



MIDDLETHORPE HALL & SPA

Information for Guests



DINING ROOM:

Breakfast: Monday to Friday: 7.30 am – 9.30 am
Saturday, Sunday, Bank Holidays and York Race Days:
8.00 am – 10.00 am

Luncheon: Saturday and Sunday: 12.30 pm – 1.45 pm (last orders)

Afternoon Tea: Monday to Friday: 1.30 pm to 5.30 pm
Saturday and Sunday: 3.00 pm to 5.30 pm

Dinner: Daily: 6.30 pm – 8.30 pm (last orders)

As the Dining Room is often heavily booked, it is advisable to reserve a table for dinner in advance through the Restaurant Manager or Reception to avoid disappointment.

ALLERGENS AND SPECIAL DIETS:

If a guest has a food allergy or intolerance, we request that they consult a member of staff before deciding what to eat, and placing an order, on every occasion, whilst in the hotel.

Whilst we are committed to informing our guests accurately of any allergenic contents in the dishes served here, and also to complying with the specific dietary requests, there remains a risk, albeit small, that traces from other dishes may be present in food served here, or on surfaces.

ACCESS FOR ALL:

Historic House Hotels understands that every customer has different needs, and we aim to make our hotels' facilities available and accessible to all of our guests equally. In rare instances where this is not possible, we will endeavour to offer a suitable alternative. We offer a range of facilities for guests with a perspective on disability including fully accessible bedroom, bathroom and lavatories, accessible entries, access ramps, designated or assisted car parking, flashing fire alarms.

Assistance dogs are welcome. Please contact the Duty Manager to enquire about any aspect of our service which is relevant to you. We offer assistance to all our patrons.

ACCOUNTS:

Although we accept American Express, Mastercard and Visa credit cards are our preferred methods of payment. We do not accept personal cheques or Diners Club cards.

ADAPTORS:

The voltage in the bedrooms is 220/240 volts AC. Adaptors converting 2 pin to 3 pin plugs and transformers to 110 volts are available by dialling 0 or 213.

BATHROBES:

Bathrobes like those in the bathrooms are available for purchase from Reception.

BEDDING:

Bed-boards, non-slip bath mats, extra blankets, duvet, feather or foam pillows and hot water bottles are available by dialling 0.

BEDROOM KEYS:

Please remember to leave your room key at Reception, especially when you leave the hotel. Please note that the bedroom doors are not self-locking.

CANCELLATION POLICY:

We respectfully remind guests that a reservation constitutes a contract between themselves and Middlethorpe Hall.

A cancellation charge of the full first night rate will be incurred for any reservation cancelled less than 48 hours prior to the arrival date of the visit.

Unless specified in your confirmation letter and for advance deposit/pre-payment, a cancellation charge of the full first night rate will be incurred for any reservation cancelled less than 48 hours prior to the arrival date of the visit.

We would advise insurance against cancellation fee due to illness.

DEPARTURE:

Please pack so your luggage may be collected by 11.30 am on the day of departure in order for our maids to service the rooms in readiness for guests expected that afternoon. The Porter will gladly help with storage if a late departure is planned.

DOGS:

Dogs are welcome in the Cottage and Garden Suites, always by prior agreement (two small dogs or one larger dog). Dogs may be walked in the park, but not in the garden. Any damage to rooms will be charged for. Assistance dogs are welcome.

EVENING SERVICE OF YOUR BEDROOM:

Please contact Reception should you wish our Housekeeping team to prepare the room for the night, drawing the curtains, tidying the bathroom and so on.

DRESS CODE FOR DINNER:

Smart please, although jacket and tie for gentlemen are not obligatory; trainers, tracksuits and shorts are not acceptable.

DVD LIBRARY:

A list of DVD's is available for viewing on your TV/DVD player. Please dial 0 for more information.

EARLY MORNING CALLS:

Please order from the hall Porter or Reception prior to retiring for the night.

FIRE PRECAUTIONS:

Middlethorpe Hall holds a current Fire Certificate and is equipped with smoke and heat detector equipment. All staff are regularly trained in fire precautions. Please read the fire notice in your room.

The fire assembly point is by the car park entrance.

The fire alarm systems throughout the premises give an audible warning. If you are deaf or hard of hearing, would you please contact Reception soon after arrival so that in the event of a fire, the staff are aware of this and supply you with a specific fire alarm listening device.

FLOWERS & PLANTS:

Flowers can be ordered from the Hotel. Cuttings of some of the plants that you see in the gardens are available from our Head Gardener (Monday to Friday).

HAIRDRYERS:

Hairdryers are provided in all rooms in the wardrobe or by the dressing table.

HEATING CONTROLS:

Guests may control the temperature of the radiators in their bedrooms by adjusting the valve at the base of the radiator, or by adjusting the thermostat on the wall in the room, as appropriate.

LAUNDRY:

A 24 hour service is available Monday to Friday

(except Bank Holiday).

Pressing – 2 hour service (7am to 3pm).

Please contact the Housekeeper via Reception.

MAIL:

A mail box is provided behind the Porter's desk for daily collections. Stamps and stationery are available.

MEETINGS & PRIVATE PARTIES:

The Barlow Room is available for meetings and receptions. By special arrangement, some reception rooms in the house can be made available for private entertaining. Private dining rooms are also available. Please contact our C&B Co-ordinator by dialling 301 for further information.

NEWSPAPERS:

May be ordered from the Hall Porter or Reception.

NIGHT PORTER & SHOE CLEANING:

For assistance during the night please dial 0. Our Porter will always be pleased to clean shoes left outside your room.

OTHER SERVICES:

Should you require the services of a Doctor, Dentist or a Hairdressing appointment, please ask at the Porter's Desk or dial 213. Theatre tickets, postcards and maps of the area are also available.

PARKING:

Parking is free of charge for resident guests during their stay. Two electrical car charging points are available (fee applies).

PICNICS:

Should you require a picnic to take with you on your day out, please ask the Restaurant Manager or Reception before 9.00 pm, for collection the following morning.

ROOM SERVICE:

Room Service is available at all times (restricted menu during the night) and orders should be placed by dialling 0. A full Room Service menu is located within your letter rack. During the Restaurant opening hours, luncheon and dinner may be served in your room at an additional charge of £5 per person.

SIGHTSEEING TOURS & TAXI SERVICE:

Chauffeur-driven cars with experienced local drivers are available and may be booked at the Porter's desk. As the centre of York is pedestrianised, parking is difficult. The Hall Porter will be pleased to arrange a taxi for you.

SMOKING:

In compliance with the No Smoking regulation, it is illegal to smoke in the bedrooms and public rooms of Middlethorpe Hall. A deep cleaning charge of £100 per day will apply if evidence of smoking is detected in any room.

TELEPHONES:

Direct-dial calls may be made from your room. If in difficulty, dial 0 and our receptionist will be pleased to assist you.

The use of portable telephones, lap-top computers and similar gadgets is not permitted in the public rooms of Middlethorpe Hall.

TOILETRIES:

Any items you have forgotten to pack may possibly be obtained from the Hall Porter, please dial 0.

The Bathroom amenities placed in the bathrooms are for your enjoyment during your visit.

300ml Penhaligon Quercus toiletry bottles are available to purchase from Reception.

VALUABLES & SAFE DEPOSITS:

The Hotel can only accept responsibility for valuables deposited with the Manager for safekeeping in one of the Hotel's private safety deposit boxes.

WEDDINGS:

Public rooms of different size and style are licensed for marriage ceremonies with a maximum capacity of fifty-six guests. Please contact our Wedding Co-ordinator on 301 or ask for the Duty Manager.

WIRELESS INTERNET ACCESS:

During your stay, you can access the free Wi-Fi; network: Middlethorpe Hall – no password required.

MIDDLETHORPE SPA

Middlethorpe Health & Fitness Spa is located opposite the Hotel, next to the entrance of the car park, in a subtly extended pair of Edwardian cottages. Resident guests have unlimited use of the Spa during their stay at Middlethorpe Hall.

OPENING TIMES:

Monday to Friday: 6.30 am – 8.00 pm
Saturday, Sunday 8.00 am – 7.00 pm
and Bank Holidays:

Special opening hours apply over the Christmas and New Year period.

Children between the ages of 8 and 16 may use the Spa between the hours of 10.00 am and 11.00 am and 4.00 pm and 5.00 pm when accompanied by an adult.

The attention of Hotel guests is drawn to the rules and regulations which are displayed in the Spa, which have been drawn up for the safety and well-being of those using the facilities.

The Middlethorpe Spa contains a heated swimming pool 40' x 20' x 4'6" deep, whirlpool spa bath, steam room and sauna. There are changing rooms and showers for ladies and gentlemen, and towels are available from the Spa Reception desk. Guests are asked not to take towels from the

bedrooms as robes are available to hire at the Spa Reception desk. Swimming costumes, goggles and hats are available for purchase.

PLEASE NOTE THAT THE SWIMMING POOL IS NOT SUPERVISED.

GYMNASIUM:

The gymnasium has a range of equipment for resistance exercise and cardio-vascular fitness and includes a treadmill, cross trainer, recumbent bike, rowing machine, upper-body trainer, stomach cruncher and a selection of lighter free weights.

MASSAGE & BEAUTY TREATMENTS:

The Spa can provide a comprehensive range of beauty treatments and massage.

Hours of opening: 9.00 am – 5.00 pm.

Telephone Spa Reception on 317 for appointments with notice. Special appointments can be arranged outside normal opening hours. Complimentary robes are provided for guests whilst having beauty treatments.

THE SPA CLUB ROOM:

Open club-hours with food service from 8.00 am – 5.00 pm Monday to Sunday for morning coffee, light luncheon and afternoon tea.

MIDDLETHORPE HALL & SPA

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The other two Historic House Hotels are: Bodysgallen Hall in North Wales and Hartwell House near Aylesbury. www.historichousehotels.com

