

# Welcome to Kenwick Park Hotel

**You are now in the heart of the Lincolnshire Wolds and in particular 320 acres of beautiful parkland. We boast a premium 3 Star hotel, with exclusive leisure facilities and 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, dialling services, medical, Hotel reception and Wi-Fi

**Page 3:** Housekeeping and maintenance services

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**Page 5:** ClubSpa and golf facilities

*We hope you relax and enjoy the facilities and surroundings, should you have any further questions please dial 01507 608806 option 1 and a member of the reception team 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 by dialling 01507 608806 option 1.

You can dial the fire service on 999, Kenwick Park Hotel, Louth Lincolnshire LN118NR is our address.

### Medical Emergencies

In case of emergencies, please dial 999 for the emergency services or 01507 608806 option 1 and reception you or give you direct dial numbers for an emergency doctors, dentist etc. We have trained first aiders onsite throughout the day, please request their attendance with reception.

### Reception/Concierge Service

The reception is manned by dedicated staff 7am - 9:30pm Monday -Thursday and 7am - 11pm Friday and Saturday.

There will always be a member of our dedicated staff on hand to assist with any luggage you would transferring to/from your room. Please ask at reception or call 01507 608806 option 1.

Outside the hours above, the hotel reception is covered by our Night Porter who can be reached by dialling 01507 608806 option 1 or 07947946627.

### Internet Access

Complimentary wireless internet is available in your bedroom and all public areas of the hotel. There is no password for the Wi-Fi and you can log onto the available network 'Kenwick Park' For any further assistance 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 and a credit/Debit card 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 room card at leisure reception should you wish to use the 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 and AMEX.

### Express Checkout

If you require an express checkout 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 10pm the night before.

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.

### Early Morning Call

If you require an early morning call, reception will be happy to book one on for you.

### Housekeeping / Maintenance

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

Housekeeping are available 7 days a week 8am - 4pm and maintenance 8am - 8pm Mon-Fri and 9am-6pm Sat and Sun. For assistance dial 01507 608806 option 1.

### Laundry Service

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

### Electric Fans and Heaters

An electrical fan is provided in your room, it is located inside the wardrobe.

The temperature of your room is controlled via your radiator setting, or via the air conditioning if in a deluxe room. However, if the room is too cold you can request a heater from reception (subject to availability)

### Lost Property

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

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

### Tea/Coffee and Bottled Water

Your room has tea/coffee making facilities and a supply of complimentary tea, coffee, milk and 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 as possible and easy as possible, the following items are available. Please enquire at reception if you require any of the following;

- Extra towels
- Rubber bath mat
- Flannel
- Hair comb
- Shaving kit
- Sewing kit
- Toothbrush and tooth paste kit
- Sanitary products (available in vending machine located in ground floor public toilets or our shop)
- Power adaptors
- Note pad and pen

Robes are available to hire at a cost of £5 per robe. This will need to be paid at reception and 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.



## Restauraunt and Bar Facilities

Our restaurant and bar area are open throughout the day and evening, serving breakfast, lunch, afternoon teas and dinner. We recommend booking in advance to avoid disappointment.

### Breakfast

Monday - Sunday 7am - 10am

Full English Breakfast Buffet - £14.95 per person.

Continental Breakfast - £9.00 per person

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

### Lunch

Monday - Saturday 12:30pm - 4pm

Sunday 12:30pm - 4:30pm

### Afternoon Tea

Monday - Sunday 12pm - 4:30pm £20 per person

### Dinner

Monday - Sunday 5:30pm - 9pm

### Room Service

Monday - Sunday 7am - 9pm

(£5 service fee applies)

### Drinks

Keepers Conservatory Bar is open for beverages until midnight 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. Please dial 01507 608806 option 1 for details and availability. 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 and 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 and bar there is a smart casual dress code.

## Meeting and Banqueting Rooms

Meeting and 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 and 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 and 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 all sports court
- Eatery offering light bites, beverages and 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

## Evergreen Spa

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

An array of spa treatments and packages can be booked in the EvergreenSpa. Please call 808 to discuss your requirements.

Please see below the opening hours of the Evergreen Spa:

### Monday and Tuesday

Reception - 10am-6pm | Treatments - 10am-6pm

### Wednesday and 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 and 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 and 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 and for bookings, please call the Kenwick Park Golf Club. Contact the Pro Shop for prices and 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) and is open from 9am - 5pm Tues, Wed, Sat, Sun and 9pm-7pm Monday and Friday.

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.**