

# Hotel Guest Information

*To contact Reception or the Night Porter please dial 0.*

## **Alarm/Wake-up Calls**

*If you would like a wake-up call, please contact Reception by dialling '0' on your in-room telephone.*

## **Breakfast**

*Our buffet breakfasts will be served between 7.30am and 10am Monday to Friday and between 8am and 10.30am on Saturday and Sunday (please note that at weekends it can be particularly busy between 9am and 9.30am so should you wish for a quieter relaxed breakfast you may prefer to avoid these times)*

## **Bridge Bar & Grill**

*Our main Bar will be open every day for drinks from 11am till 10.45pm (last orders). From 5pm till 8.45pm (last orders) each evening we shall offer a menu which also has children's options. We recommend booking a table in advance to avoid disappointment. To book, please call Reception.*

## **Cunarder Conservatory Restaurant**

*If you prefer to dine in the restaurant, this will, subject to availability, be open every day for dinner from 7pm with last orders at 8.45pm. During school holiday times, it will open from 6pm. We shall offer a seasonally inspired menu and tables may be booked by contacting Reception. As a courtesy to other diners, we request that smart casual wear (i.e., not shorts, vests, tracksuits etc.) is worn in the Cunarder Conservatory Restaurant for dinner. The Bridge Bar and Grill is more relaxed.*

## **Bathmats**

*There is always a danger of slipping in the bath and hurting yourself. If you require a non-slip rubber bathmat, please contact Reception by dialling '0' on your in-room telephone.*

## **Bedrooms**

*Every apartment, guest bedroom and en-suite bathroom will be fully sanitised before each stay and sealed to ensure no contamination occurs prior to your arrival. All surfaces and under-surfaces are thoroughly wiped down using approved sanitising solutions. Linens are professionally washed on high heat. During your stay, your room will be serviced daily unless you tell Reception that you would prefer our Housekeeping team not to do so. Apartments are not serviced daily.*

## **Check-In**

*We regret that due to a more extensive safety cleaning regime we can only allow Hotel bedroom guests to check-in from 3pm. The Apartments check-in time will remain at 4pm. Your safety is our main concern so it is vital that all checks are completed before we can allow guests to enter. If there is a delay to your check-in time, please bear with us.*

## **Check-Out**

*Please check out by 11am. A link so you can check out securely online will be sent to you prior to your departure. With all the extra work required for sanitising bedrooms during the Covid 19 crisis, it is particularly important that rooms must be vacated no later than 11am on the day of departure please. Failure to*

*leave your room by this time incurs significant extra costs so may result in a late check-out charge of £20 per hour.*

*Please leave plenty of time to check out and please do not forget to leave your room key(s) in the box provided at Reception.*

*If you did not book directly with the hotel but require a copy of your bill, you will need to supply an email address to the Reception team.*

### **Cots**

*Cots are available for hire at a charge of **£6.00** per day, though cot linen is not provided.*

### **Complaints or Problems**

*We try our best to help you enjoy your stay and we welcome feedback at the Riviera be it good or bad. If you are unhappy with anything, please contact Reception and ask for the Duty Manager. We will always do our best to rectify any problems at the time.*

### **Covid 19 Safety Measures**

*Mask-wearing is now a matter of personal choice but, in view of feedback from guests, we encourage people to keep a safe distance from others when in the public areas of the hotel and we ask our staff to do the same.*

*We shall continue our heightened and enhanced cleaning procedures including extensive cleaning of shared surfaces throughout the day and we continue to provide hand sanitising stations throughout the hotel for you to use*

### **Dentist/Doctor**

*If you require a Doctor or Dentist, we recommend using the 111 service for advice or to book an appointment if necessary*

### **Email/Photocopying Service**

*Photocopying is available at Reception and is charged at £1 per page. Free Wi-Fi is available around the Hotel (see Internet below)*

### **Emergency**

*Fire – please do read the instructions on the back of your bedroom door and familiarise yourself with the escape routes. If you hear the fire alarm, please proceed calmly along the escape route. The alarm is tested every Monday morning at 11am for a few seconds.*

***To contact the Hotel Reception or Night Porter, dial 0 on the phone in your room.***

*Medical – Please dial 0 to contact Reception or the Night Porter.*

### **Fans**

*Fans are available for you to use in all guest wardrobes.*

### **Games Room**

*Our games rooms will be open with Pool, Air Hockey and Ping-Pong tables available for use.*

### **Garden**

*Our garden is situated between the Hotel and Holiday Apartments for guests to enjoy. We regret that, for health and safety reasons, dogs and glassware are not permitted in the garden.*

### **Gratuities**

*If you wish to reward an individual member of staff for the service, they have given you, please feel free to do so. If you wish to reward the whole team of the staff including those who work behind the scenes, we operate a "tronic" system and the total amount of all gratuities is shared amongst all the staff every six months. You can ask for a tip to be placed on your final bill.*

### **Green Ambitions**

*We only buy green electricity, and we are working with the Carbon Trust to reduce our energy consumption. We would be most grateful if you would take note of the requests on the sign in your bathroom.*

### **Heating**

*The Hotel has central heating throughout which is on seasonally at intervals throughout the day and night. Should you require an additional heater this can be provided. Please ask Reception.*

### **Hospitality Tray**

*In your room, you will find a Hospitality tray with a supply of tea and coffee. If you would like additional supplies, please contact Reception by dialling '0' on your in-room telephone.*

### **Iron and Ironing Board**

*These can be delivered to your room - please ask Reception. Please inform Reception when you have finished so that others may use this facility.*

### **Key Cards**

*Please always carry your key card with you. You will be required to produce the card to obtain your keys from Reception and to gain entry to the Hotel between 11.00pm and 7.00am.*

### **Laundry/Dry Cleaning**

*If you require any clothing to be dry cleaned or laundered, please place the items in the bag provided in the chest of drawers. Fill in the form in the front of this folder and leave with Reception. If this is done before 9.00am, the clothes will be returned on the same day. Reception can advise prices. Please note that this service may be delayed due to the current situation.*

### **Leisure Club**

*The Leisure Club will open from 7.00am to 9.00pm every day except Sunday when it closes at 8.00pm for deep cleaning. It is not supervised so please take responsibility for your own social distancing.*

#### **Swimming Pool and Spa Bath**

- *To assist social distancing, we are limiting numbers of people in the swimming pool area (which includes the spa bath) and 45-minute bookings can be made daily with Reception.*
- *We do request that Hotel towels are not removed from the bedrooms. Towels for use in the Leisure Club are available from Reception when you go there to collect your entry code and must be put in the Leisure Club towel bins after use.*
- *Just before your time slot, please go to Reception to sign in and be given your entry code to the Leisure Club – ideally having first showered and changed in your room so arriving "swim-ready" to maximise your time in the pool.*
- *Reception can advise the quieter times for swimming if required.*
- *The changing rooms and toilets in the Leisure Club and pool area will be open.*
- *Gels, creams, and lotions which are not washed off before swimming, damage the water safety measures and may result in closure of the pool for a considerable time so we do request that you shower before using the pool or spa bath.*

- *Touchpoints and shared surfaces in the pool area will be sanitised by our staff but we request that you also use the sanitiser which is available at the entrance to the Leisure Club and at the top and bottom of the stairs to the pool.*
- *Please note that there are no Lifeguards. There is a printed copy of the Terms and Conditions in the lobby of the Leisure Club and by using the Leisure facilities, you acknowledge that you have read and accepted our terms and conditions and agreed to abide by them for yourself and your party.*

*Due to expected demand, we regret that the booking of the facilities will be on a first come first served basis from 5pm daily for the following day and cannot be guaranteed if demand is high. We request that you and your party will kindly leave the pool when your timeslot finishes so that the area can be ready for the next guests.*

*Leisure Club activities incur an element of risk to health. Please never swim alone and please look out for the safety of others, noting the location of the emergency telephones and other aids before you swim or use the gym.*

*The Hotel does not take any responsibility for guests who do not complete the membership form or abide by the safety rules and guests use the Leisure Club entirely at their own risk. Parents are particularly requested to supervise their children in all the leisure areas and to note that no one under 16 may use the Pool unless supervised by a competent adult swimmer.*

### **Gym**

*The gym will be available for use separately from the pools but must be pre-booked with Reception. Please go to Reception for a separate entry code for your time slot.*

*We request that any equipment which you use should be wiped down by you - both before and after use - with the sanitiser provided.*

### **Local Attractions**

*Our local Council, BCP, offers ideas at <https://www.bournemouth.co.uk/ideas-and-inspiration/itineraries> There is also a description and map of four short walks from the hotel on our website at [Walking & Hiking in Bournemouth | Riviera Hotel Bournemouth \(rivierabournemouth.co.uk\)](http://Walking & Hiking in Bournemouth | Riviera Hotel Bournemouth (rivierabournemouth.co.uk)) Reception can print you a copy.*

*If you require other information or ideas, Reception will be delighted to help you.*

### **Maintenance**

*The Housekeepers will have checked your room before your arrival. However, should they have missed any maintenance item kindly inform Reception.*

### **Messages**

*Messages received for you will be placed under your door.*

### **Newspapers**

*If you would like a newspaper delivered to your room, please order this with Reception by dialling '0' on your room telephone before 9pm for the next day.*

### **No smoking**

*Please note that the Hotel and Holiday Apartments are non-smoking throughout. A smoking shelter is provided outside the lift lobby on the Hotel's lower ground floor. A fumigation charge of £100.00 plus VAT will be added to accounts where there is evidence of smoking or vaping (E-Cigarettes) in bedrooms or bathrooms. Please do not plug in e-cigarette chargers due to the risk of explosion.*

## **Public Areas**

*We have enhanced our cleaning procedures to include extensive cleaning of shared surfaces throughout the day. We have affixed hand sanitising stations throughout the hotel for you to use and we politely ask you always to use these when entering the hotel.*

## **Parking**

*Marked parking spaces are available at the front, side and rear of the hotel and are free to use as available. Please do not park on the forecourts of neighbouring properties. We also have 2 spaces allocated for guests who wish to charge electric vehicles, please ask Reception for more details.*

## **Partially Sighted**

*Should you require help reading our menus please ask a member of staff who will gladly assist.*

## **Room Keys**

*We ask you not to take the keys off the key fob. If you should lose your room key, a charge of £25.00 will be made for a replacement. If you take the key home with you by mistake, please post it to us in an envelope.*

## **Safe Deposit**

*The Hotel does not accept responsibility for valuable items left in bedrooms or elsewhere on hotel or apartments premises so if you have any valuables that you wish to place in the Hotel Safe, please contact Reception who will issue you with a receipt. You will need to produce the receipt to retrieve your goods.*

## **Shaver Point**

*This is situated on the right hand-side of the strip light above the sink*

## **Shower Curtain**

***Please always ensure that you place the shower curtain inside the bath**, as this will prevent flooding of the floor and the rooms below.*

## **Special Offers**

*We often run Special Offers on hotel meals, repeat stays, reviews, etc. and for bookings made direct with us (rather than through an online agent) Please check with Reception for current offers and give us your email address for future info.*

## **Tap Water**

### **Hotel Accommodation**

*The cold water taps in your bathroom hand basin provide you with softened cold drinking water. This is safe to drink but does contain a small level of sodium (salt). If you prefer unsoftened water eg for babies or pregnant women, a jug of unsoftened mains-fed water is available on request from Reception.*

### **Apartments Accommodation**

*Kitchen and Bathroom cold water supply is mains-fed drinking water.*

### **Lodge Accommodation**

*Bathroom cold water supply is mains-fed drinking water.*

### **Taxi**

*Reception is happy to book a taxi for you. PRC Streamline Taxis do have six and eight-seater cars available as well as wheelchair-accessible cars. These do need to be booked in advance.*

### **Telephone**

*To contact Reception dial 0.*

*For an outside line dial 9, wait for the dialling tone and then dial the number you require. Telephone charges are displayed on the telephones.*

*To call a ground floor bedroom in the Hotel dial 40 followed by a two-digit room number. E.g. to call room 10 dial 4010. For any room on the first and second floor, dial 4 then the room number.*

*To call an Apartment dial 43 followed by the apartment number.*

### **Television and Radio**

*Freeview Digital Channels are provided in all bedrooms and apartments. Please ensure that the wall switch is on. An on-screen guide to available channels can be seen by pressing the 'Guide' button on your remote control.*

### **Trip Advisor**

*We hope you will be able to enjoy your stay with us and, if you have any problems or concerns, we want to solve them to your satisfaction. If at any time you have any concerns - or suggestions as to how we may further improve our service - please talk to Joe Young, the Hotel General Manager or email him at [manager@rivierabournemouth.co.uk](mailto:manager@rivierabournemouth.co.uk)*

*If you think we are succeeding in our efforts to give you a great time, we'd appreciate it if you have time to leave a review on Trip Advisor.*

### **Wi-Fi**

*Free Wi-Fi is provided throughout the Hotel and Apartments. The code is **bookdirect!** (all one word and all lowercase) Please ensure that your computer and personal details are protected as we cannot accept responsibility for any third-party acts.*