



Thank you for choosing The Park Hotel for your stay and sincerely hope that you enjoy your time with us. If for any reason your stay with us is not satisfactory, please let us know immediately and we will endeavour to rectify any problems. We appreciate all feedback given and use your comments to improve the Hotel and facilities.

This information guide is designed to provide you with all the information you may require during your stay at The Park Hotel, we suggest you familiarise yourself with the contents and we hope you find it useful. Please feel free to let us know any additional information which you would like to see included.

CONTENTS

Section 1; General & Important Information

- Reception
- Arrival & Departure
- Early Departure
- Terms and Conditions
- Accounts
- Restaurant & Bar
- Breakfast
- Telephone
- Fire Precautions
- Smoking Policy
- Additional Beds & Bedding
- Pets

Section 2; Additional Services

- Room Facilities
- Complimentary Products
- Room Service
- Wake up call
- Valuables
- Newspaper
- Laundry
- Fax & Photocopying, Emails & Internet access
- Meeting Rooms
- Leisure Facilities
- Picnics
- Bicycles

Section 3; Emergencies

- Pharmacy / Doctor
- Dentist
- Fire Precautions

Section 4; Local Information

- Banks
- Taxi Services
- Pharmacy / Doctor – See Emergencies
- Dentist – See Emergencies
- Maps & Travel Timetables

SECTION 1; GENERAL & IMPORTANT INFORMATION

Reception

A Receptionist is available from 7.00am - 10.00pm Monday to Friday and 8am – 11pm Saturday and Sunday. To contact Reception from your room, please dial 0.

A member of staff is available for Emergencies only when Reception is not manned overnight – please dial 0 from your telephone in your room for assistance.

Arrival & Departure

Rooms are available after 2pm on the day of your arrival unless prior arrangements have been made. We

respectfully request that our guests vacate their room by 10.00am on the day of departure (11am on

Weekends and Bank Holidays), otherwise an additional charge may be made. We are most happy to assist with the storage of luggage regarding a late departure, and would ask that you advise us when you are ready for your luggage to be brought down.

Early Departure

Should any guest wish to make an early departure, we ask that they notify us beforehand in order that the

necessary arrangements can be made for the settlement of accounts. There is also overnight cover for your security.

Booking Terms and Conditions

Cancellation Policy

General Room Booking & Cancellation Information

We will require your credit card details, which will be held on file in order to secure the room. We also reserve the right to obtain pre authorisation on your card. If you do not have a credit card, we will require one nights deposit in advance.

Cancellation: 48 hours. We will require written advance notice of any cancellation prior to your stay. Written notice is defined as a letter, fax or email. Please familiarise yourself with our cancellation policy in which we stress the importance of taking out travel insurance to protect yourself against any financial loss should you need to cancel within the cancellation period.

Payment: We accept most major credit cards. Cheques can only be accepted if supported by a valid cheque guarantee card. Please make cheques payable to Kost Hotels Ltd.

Check in: Check in time is 2.00pm on the day of arrival. For arrivals prior to 2.00pm, we cannot guarantee room availability but we will be happy to store your luggage.

Check out: Check out time is by 10am Mon – Fri and by 11.00am Weekends and Bank Holidays.

No Show charges: All bookings are guaranteed by a credit card and late arrival. Failure to arrive will result in a no show charge being charged to your credit/debit card to the rate of the room booked.

A pre-authorisation will be required by credit/debit card to confirm and hold your room. If you do not have credit/debit card one nights stay will be required in cash, cheques are accepted with valid bankers card

Accounts

Major credit cards, personal cheques (accompanied with a bankers card), and or of course cash, are all most welcome as methods of payments. We do not accept American Express or Diners Credit Cards.

Restaurant & Bars

Breakfast 7.00am - 9.00am Monday - Friday
8.00am – 10.00am Weekends & Bank Holidays

Lunch from 12 noon – 2.30pm

Sunday Roast Carvery 12 noon - 3.00pm

Dinner 6.00pm - 9.30pm every evening

The Bar is open all day, every day.

Breakfast

Breakfast is included in your room charge and is served from:

7.00am - 9.00am

Mon – Fri 8.00am – 10.00am Weekends & Bank Holidays.

BREAKFAST MENU

Choice of Orange, Apple or Grapefruit Juice

Tea & Coffee ~ fruit teas, Earl Grey and decaffeinated are all available on request

A Selection of Cereals

Yoghurts

Fresh Fruit

Toast & Preserves (Jam, Marmalade & Marmite)

And of course a full English breakfast

Telephone

Direct dial telephones are available in all our bedrooms. Telephone calls are charged per unit and will automatically be added to your bill. Please dial 9 for an outside line. Dial 0 for assistance at reception.

Fire Precautions

On the back of your bedroom door you will find details of action to be taken in the event of a fire. Please acquaint yourselves with these procedures and methods of escape once you have settled into your room. Please inform us if you are hard of hearing or have any special difficulties.

Smoking Policy

The Hotel has a strict no smoking policy throughout the Hotel including all of the bedrooms for the comfort of other guests.

Should you be in breach of these regulations, the hotel reserves the right for any member of staff to ask you to comply with the law. It is a criminal offence to tamper, remove or disconnect any smoke detector alarms. They are there for your safety and the safety of other guests using the hotel.

If you smoke in a bedroom, the hotel shall be required to de-odorise your bedroom. In this event, the hotel reserves the right to charge you up to £100 towards the cost of de-odorising your bedrooms, and refuse you any further service.

Enforcement of the Act in bars, restaurants and other public areas will be undertaken by the Environmental Health Officers. Guests ignoring the law, despite being informed of it, will be liable to fines or prosecution.

Additional Beds

Additional put up beds are available in selected rooms, an additional charge of £10 will be added to the room per night. This charge also applies to children over 6 yrs and under 14 yrs sharing parents room. We would like to stress these beds are designed for occasional use only and are not full sized (6ft x3 ft) beds.

Travel cots are available free on request, please notify us of any requirements when making your reservation.

Additional Bedding

Extra blankets & pillows are available. Please do not hesitate to contact Reception if you require any extra.

Pets

For a small charge of £10, small dogs are welcome at the Hotel. However, they are not permitted in the Dining Room and we request that they are kept on a leash within the Hotel grounds. Owners are responsible for their pet's behaviour (although unfortunately pets cannot be held responsible for their owners!)

SECTION 2; ADDITIONAL SERVICES

Room Facilities

The following are available in every room for your use;

En suite bathroom / shower room
Hospitality Tray
Colour Television
Direct Dial Telephone
Hairdryer
Trouser Press
Ironing Board & Iron
Early wake up call facility

Complimentary Products

As well as the complimentary products in your room, we also offer the following from Reception at no extra charge;

Shaving kits
Toothpaste and toothbrush
Ladies hosiery
Ladies personal items
A selection of Mobile phone chargers to borrow
Nail Varnish Remover

Room Service

Room service is available to all guests between the hours of 7am and 10pm – a limited menu will be available between the hours of 2.30pm and 6pm. A tray charge of £4.50 will be added to your bill.

A tray of tea and/or coffee can be brought to your room each morning at a pre arranged time. Please order at Reception. This will be charged to your account. There are tea & coffee making facilities in your room.

Wake-Up Calls

Please book your call with Reception before 11.00pm. Alternatively, your telephone can be programmed to do this automatically.

Valuables

Articles of value can be deposited at Reception & will be kept in the safe. The Hotel is not responsible for valuables left in guests rooms or elsewhere in the Hotel. May we also advise you not to leave valuables in cars as the Hotel is not liable for losses from, or damage to, vehicles in the car park.

Newspapers

Should you require a newspaper, please inform Reception before 9.00pm the night before. The cost will automatically be charged to your room bill.

Laundry

An iron and ironing board is available in your room. Washing and dry cleaning can also be arranged.

Laundry service charges:
£7.50 per wash
£1.00 per item to be ironed

Fax & Photocopying, Emails & Internet

Documents may be copied or transmitted by arrangement with Reception. We also have the facilities to connect to wireless internet please ask at reception for your web key.

Meeting Rooms

Meeting Rooms are available from £13.50 per hour. For further information and to check availability, please ask at Reception. It is advisable to book in advance if a room is required.

Leisure Facilities

Use of Diss Swim & Fitness Centre is free to residents. A personal disclaimer form will need to be completed for each person for each visit. These are available from Reception.

Picnic Lunches

If you are exploring the area, or indeed just wish to have something with you for your journey, then we would be delighted to provide you with a picnic lunch. These can be ordered at breakfast for that particular day.

Bicycles

Bicycles are available for your use, a small deposit is required each time they are borrowed. Please ask at Reception for further information.

We can also store your bicycles, again, please enquire at Reception. A cycle repair shop is located opposite the Hotel.

SECTION 3; EMERGENCIES

Doctor / Pharmacy

In case of illness, a doctor can be contacted at all times via the Reception or directly by calling Telephone 01379 642023. The nearest pharmacist is located in Diss town centre: Boots, 9 The Market Place, Diss Tel: 01379 642436.

Dentist

There are five dentists within Diss, although we cannot guarantee they will be able to accommodate you in an emergency. Please find their contact details below:

Bowler & Ward 65, Mount St, Diss, Norfolk IP22 4QQ Tel: 01379 643693
A Kinnear-King 3, Mount St, Diss, Norfolk IP22 4QG Tel: 01379 642522
S.J Sykes 3, Church St, Diss, Norfolk IP22 4DD Tel: 01379 652580
Fair Green Dental Practice 63a, Lower Denmark St, Diss, Norfolk IP22 4BE Tel: 01379 651689
B.M Mayston Diss Dental Care Centre, 127, Victoria Rd, Diss, Norfolk IP22 4JN Tel:
01379 643789

Fire Precautions

On the back of your bedroom door you will find details of action to be taken in the event of a fire. Please acquaint yourselves with these procedures and methods of escape once you have settled into your room. Please inform us if you are hard of hearing or have any special difficulties.

SECTION 4; LOCAL INFORMATION

Banks

All major banks are located close by in the Centre of Diss, a list with their addresses are shown below. Cash point machines are also available at local supermarkets (Somerfield, Tesco & Morrisons).

Barclays, 14 Market Hill, Diss
Halifax, 12a Market Place, Diss
HSBC, 1 Mount Street, Diss
Lloyds TSB, 3 Market Hill, Diss
Natwest, 49 Mere Street

Taxi Services

Taxis can be arranged through Reception. Or alternatively here is a list of numbers for your use. Please book taxis in advance on busy nights or if you require late night service.

Able Taxis: 01379 640900
Fairways Taxis: 01379 640556
Johns Taxis: 0845 3756523
Mere Cabs: 01379 651576
Quick Cabs: 01379 641123
Waveney Taxis: 01379 650978

Pharmacy / Doctor

See Emergencies

Dentist

See Emergencies

Maps & Travel Timetables

The following information is available for your use at Reception:

Local area maps including walking and cycle routes

Bus Timetables

Train Timetables

***If you have any queries regarding any of the above
please do not hesitate to contact reception.***

We look forward to seeing you soon