



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
- Wheel Chair Hire

### **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
- Local Attractions

## **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 when Reception is not manned overnight – please dial 9 followed by 642 244 from your telephone in your room or from Reception 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 - 9.00pm 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 (when reception is not manned, please dial 9 followed by 642244).

### **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 £20 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**

Small, house trained 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.

## **Wheel Chair Hire**

Wheel chairs can be hired from a local bicycle & mobility shop from as little as £5 for two days ~ we recommend arranging hire in advance of your stay.

W S Cobb & Son, Denmark Street, Diss, Norfolk IP22 4AS  
Tel: 01379 642760

## **Opening Hours**

Monday, Wednesday, Thursday & Friday 8.30am – 5.30pm  
Saturday 8.30am – 4pm  
Closed Tuesday & Sunday

## **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 to avoid disappointment.

*Able Taxis: 01379 640900*  
*AJO Travel: 07769 900382*  
*Andys Taxis: 07810 272821*  
*Barry's Taxis: 07836 296471*  
*Daley's Taxis: 01842 570777 or 07810 355800*  
*Johns Taxis: 0845 3756523*  
*Mere Cabs: 01379 651576*  
*Quick Cabs: 01379 641123 or 01379 640556*  
*Scole Cabs: 01379 741471*  
*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

## **Local Attractions**

We have provided details of just a handful of the attractions local to Diss. If you require any additional information, leaflets are available in the entrance hall, some include coupons and offers. Also our Tourist Information Centre is located next to The Mere on Mere Street in Diss Tel: 01379 650523

Diss is also located centrally to Bury St Edmunds, Norwich & Ipswich. We are also within an hours drive to the Norfolk Broads & the North Norfolk Coast Line including Great Yarmouth, Southwold and Hemsby.

### **Banham Zoo**

Banham Zoo, The Grove, Banham, Norfolk, NR16 2HE  
Telephone: 01953 887771  
Fax: 01953 887445  
www.banhamzoo.co.uk

Open from 10am daily (except Christmas Day & Boxing Day) – closing times as follows:

1st January to 20th March 2008	4.00pm
21st March to 18th July 2008	5.00pm
19th July to 14th September 2008	5.30pm
15th September to 26th October	5.00pm
27th October to Spring 2009	4.00pm

### **Billingford Mill**

Billingford Common, Billingford, Diss, Norfolk IP21 4HL

Only open certain days throughout the year ~ please call to enquire  
Tel: 01379 853967

### **100<sup>th</sup> Bomb Group Museum**

Common Road, Dickleburgh, Nr. Diss, Norfolk IP21 4PH  
Tel: 01379 740708  
E-mail: 100bgmm@tiscali.co.uk

Exhibits include:

A fine collection of U.S.A.A.F. uniforms  
Decorations  
Combat Records  
Equipment  
Memorabilia and war time photographs

Open Saturdays, Sundays and Bank Holidays from 10am to 5pm - March to October (inclusive). Last admission 4pm  
From May to September the Museum is also open on Wednesdays. The Museum is closed November, December, January & February.

### **Bressingham Steam & Gardens**

Open 10.30am ~ 5pm daily

[www.bressingham.co.uk](http://www.bressingham.co.uk)

Tel: 01379 686900

### **Diss Farmers Market**

A Farmers Market is held monthly in Diss and other local villages also hold farmers markets on a regular basis, for example Framlingham & Rickenhall – further details can be found at [www.edp24.co.uk/Content/FarmersMarket](http://www.edp24.co.uk/Content/FarmersMarket)

### **Diss Market Place**

2nd Saturday monthly 9.00 until 1.00

Contact: Diss Town Council Tel: 01379 643848

14 stalls - full range of products

### **Diss Museum**

The Shambles, The Market Place, Diss

Tel: 01379 650618

Free Entry

Diss Museum can be found in the Old Shambles building at the central Market Place in Diss. The small and intimate museum has a fascinating collection of artefacts and displays about Diss and the surrounding East Anglian countryside over the years. See Victorian photos, work tools and clothing relating to Diss and the way it has changed as the years have passed. The exhibitions are changed on a regular basis so there should always be something new to discover.

### **Eye Castle**

Castle Street, Eye, Suffolk IP23 - England, UK

Phone: +44 (0)1449 676800

A fifty foot high 11th century Norman motte with a Victorian folly on top. Some pieces of the original stonework remain on the slope of the motte. It was in use until the end of the 14th century. A walk to the top of the keep now provides great views from the only high ground in north Suffolk.

Open all year.

### **Golf & Driving Range**

Diss Golf Club, Stuston Common, Diss, Norfolk IP21 4AA

Tel: 01379 641025 Fax: 01379 644586

[www.club-noticeboard.com/diss](http://www.club-noticeboard.com/diss)

## **Knettishall Heath Country Park**

The Country park is a Site of Special Scientific Interest with its unspoilt heath, grassland and intricate mosaic of acid and chalky soils. On the heath and meadows, you may see the herd of semi-wild Exmoor ponies. These ponies are descended from Britain's natural wild pony of 130,000 years ago.

Information office open Sundays and Bank Holiday Mondays  
Enquiries: The Countryside Ranger, Knettishall Heath Country Park  
Tel 01953 688265 or 01473 583167/583184

More information: [www.brecks.org](http://www.brecks.org)

## **The Mere**

Located in the Centre of Diss and covering 6 acres, this is a unique feature for the town and well worth a walk around.

## **Monsters (Indoor Childrens play area)**

Monsters Ltd. is a purpose built play and party area for toddlers through to 10 yr olds. (Height restriction: 4ft 10ins). Play areas are monitored by trained staff but children remain the responsibility of a parent or guardian and must be supervised at all times.

Opening times

Monday - Saturday

09:30 - 18:00

Sunday

& 10:30 - 18:00

Bank Holiday

Last admittance 5:00 pm

Toddlers (Under 4's)

£3.25

4 Upwards

£3.95

Spectators

£0.25

Monsters Ltd. Units 11/12 Hopper Way, Diss, Norfolk IP22 4GT

Telephone: 01379 641400

## **Thelnetham Windmill**

Visits are only available by appointment and the windmill can be seen working subject to the weather.

Mill Road, Thelnetham, Suffolk IP22 1JZ - England, UK

Phone: 01473 727853

## **Wyken Vineyards**

Vineyards & Gardens plus Restaurant, café & shop.

Farmers market held each Saturday.

### Opening Times

Restaurant, café & shop – everyday 10am – 6pm

Farmers Market – Every Saturday 9am – 1pm

Garden – 1<sup>st</sup> April – 30<sup>th</sup> Sept 2pm – 6pm Sunday to Friday (closed Saturday)

Admission £3.50 (Concessions £3 / children free)

Closed 2 weeks from 24<sup>th</sup> December

Estate Office Tel: 01359 252372

[www.wykenvineyards.co.uk](http://www.wykenvineyards.co.uk)

### **Other useful Websites**

[www.dissexpress.co.uk](http://www.dissexpress.co.uk)

[www.diss.gov.uk](http://www.diss.gov.uk)

[www.ukattraction.com/east-of-england](http://www.ukattraction.com/east-of-england)

**THIS INFORMATION IS SUBJECT TO CHANGE BUT WAS CORRECT AT DATE  
OF PRINT APRIL 2008**

***If you have any queries regarding the information enclosed within this  
brochure, please do not hesitate to contact reception.***

***We hope you enjoy your stay and please have a safe journey home.***