

# Welcome to Best Western Lothersdale Hotel

*We would like your stay to be an enjoyable and relaxing experience. Take a moment to browse through this welcome pack, designed with you in mind to assist you in planning your stay, with information on our facilities including our Bar & Restaurant.*

*With COVID causing some challenges, we have put in place measures to ensure your stay will be safe whilst still offering you a range of services.*

*Our reception is available 24hours a day so should you require Taxis, restaurant reservations, onward bookings, information on attractions & places to visit within the area, or any other assistance regarding your stay please do not hesitate to contact us.*

*“Wishing you an enjoyable sleep from Paul, Judy, Margaret and all the team”*

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# Guest Services

## Access to Hotel at Night

For security purposes, the entrance to the hotel is locked after 11.00pm. If you are returning to the hotel after this time, please ring the bell in order to alert the Night Porter. Access from the rear car park is available throughout your stay with your room card.

## Assistance Day & Night

A Duty Manager is available 24 hours a day. Please contact Reception Dial 0

## Bus Enquiries

Please contact reception for bus information. Dial 0

## Business Services (COVID adjustment)

~~There is a computer in the reception area with high speed internet access free to use.~~ If you require printing services please speak to reception who will be happy to help, a Wireless connectable printer is located in reception area. We are also able to Scan and Copy.

## Check-out

We ask our Guests to vacate their rooms by 11am on the day of their departure. If you wish to arrange a later departure time, please contact reception who can advise on the cost to extend your stay.

## Churches

Please ask at reception for details of local Churches and times of service

## Conferences, Meetings and Events (COVID adjustment)

The Lothersdale is the first choice for many organisations when planning meetings, events and conferences. With rooms suitable from 2 to 200 we have every option covered.

Our competitive Day Delegate rate offers excellent value and includes;

- Room Hire
- Tea / Coffee & Pastries on arrival
- Your choice of Hot & Cold Buffet lunch or Two course Business lunch
- Afternoon Tea & Coffee
- Strathmore mineral water throughout
- Use of standard conference equipment

We can also tailor your delegate rate to include overnight accommodation, dinner in **ASPECT** plus any additional equipment you may require Please ask our reception team for further information as our services have altered due to government restrictions put in place in response to covid-19.

## Credit Cards

The hotel accepts Mastercard, American Express, Visa and Maestro. A pre-authorisation will be taken on checkin, if unused, this will release back to your card.

## Credit Facilities

Credit is only given by prior arrangement, for which our terms are payments upon presentation. This can only be arranged via our accounts department.

## Departure

Guests are requested to vacate their room by 11.00am on the day of departure. Should you require the room for any longer, please contact reception to discuss your requirements, a charge may apply.

## **Doctors and Dentist**

Please contact reception for further contact information. If you are feeling unwell now we recommend you call the NHS Direct immediately on 111 (open 24 hours a day)

## **Do Not Disturb**

If you do not wish to be disturbed in your room, please place the "Do Not Disturb" sign on the outside handle of your door. Also, if you do not wish to be by telephone please dial "0" and advise reception. We ask all of our guests to be mindful of other guests and to be quiet through the Hotel corridors between the hours of 11pm and 7am.

## **Dress Code**

Guests are required to maintain a smart casual appearance whilst in public areas of the hotel, suitable footwear must be worn at all times. The decision of the duty manager is final.

## **Dry Cleaning and Laundry Services**

We can arrange for next day laundry service, please contact reception for current service charges. For a next day service, please leave items for laundry with reception by 9am. No service is available on a Saturday & Sunday.

Iron & Ironing boards are available from reception.

## **Electricity and Voltage**

The Hotels electrical supply is the standard UK supply of 230 volts. A shaver socket is located in your bedroom/bathroom with a 110v outlet.

We have a small number of continental adaptors available from reception.

## **Electrical Fans**

An Electrical fan is located in your room for your comfort.

## **Emergency Exits**

Emergency exits are located on each floor as signposted. Please refer to the location plan situated on your bedroom door for your nearest exit.

## **Facsimile**

Reception would be pleased to send a fax upon your request – subject to a charge. This service is available between the hours of 07.30 and 21.00

## **Fire Precautions**

Please familiarise yourself with the Fire Escape notice on the bedroom door of your bedroom. The Hotels Fire Alarm is tested weekly on Mondays at Midday, should you hear the alarm at any other time, please follow the instructions in your room for your nearest exit route. Please do not re-enter the Hotel until a member of the management has advised it is safe to do so.

All of the Hotel and our Guest Bedrooms are designated as NO-SMOKING. Each bedroom has sensitive Fire Detection equipment installed that can detect smoking or candles within the room.

## **First Aid**

Reception a First Aid kit available that includes basic First Aid supplies. For more serious treatment, the nearest Accident & Emergency unit is at the Lancaster Royal Infirmary.

## **Flowers**

Fresh flowers can be order from reception\* (\*subject to availability)

## **Forgotten Something?**

If you have forgotten any essential toiletry items we may be able to assist. For a small charge reception can provide you with Shaving kits, combs, sewing kits, shower caps, face cloth, female sanitary products, toothbrushes & toothpaste, plug adapters and mobile phone chargers. Available from reception 24hour a day

## **Green Credentials, recycling, reusability and the Environment**

We are proud to take a lead in the area to encourage greater recycling and reusability. We are taking measures to reduce single use plastics in our bathrooms with large refillable bottles, our key cards are fully reusable (please hand them back to reception before you leave for the next guest to use). The Tap water is perfect for drinking. We are working towards the Gold Standard for Green Tourism, please help us achieve this and reduce the impact on the planet.

## **Guides, Maps and Timetables**

For all local information please contact reception

## **Hairdryers**

Each room comes with a hairdryer, it may be in the drawer by the desk.

## **Hampers/Packed Lunch**

Packed Lunches are available upon request, please order by 8pm the evening prior.

## **Hospital**

If you require hospital assistance please contact reception.

## **Housekeeping (COVID adjustment)**

Our Housekeeping staff are available between 10am and 2pm daily. During the current COVID pandemic, we will not service guests rooms unless you specifically request a Housekeeping visit. To request a visit, please contact reception before 10am on the day you wish to have Housekeeping refresh your room.

Spare Blankets are located in your wardrobe.

Should you require any additional pillows, please advise reception.

## **In-room Beverage facilities (COVID adjustment)**

You will find a Hospitality tray in your bedroom (sometimes located on a shelf in the wardrobe). Housekeeping will replenish the complimentary items daily. Disposable cups and stirrers are currently being used to ensure your health & well being, we will provide a clean cup and stirrer each day of your stay.

## **Lost and Found Property**

All items are recorded and kept for safe-keeping when found. For assistance, please contact reception. You are respectfully requested to check your room thoroughly before checking out to ensure all personal belongings have been removed. Returning lost property will incur a £15 charge to cover the costs of postage and staff time.

## **Luggage Storage and Assistance (24hours)**

Should you require luggage collection or storage, please contact reception for assistance. Storage is available free of charge – residents may storage luggage as desired during their stay and for up to 6 hours after checkout.

## **Mail**

Mail is collected from the post box directly outside the Hotel at 9am Monday to Saturday.. Stamps and stationery also available from reception.

## **Maintenance**

Please contact reception should you have any maintenance issues with your room.

## **Mineral Water** (COVID adjustment)

Available 24 hours from the ~~Bars or out of hours~~ via reception

## **Newspapers**

Please order with reception the evening before. Newspapers will be left outside your bedroom door

## **Night Services**

For assistance during the night, please contact reception.

At certain times in the evening, you may experience a slight delay in the answering of the telephone, as the night porter will be carrying out security checks.

## **Payment of Account** (COVID adjustment)

Accounts are due on presentation; cheques can only be accepted if presented no less than 5 working days in advance of departure date and then only when supported by a current banker's card. If arrangements have been made to forward your account to your company, please authorise your account by signing it before departure.

All accounts are inclusive of VAT at the current rate. Cash is no longer accepted.

## **Pets and Animals** (COVID adjustment)

~~We do not accept pets in to the hotel.~~ Registered Assistance animals are welcome free of charge. A daily charge of £15 will be charged for guests wishing to stay with their pet.

## **Reception**

Reception is available 24 hours and can be contacted by dialling "0"

## **Security**

Guests are advised to keep their room keycard with them at all times. If you require use of the safe, please speak to reception who will be able to put your valuables in the Hotel safe. Guests are reminded not to leave unattended luggage in any of the public areas of the Hotel.

## **Shoe Cleaning**

We do provide free shoe cleaning pads at reception.

## **Sight seeing**

Please contact reception who will advise you on local attractions – brochures available at reception.

## **Special Occasions**

If you are celebrating a special occasion, why not contact reception to arrange celebratory champagne, chocolates or maybe flowers?

## **Taxis**

Reception will be please to order a taxi upon your behalf. Should you require a taxi on a weekday morning, it is advisable that you book the evening before.

## **TV & Radio**

Your bedroom has a 32 " Freeview TV offering a wide range of UK TV and Radio channels. To operate your TV, use the remote control to turn the TV on/off. A TV Program guide is also available through your television, accessed from your remote control.

In order to be environmentally friendly, our Housekeeping staff may have turned off your TV at the wall socket.

A list of current UK Freeview channels is available on your TV guide  
During evening viewing, we request that guests show consideration to other guests by turning the volume to a low setting.

## Telephone

Your in room telephone is capable of making external calls. To access an outside line, including international calls, dial 9 and wait for the dial tone.

### Example Call Charges (per 5mins)

	Peak Rate 8am-6pm	Off-peak Rate 6pm – 8am
Local	£0.40	£0.30
National	£0.80	£0.45
Europe	£4.50	£3.25
USA	£5.00	£4.50
Mobile UK	£1.90	£1.90
Other Mobile	£4.50	£4.50

### Extension List

Reception	0
Aspect Bar & Restaurant	155
Emergency assistance	159

Wake up calls can be arranged via reception. Your wakeup call is automated.

To contact another Guest Bedroom – lift the handset and dial the room number you require

### Local Numbers

Emergencies	999
Non-emergencies	101
NHS Helpline	111
Lancaster Royal Infirmary	01524 65944
Morecambe Health Centre	01524 511999
Coastal Taxis	01524 424424
Tourist Information Service	01524 582808

### International Dialling Codes

Belgium	0032
France	0033
Germany	0049
Ireland	00353
Japan	0081
Saudi Arabia	00966
UAE	00971
USA/Canada	001
Poland	0048
Netherlands	0031
New Zealand	0064
South Africa	0027
Sweden	0046
Denmark	0045

## Viewing

To view and discuss all of the facilities in the hotel, please contact the Duty Manager, who will be happy to show you around the Hotel.

## **Weekend Breaks**

Please ask at reception for details on 'Summer Staycation' breaks from £99pp at our hotel or BEST WESTERN hotels.

## **WiFi Zone**

The Hotel is equipped with Wireless Internet Access throughout the building. At present the service is provided by BT. Coverage is throughout the building but is strongest in the public areas.

To Login to the WiFi Zone, look for the BW\_Lothersdale\_Public\_Wifi  
A login password is on your room card.

Hardwired internet points are available to use, please speak to reception for assistance.

## **Your comfort**

Your comfort and well being while you are staying with us is our prime concern. Should you at any time wish to speak to the Duty Manager or reception, please dial "0" on your phone.

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## **Hygiene Measures (COVID adjustment)**

Guest and staff safety is very important to us and you can be rest assured that behind the scenes we are taking all necessary steps to ensure strict hygiene procedures are in place. Including regular and extensive house keeping services, automatic hand sanitising stations, social distancing markings, and constant cleaning of touch points and card terminals. (Detailed measures can be viewed on our website.)

## **Best Western Feedback**

Your opinion is important to us, to help improve the service and experience of our guests, please do leave feedback via [www.bwfeedback.co.uk](http://www.bwfeedback.co.uk)

## **Time on your hands?**

Morecambe & Heysham has a wealth of Hidden gems, all within walking distance of the Hotel. With several miles of flat promenade to explore leading towards Hest Bank in one direction and Heysham village in the other, here are some of our favourites;

1. Heysham - From the Hotel entrance, cross over the main road and turn left. The promenade will take you past the Iron Landscape (see if you can spot the fells noted on the artwork in the view over the bay), onwards to the Eric Morecambe Statue, past the art deco Midland Hotel and onwards to Sandelands promenade. Reaching the end of the promenade you have a choice of a gradual slope upwards or a set of steps at the very end, both take you in towards Heysham Village. At the road junction (just after the cafe) turn right and then follow the road round to the left. The Old Church is on the right and a path leads to the original Chapel on Heysham Head. There is a good pub (The Royal) just after the Church.
2. Happy Mount Park - From the Hotel, cross the road and turn right. The promenade will take you past the Yacht Club Race building (on stilts), and around the sweeping bay. As the buildings on the right hand side come to an end there is a pedestrian crossing direct in to Happy Mount Park. There are various attractions for all ages including many childrens attractions. There is a cafe located within the park.



for Culinary Excellence

## Food & Drink

### ASPECT RESTAURANT – AA Rosette Bistro (COVID adjustment)

Our award winning Restaurant is serves classic dishes using only the finest locally sourced seasonal ingredients. Dishes range from Stone-baked Pizzas to Chefs Signature fine dining. During the COVID pandemic, we are operating an order and collect service. A menu will be included in your welcome envelope. We will encourage guests to place food orders via our online app in Aspect Bistro, and we will be operating table service only.

To order, please call Reception, dial '0' from your room phone or from your mobile call 01524416404

Dinner service from 5pm each evening, last orders at 9pm

We are proud to hold an AA Rosette accreditation along with the winner of the Best Bistro award from the Food Awards England.

### 320 – Gin & Cocktail Bar (COVID adjustment)

With gorgeous views over Morecambe Bay and stunning outside terrace, Aspect 320 is the perfect atmosphere to unwind after a long journey or a full day of sight seeing. With over 200 Gin's stocked and a range of locally sourced tonic waters, we can take you on a journey through taste and history with one of our Gin Experts.

Social distancing measures have been implemented and we will be table service only.

### Our Suppliers

To ensure the highest quality products we ensure our supply chain is kept to a minimum. We are proud to support our local economy where possible and all of our suppliers are specially selected for their service and quality and we are proud to advise you of who they are.

Dairy products	Stephensons Dairy, Morecambe
Meat & Poultry	Lakes Speciality Meats, Ulverston
Fish & seafood	Neves, Fleetwood, Lancashire
Eggs	Warwick Farm Eggs, Heysham, Lancashire
Fruit & Vegetables	Speights of Lancaster
Coffee	Lytham Coffee, Lytham
Bread	Hilltop Bakery, Lancaster

To our knowledge, all of our suppliers deliver GM Free produce. If you have any specific allergies or dietary requirements, please contact us and we can go through these with you.

### Breakfast (COVID adjustment)

Due to the COVID pandemic, breakfast will be served to the table and we will not be operating a buffet service. We also offer a Breakfast Grab & Go service. This can be arranged with reception and your Grab & Go breakfast bag will be ready for collection.

Grab & Go Breakfast Bag  
 Orange Juice  
 Croissant  
 Yoghurt  
 Breakfast Bar

### Room Service (COVID adjustment)

~~We offer in room service of all of our menus subject to a £5.00 tray charge. Outside of normal service times (above) we offer a 24hour snack service, the menu for which is attached near of this pack.~~

~~To order In room service, please dial 155 (or 0) to place your order.~~

~~To arrange collection of in room trays, please contact reception.~~



### **Sunday Roasts** (COVID adjustment)

Choice of locally sourced Beef and Lamb with all the traditional trimmings  
Served in ASPECT from 12pm with last orders at 9pm. Bookings are advisable.

### **Meals included with your Overnight Rates**

Should you be staying with us on a Bed & Breakfast package, your breakfast selection is inclusive of your rate when dining in our restaurant.

If you have booked a rate package that includes Dinner, your evening dinner is inclusive of your rate when dining in our restaurant.

Room Service is not included in any rate packages.

### **Dining for Groups and events**

When dining with us as part of a group or at an event, please check with your event/group organiser as the times and restaurant location may differ from the times and dining location advertised in this information folder.

### **Room Service menu** (COVID adjustment)

Our full menu on page 11 is available for in-room dining from midday until 9pm daily (10pm on Friday & Saturday).

Outside of our normal dining times, we also offer the following in-room options

Soup of the day \_\_\_\_\_ £6.00 

Between ~~11am – 5pm~~ and ~~10pm to 6am~~, we offer the following range of freshly made Sandwiches on white or whole grain bread.

Ham & Wholegrain mustard _____	£5.50
Egg Mayonnaise _____	£5.50
Savoury Cheese _____	£5.50
Tuna Mayo _____	£5.50