



**Best
Western
PLUS[®]**

WELCOME TO KENWICK PARK HOTEL

Kenwick Park Estate

Louth

LN11 0GT

You are now in the heart of the Lincolnshire Wolds & in particular 320 acres of beautiful parkland. We boast a premium 3 Star hotel, with exclusive leisure facilities & Evergreen Spa offering Elemis treatments. The grounds of the Hotel overlook the impressive 190 acre Kenwick Park championship standard Golf Course.

This Guest Directory contains all of the information you will find useful during your stay.

Page 2: Fire Precautions, Medical, Hotel Reception & Wi-Fi

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We hope you relax and enjoy the facilities and surroundings, should you have any further questions please ask a member of the reception team who will be pleased to help.

FIRE PRECAUTIONS

Please read the notice displayed in your room upon arrival.

In the event of a fire, close all doors and windows and leave by the nearest exit.

The fire muster (assembly) point is situated at the front car park at the green signed meeting point.

The elderly or infirm can contact reception for assistance.

MEDICAL EMERGENCIES

In case of an emergency please dial 999 for the emergency services or contact reception who will assist you or give you direct dial numbers for an emergency doctor, dentist etc. We have several trained first aiders on site throughout the day, if one is available to assist, please request at reception

Our address is: Kenwick Park Hotel, Kenwick Park Estate, Louth, LN11 0GT. 01507 608806.

RECEPTION/CONCIERGE SERVICE

The reception is manned by dedicated staff between the hours of 7am and 11pm, daily.

There will always be a member of our dedicated staff on hand to assist with any luggage you would like transferring to/from your room. Please ask at reception.

Between the hours of 11pm and 7am, the Hotel is covered by a night porter.

WIRELESS INTERNET ACCESS

Complimentary High Speed Wireless Internet is available in your bedroom & all public areas of the Hotel. The password for the Wifi is 'wifiaaccess' & you can log straight on to the available network, 'BW_Kenwick_Guest'. For any further information or help please contact reception.

GUEST CHECK IN/OUT

Normal guest check in is from 4pm on your day of arrival. Upon check in you will be asked for full payment of your accommodation & a Credit/Debit pre-authorisation which means you can use the card provided with your room key to charge any items to your room. If a pre-authorisation is not provided on check in, your room will be locked from making any room charges.

You will also be required to present your card at the leisure reception if you wish to use the leisure facilities.

Normal check out time is 10am on the day of your departure. If you require a later check out, please enquire with reception.

Final bills can be settled on departure by credit/debit card. Cards accepted are Visa, Mastercard & AMEX.

EXPRESS CHECK OUT

If you require an express check out for your convenience, this can be arranged at reception. We have a policy of requesting payment on arrival for the room, we can use these payment details on departure if you are happy for us to do so.

If you require an early departure prior to 7am, we suggest that you settle your account by 10.00pm the night prior.

We can also organise an express breakfast for those people prior to 7am, please ask the reception team for details of what can be provided from 6am.

EARLY MORNING CALL

You can set an alarm on the clock radio situated in your room or ask at reception for a knock on your door at the required time.

SAFE DEPOSIT

Each room has its own laptop size safe located in either the wardrobe or dressing table cupboard. For ease of use we have pre-set a unique code for each room safe. If you would like to use the safe please call the reception team member and they will let you have your code. There should be a how to use guide situated next to the safe in your room.

The safe will be left open for your use:

Press the '#' key then your unique safe code **** followed by the '#' key then turn the knob anticlockwise to close the safe after 10 seconds the door will be locked.

To open the safe press the '#' key then your unique safe code **** followed by the '#' key then turn the knob clockwise to open the safe.

You can use the '*' key to delete any incorrect numbers inputted.

Please leave the safe open after usage or on the day of departure.

If you are struggling with the safe instructions, the safe has been locked out by incorrect inputting or can't remember the code, please call the reception team for assistance. We do have override keys to open the safe if necessary.

HOUSEKEEPING / MAINTENANCE

If you have any housekeeping or maintenance issues with regards to your room or public areas, please inform reception & we will endeavour to rectify the problems at the earliest opportunity.

Housekeeping are available 7 days a week between the hours of 8am-4pm. If you require any assistance from housekeeping, please ask at reception.

LAUNDRY SERVICE

We can offer an in-house laundry facility, which is available 7 days a week. There is a laundry bag & price list situated in a drawer in your room. Please take your laundry to reception in the morning & it would normally be returned within 24 hours.

DRY CLEANING

We are able to assist you with your dry cleaning via a local dry cleaners. There is a laundry bag situated in a drawer in your room. Please take your dry cleaning to reception prior to 9am and it would normally be returned within 24 hours. The cost of these items vary & we can get a quote from the local dry cleaners.

ELECTRICAL FANS AND HEATERS

An electrical fan is provided within your room. It is located inside the bedroom wardrobe.

The temperature of your bedroom may be controlled via your radiator setting, however, if the room is too cold you can request a heater from reception (subject to current availability).

LOST PROPERTY

Please check your room thoroughly before departing to minimise the risk of leaving any of your possessions behind. Anything found in rooms after departure are stored for a maximum of 1 month before they are disposed of.

We cannot be held liable for anything left behind once guests have vacated the rooms.

TEA/COFFEE & BOTTLED WATER

Your room has tea/coffee making facilities & a supply of complimentary tea, coffee, milk, sugar.

If you are staying with us for more than 1 day, beverage supplies will be topped up daily.

Bottled water is available 24 hours a day from the bar. There will be an additional charge for this.

BEDROOM SUPPLIES / TOILETRIES

As we are eager to make your stay as comfortable & easy as possible, the following items are available. Please ask at reception if you require any of the following:

- Extra towels
- Rubber bath mat
- Flannel
- Hair comb
- Shaving kit
- Sewing kit
- Toothbrush & tooth paste kit
- Ladies sanitary products (these are available in the vending machine in the ground floor public toilets)
- Power adaptors for foreign visitors
- Note pad & pen

Robes are available to hire at a cost of £5 per robe. This will need to be paid at reception & is purely based on availability of robes from the Evergreen Spa. Robes are not permitted to be worn around the hotel or outside. You are more than welcome to wear them in your room or over at the Clubspa. Robes must be left in your room upon your departure as the £5 only covers the cost of the hire during your stay. A charge will be made for missing robes.

RESTAURANT & BAR FACILITIES

Our restaurant & bar areas are open throughout the day & evening, serving breakfast, lunch, afternoon teas & dinner. It is advised that reservations are made in advance to avoid disappointment.

Breakfast: Monday to Sunday - 7am-10am

Full English Breakfast Buffet- £14.95 per person, £7.95 – under 10yrs.

Continental Breakfast - £10.00 per person

We are also available to offer you a breakfast to go prior to the opening of the restaurant, if you require this.

Lunch: Monday to Saturday 12.30pm to 4pm
Sunday 12.30pm to 4.30pm

Afternoon Tea: Monday – Sunday 12pm to 4.30pm.

Dinner: Monday – Sunday 5.30pm to 9pm

Room Service Monday – Sunday 7am-9pm

Drinks: Keepers Conservatory Bar is open for beverages until 11pm to hotel residents.

Please note: It is essential to book a table reservation as availability cannot be guaranteed.

A limited, light snack menu is available between the hours of 10pm to 7am from our night porter. Alternatively, you can purchase bar snacks such as crisps as well as non-alcoholic beverages from the Keepers Conservatory Bar, available 24 hours.

Room Service: We are happy to offer room service for breakfast, lunch & dinner from the available menus, times for these are as above. The charge is £5.00 per tray for this service.

Dress Code – when dining in our restaurant & bar there is a smart casual dress code.

MEETING/BANQUETING ROOMS

Meeting & banqueting/private dining facilities are available from numbers of 2 – 250 delegates/guests. The Meridian Suite is fully equipped with audio visual equipment and can be hired from 2 hours up to a full day conference.

Please enquire at reception for further information & availability. Charges apply to the hire of such facilities.

LEISURE FACILITIES

As you are a guest of the hotel, you are entitled to full use of the leisure facilities. Pre booking for use is required by either contacting the hotel reception or leisure centre reception.

The facility is a state the art leisure & spa facility including the following facilities:

20 metre indoor heated swimming pool
Poolside thermal Suite including 4 different heat and ice experience rooms
4m x 3m outdoor jacuzzi pool
Indoor 3 metre spa pool
Lounges for relaxation
Two exercise studios offering over 60 classes each week – A charge of £5.00 per class attended
The state of the art gymnasium with Technogym and Life Fitness equipment
All weather tennis court
Eatery offering light bites, beverages & snacks

Please note that children under the age of 16 are not permitted into the pool after 7pm.

Please find the opening hours of the ClubSpa stated below:

Monday	: 6.30am – 10pm
Tuesday	: 6.30am – 10pm
Wednesday	: 6.30am – 10pm
Thursday	: 6.30am – 10pm
Friday	: 6.30am – 10pm
Saturday	: 8.00am – 6pm
Sunday	: 8.00am – 6pm

Towels are available to hire whilst you use the leisure centre & these are charged at £2 per towel per use.

EVERGREENSPA

The Evergreen Spa has 10 stunning treatment rooms, relaxation room & spa lounge offering the best of British brands with Elemis & Natural Spa factory treatments & products.

An array of spa treatments and packages can be booked in the Evergreen Spa.

Please see below the opening hours of the Evergreen Spa:

Monday & Tuesday: Reception- 10am-6pm
 Treatments- 10am-6pm
Wednesday & Thursday Reception- 10am-8pm
 Treatments- 10am-8pm
Fri - Sunday : Reception- 10am-6pm
 Treatments- 10am-6pm

GOLF

The championship standard, 18 hole, par 72, 6782 yard course is truly spectacular.

Impeccable tees and greens are matched with fairways carved through mature woodland. 9 lakes and a Grade II listed clubhouse enhance the traditional feel, with quality facilities that include a practice area & professional tuition.

Spanning 190 acres, the prestigious 18 hole course nestles within the natural features of the Kenwick Park Estate.

Spacious tees and greens, 9 beautiful lakes & fairways covered through mature mixed woodland, some over 100 feet tall. Whatever the season, you'll sense a area steeped in history, inspiration to Alfred Lord Tennyson, the county's greatest poet.

To check availability & for bookings, please call the Kenwick Park Golf Club. Contact the Pro Shop for prices & tee time availability on 01507 607161.

SUNDRIES

We do have a lodge shop on park that sells essentials. This is located at the lodge reception (behind the leisure centre) & is open from 9am – 6pm.

Each Best Western® branded hotel is independently owned and operated

Thank you for taking the time to read our guest directory, if you feel that we are missing any vital information, please let the reception team know so that we can rectify this immediately.