

In the event of the general alarm sounding all guests must make their way to the fire assembly point (located in the bottom corner of the main 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.



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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 near reception.

Mail

If you would like to post any mail whilst you are here simply bring it 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.



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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 wardrobe you should find:

- Iron and Ironing board
- (Blankets & 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.

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.

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.



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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 – 10am** (must be ordered the night before), **Meals/Snacks 12pm-2.30pm 5– 9pm**

Please dial 888 to place your order from the breakfast, sandwich, main menu 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).



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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 reception.

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.