



Dear Guest,

It gives me great pleasure to welcome you to Mount Pleasant Hotel. On behalf of the staff I hope you have a very enjoyable stay with us.

Our aim is to ensure you experience warm, friendly and efficient service throughout your visit. Our Duty Manager, contactable via reception, is always on hand to listen to any comments and attend to any needs you may have.

The hotel offers a range of dining options, details of which can be found on the following pages. Try our Brasserie Artisan for breakfast, lunch and dinner, or the cosy Captains Bar & Lounges for drinks. You can also dine in your room 24hrs a day from our Room Service Menu.

Information is available at reception if you wish to visit one of the many attractions in the area. Our reception team will also be pleased to make an onward reservation for you at any other Best Western Hotel of your choice.

If you are here on business or looking for a venue for a special occasion we have excellent conference and banqueting facilities available. For more information please ask at reception and they will be happy to help.

In the interest of all our guests we operate a non-smoking policy throughout the whole hotel. For those who wish to smoke ashtrays are provided outside the main entrance.

Mount Pleasant Hotel is owned and operated by McIlroy Estates Limited, a private company committed to the training and development of its staff to ensure that you, our guests, receive the best possible service.

Yours faithfully,

Richard Tyas  
General Manager

**If you require this directory in a larger text format,  
please contact reception.**

### Mount Pleasant Hotel

Great North Rd, Doncaster, South Yorkshire, DN11 0HW T:01302 868696 F:01302 865130  
E:reception@mountpleasant.co.uk www.mountpleasant.co.uk

Welcome to The Premier Life.®

Each Best Western® branded hotel is independently owned and operated.

# Mount Pleasant Food Service

## Brasserie Artisan

Our Brasserie Artisan has been designed for maximum comfort and relaxation. Elegant, understated and welcoming it enjoys an unrivalled position, overlooking our established gardens at the rear of the building. Built to blend in with the rest of this fine house, but with a modern twist, you will find mullioned windows, sylvan tapestries and porthole mirrors. Well spaced tables, attentive but not intrusive service and food to gladden the heart complete the picture.

The Brasserie Artisan offers an extensive menu which changes seasonally. We kindly request that smart-casual attire is worn. If you wish to reserve a table in the Brasserie Artisan please dial **2017** on your telephone, or alternatively dial 0 and Reception will transfer you. We attempt to accommodate all residents who have not pre-booked but time slots are prioritised on a 'first booked' policy.

## Room Service

If you wish to dine in the comfort of your room we will aim to serve your food within 30 minutes, but please allow more time in busy periods. The menu can be found on the following pages;

To place your order please dial **2017** on your telephone or alternatively dial 0 and Reception will transfer you. Please note there is a room service charge of £4.95 per visit.

We hope you enjoy your meal wherever you dine, and should you wish to make any comments, our duty manager is always available.

Thank you for dining at Best Western Premier Mount Pleasant Hotel.

# Opening Times

## Brasserie Artisan

To reserve a table please press **2017** on your telephone or dial 0 and Reception will transfer you.

Breakfast	Monday - Friday	6.30am - 9.30am
	Saturday & Sunday	7.00am - 10.00am
Lunch	Monday - Saturday	12.00pm - 6.00pm
	Sunday	12.00pm - 3.00pm
Afternoon Tea	Monday - Saturday	12.00pm - 6.00pm
	Sunday	4.00pm - 6.00pm
Dinner	Monday - Sunday	6.00pm - 9.30pm
	Sunday	6.00pm - 9.00pm

## Room Service

Please dial **2017** on your telephone to place your order, or to have your tray collected. Alternatively dial 0 and Reception will transfer you. Please note there is a room service charge of £4.95 per visit.

Full Menu	Monday - Saturday	12.00pm - 9.30pm
	Sunday	12.00pm - 9.00pm
24 Hour Menu	Available all day every day. If ordering outside room service hours please dial 0.	

# Telephone Information

## Internal Calls

Please note these are free of charge.

Reception/Night Porter	Please dial <b>0</b>
Restaurant/Room Service	Please dial <b>2017</b> (or 0 if unavailable)
Room to Room	Dial 1 before the room number.

## External Calls

To make an external call dial 9 followed immediately by the number required.

<b>Local</b>	Dial '9' 01302 & number	<b>20p</b> per minute
<b>National</b>	Dial '9' & area code & number	<b>35p</b> per minute
<b>Mobile</b>	Dial '9' & number	<b>95p</b> per minute
<b>International</b>	Dial '9' & 00 & country code & area code & number.	
	USA & Canada	<b>95p</b> per minute
	Australia, New Zealand	<b>£1.75</b> per minute
	Rest of World	<b>£3.00</b> per minute
<b>118 calls</b>	are charged at <b>£3.50</b> per minute	

## Useful Numbers

We have supplied some useful numbers but if you require any other numbers, please dial '0' for reception who will be happy to help.

<b>Phone Card Operators:</b>	AT&T	'9' 0800 89 00 11
	MCI	'9' 0800 89 02 22
<b>Taxis</b>	01302 556688	Absolute
Please note taxi's should	01302 820282	Micks Mini Cabs
be booked as soon as	01302 364000	Alpha (Town Centre)
possible as late availability	01302 300133	Coronation Cabs
is very limited.	01302 817171	Apple (Town Centre)
<b>Doncaster Tourist Information</b>	01302 734309	

## **TV Channel Guide**

All TV's have built in Freeview and smart features for Netflix and Amazon Prime Video with your own account.

For a full list of TV Channels please press the TV Guide button on your remote control.

Should any of your channels be missing or on a different channel to those listed please inform reception. We apologise for any inconvenience this may cause and will attempt to rectify the problem as soon as possible.

All our Channels are pre-set, please do not try to re-tune your TV.

# Local Attractions

There is a wealth of things to do in and around the Doncaster area, and we've detailed a few that you may be interested in.

 <p><b>YORKSHIRE</b> Wildlife Park</p> <p>The UK's number 1 Walkthrough Wildlife Adventure</p> <p>Located just 10 minutes drive from the hotel, the multi award winning Yorkshire Wildlife Park is a great day out for the whole family. With a host of different animals to look at and get close to, and new additions coming all the time this is truly one of the North's best attractions.</p> <p><a href="http://www.yorkshirewildlifepark.com">www.yorkshirewildlifepark.com</a></p>	 <p>Home of the Famous St Leger Festival</p> <p><b>Doncaster</b> racing &amp; events Doncaster Racecourse &amp; Exhibition Centre</p> <p>Doncaster Racecourse is one of the country's premier horse racing venues and home to some of the most prestigious events in the horse racing calendar. Located just 20 minutes drive from the hotel, they offer a huge selection of race days/evenings, exhibitions and concert events.</p> <p><a href="http://www.doncaster-racecourse.co.uk">www.doncaster-racecourse.co.uk</a></p> <p>Check with reception for race date rates.</p>
 <p><b>ENGLISH</b> HERITAGE</p> <p>Historic Buildings and Monuments Commission for England</p> <p>Caring for England's unique heritage.</p> <p>With several sites on our doorstep, we're the perfect base from which to explore Yorkshire's English Heritage sites. Choose from;</p> <ul style="list-style-type: none"> <li>• Brodsworth Hall &amp; Gardens</li> <li>• Conisbrough Castle</li> <li>• Monk Bretton Priory</li> <li>• Roche Abbey</li> </ul> <p><a href="http://www.english-heritage.org.uk">www.english-heritage.org.uk</a></p>	<p>So many shops and so little time!</p>   <p>Shopping</p>  <p>There's plenty of places to shop around Doncaster from large shopping centre's to quaint little villages. Why not try;</p> <ul style="list-style-type: none"> <li>• Doncaster's Famous Market</li> <li>• Frenchgate Shopping Centre</li> <li>• Lakeside Village Outlet Shopping</li> <li>• Bawtry Village</li> <li>• Meadowhall, Sheffield</li> </ul> <p>Also look out for the programme of lively and diverse, specialist street markets throughout the year including the regular and very popular Farmers Market.</p>

If you would like any more information on any of the above, or more things to do, please speak to our reception team or consult the leaflet stand in the main lobby area.

# Check In & Check Out

## Check In

Check in is from 3.00pm on the day of arrival. If you require an earlier check-in on future visits, we are able to advise if this will be possible after 6.30pm on the evening before. Alternatively we can accommodate a limited number of 1.00pm early check ins if booked in advance at a supplement of £25.00 per room. For those who require the room before 1pm we will extend your package price to the night before so you can make a leisurely break of your stay with us.

## Check Out

Check out is 10.30am Monday - Sunday. If you require a late check out (latest departure time 1pm), please inform reception as soon as possible, so that this can be arranged for you. Please note a limited number of late check outs are available and this service carries a supplement of £25.00 per room.

## Disabled Guests

Best Western Premier Mount Pleasant Hotel welcomes disabled guests. Many of our rooms have spacious bedrooms and bathrooms most of which are situated on the ground floor, with an elevator for access to the majority of our first floor rooms. Three of our rooms have been modified to assist disabled guests, one of which has a contemporary wheelchair accessible wet-room.

A wheelchair is available at reception if required. Should you have any additional requirements during your stay, please do not hesitate to contact reception, who will be happy to discuss your needs.

For your own safety, please make reception aware if you will require any additional support in the event of a fire or other emergency.

## Hotel Information

The following pages provide an A-Z guide of useful information about your room, hotel facilities and other important information. Should you have any queries not listed, please do not hesitate to contact reception by dialling 0.

For access to more in-depth hotel information, special offers or to book online, please view our website at [www.mountpleasant.co.uk](http://www.mountpleasant.co.uk)

# Hotel Services

**Bath Mats** Non slip bath mats are available from reception on request.

**Bathrobes** Bathrobe & Slippers for use during your stay can be found in the wardrobe. Should you wish to take a bathrobe home these are available at a cost of £40.00.

**Bedding** Should you require extra towels, additional or feather pillows, blankets or extra bedding, please dial 0 to contact reception anytime between 7am and 11pm.

**Bottled Water** 2 bottles of mineral water are available in all our bedrooms with our compliments. Additional bottles can be ordered from Reception.

**Business Services** These services are available 24 hours per day and can be arranged through Reception. We can type, e-mail, fax and photocopy your documents.

Photocopying		<b>£0.20</b> per copy
Fax-incoming		<b>£0.30</b> per page
Fax out-going:	UK	<b>£0.75</b> 1 <sup>st</sup> page, <b>£0.50</b> thereafter.
	Abroad	<b>£2.00</b> 1 <sup>st</sup> page, <b>£1.00</b> thereafter.
Word-processing		<b>£10.00</b> 1 <sup>st</sup> page, <b>£7.50</b> thereafter.
Printing of documents		<b>£0.20</b> per copy in black & white <b>£0.60</b> per copy in colour
Wireless Laptop		<b>£30.00</b> per hour
LCD Projector & Screen		<b>£75.00</b> per day

**Cashback** Cash can be obtained from Reception, using a debit or credit card up to a maximum of £200. There is a charge of **£1.95** for this service.

**Children** As a Best Western Child Friendly Hotel, we offer a special welcome to children, and have a selection of games, books and DVD's and portable players available at reception for use during their stay.

We kindly ask that parents supervise the behaviour of their children to ensure that they do not spoil the enjoyment of other guests. For the safety of both children and other guests, parents are requested not to let children run about in the corridors and public areas of the hotel.

**Childcare** The hotel does not provide Childminding or Babysitting services, but can provide contact details of separate organisations for this facility.

**Churches** Please ask at Reception for details of places of worship and service times.

**Concierge** This facility is available from 7am to 11pm contactable via reception.



# Hotel Services

<b>Credit Cards</b>	We accept all major credit cards: Diners Card, Visa, MasterCard and Solo. (See also payment of accounts.)
<b>Currency Exchange</b>	Not Available
<b>Damage To Hotel Property</b>	We ask you to take care in the use of the facilities in your bedroom. Any abuse or misuse resulting in damage to hotel property is liable to charges which will entail replacement and handling costs and also loss of revenue to the hotel.
<b>Dry Cleaning</b>	We operate a 24 hour dry cleaning service from Monday to Friday. You can find a price list and laundry bags in the wardrobe. Fill out the card and place in the bag along with the items and leave at Reception before 8am.
<b>Electricity</b>	Some of our rooms are equipped with energy saving devices that operate your light and power. Simply insert your room card into the card slot as you walk in the door to activate lighting and sockets.
<b>Evacuation</b>	If you require any assistance from staff during an emergency evacuation please inform reception by dialling 0. Please see also 'Fire'.
<b>Express Breakfast</b>	For an early breakfast served in your room please ask our reception team for the room service breakfast form.
<b>Facsimile</b>	A fax cover sheet is available from Reception. Completed faxes should be handed to Reception to be sent. This service is available 24 hours per day. Incoming faxes can be collected from Reception or delivered direct to your room. (See Business Services for rates). Our fax number is 0044 (0)1302 865130.
<b>Fans</b>	Portable fans can be found in the wardrobe of some bedrooms. If not you can request one from reception. Please note we have a limited supply of these items.
<b>Feedback</b>	We welcome all guests compliments and feedback on their stay through a variety of channels. You can complete the in room comment card and hand this to reception, add your comments to Trip Advisor, leave feedback on <a href="http://www.bwfeedback.com">www.bwfeedback.com</a> or write directly to the hotel. All feedback will be responded to by our General Manager Mr Richard Tyas or one of the management team.

# Hotel Services

- Fire** For your safety, please study the fire precautions behind the door of your room. The assembly point is located at the front of the hotel by the pond. The siren is one long continuous sound and is very loud.
- Forward Bookings** Please contact Reception for onward reservations at Best Western Hotels worldwide or alternatively dial the free phone number '9' 0800 39 31 30 to connect directly with Best Western reservations.
- Function Rooms** The hotel has 8 multi functional function rooms which can be booked for meetings, events and social functions for 2 to 200 guests. For more details email our Conference & Events office directly on [conferences@mountpleasant.co.uk](mailto:conferences@mountpleasant.co.uk)
- Hairdryers** A portable hairdryer can be found in the desk drawer or on the shelf in the wardrobe. If you do not have one please call reception.
- Heating & Heaters** To help reduce our carbon footprint we have removed radiators from our bedrooms. Heating in the rooms is controlled by air conditioning. Use the wall control to change the air from cooling to heating. Portable heaters are available on request from reception. Please note we have a limited supply of these items.
- Ice Machine** If you require ice, please ask Reception who will arrange for this to be brought to your room. There is a charge of £4.95 for this service.
- Internet** FREE wireless broadband connection is available in all bedrooms, apartments, public areas and function/conference rooms within the hotel. A limited number of rooms also have cabled connection, via a network point at the bedroom desk.  
Access should be instantaneous by activating your internet browser, selecting the BW Mount P Guest network. There is no password required but you will be asked for your email address.  
A Wifi helpline is available 24 hrs please contact Reception by dialling 0 if you are having any difficulties connecting.
- Ironing Facilities** An iron and ironing board are located in your wardrobe. Please use the ironing board provided and no other surface in your bedroom.
- Laundry** The hotel operates **24 hour** laundry service 7 days a week. Should you wish to use this service please complete the list and place it with the articles to be cleaned in the bag provided. Your laundry bag should then be dropped at reception.
- Luggage Assistance** Assistance with your luggage is available 24 hours per day. Please call reception who will arrange to collect your bags. Luggage may be left at Reception. Access to our storage area is between 7am and 11pm.

# Hotel Services

- Lost Luggage Items** A selection of small items for when your luggage has been lost are available from reception and assistance can be provided via reception in tracking lost luggage.
- Mail** Mail can be franked at reception and sent with our post. The post is collected at 3pm Monday to Friday and 12pm on Saturday. Any postage charges can be added to your account.
- Medical Emergency** In the event of a medical emergency please call reception who will contact the paramedic services on 999. If an ambulance is not required, a local emergency doctor can be called on 0844 4121104. For non-urgent medical attention from our local doctor, reception can arrange this for you. There is a charge for this service payable directly to the doctor. Alternatively dial 111 to be connected to the NHS free helpline.
- Mini Bars** There are no mini bars available in the hotel. However, if you require a small fridge we have a limited number available upon request from reception.  
A full selection of drinks are available to be delivered to your room. Simply call **2017** to place your order. There is a £4.95 tray charge per visit.
- Mobile Phones** Reception have a small supply of mobile phone chargers, which can be borrowed should you require one.
- Newspapers** Newspapers can be ordered from Reception before 8pm. They will be delivered to your door each morning. These will be charged to your account accordingly. A selection of Newspapers are also available to borrow whilst you are here.
- Night Porter** On duty from 10.30pm to 7.00am.
- Payments Of Accounts** All accounts are payable on departure from the hotel unless otherwise agreed. Any extras should then be settled upon check-out. If you wish to depart before 7.00am, please settle your account the previous evening. We accept Cash, Amex, Visa, Mastercard and Solo.
- Pets** NO pets are allowed in any hotel rooms or public areas, except for Assistance Dogs. We can arrange for your pet to stay at a local trustworthy kennel.
- Photocopying** Photocopying facilities are available at reception 24 hours per day. Please see Business Services for rates.

# Hotel Services

- Reception** Reception is staffed 24 hours per day for your convenience. Please note limited services are available between 11pm and 7.00am.
- Restaurant** Details of Brasserie Artisan can be found on pages 2 and 3 of this directory.
- Room Service** All room service details and times can be found on pages 2 and 3 of this directory, and the Room Service Menu on the stand in your room.
- Room Service Breakfast** For breakfast served in your room please complete the room service breakfast form at reception upon Check-In. Continental breakfast is available between 3.00am and 10.00am Mon to Sun. Full English breakfast is available between 6.30am and 9.30am Mon to Fri and 7.00am and 10.00am Sat & Sun, at a surcharge of £10 per breakfast.
- Safety Deposit Facility** All hotel rooms have a safety deposit box found in the wardrobe. Provision of a room safe in no way implies our acceptance of liability for any items lost, misplaced or stolen from a bedroom or bedroom safe. Alternatively, we offer a safety deposit facility at Reception. Access to this facility is available between 7.00am and 11.00pm.
- Shoe Shine** A Shoe Shine is available for guest use, located at the bottom of the stairs past the entrance to the main bar area. This is complimentary.
- Slippers** Slippers for use during your stay can be found in the pocket of your bathrobe in the wardrobe. Should you require an additional/replacement pair, please contact reception.
- Smoking** The hotel operates a non-smoking policy throughout the building. This includes vaping. Anyone found to have smoked in their rooms will incur a £150 'cleaning' charge. The designated smoking area is located outside the main entrance to the hotel under the green canopy.
- Socket Adapters** There is a limited supply of socket adapters, which are kept at Reception. These adapters do not convert current. If you would like to hire one, please make sure the voltage of your appliance is compatible with the voltage of the outlet/socket (220 – 240 V). A deposit of **£10.00** is required, which is refundable on return of the adapter. The hotel accepts no liability for any damage to your appliance arising from use of the adapter.
- Taxis** Taxi's can be ordered from Reception.

# Hotel Services

- Tea & Coffee** Tea and coffee making facilities are available on the desk in your room. Should you wish to order fresh tea & coffee this is available from room service 24hrs a day.
- Therapié** This is the hotels Health & Wellness Centre, details of which can be found on the back page of this directory.
- Toiletries** Hair & Body Shampoo and liquid Soap are available in all rooms. Conditioner and body lotion are available from reception. A variety of guest care packs are available from reception with compliments of the hotel. These contain the following essentials; toothbrush & toothpaste, disposable razor & shaving foam, sewing kits and vanity kits including emery board, cotton wool pad and cotton buds. Feminine Hygiene products are available from vending machines in the ladies toilets.
- Towels** If you are staying with us for more than one night and would like your towels changed, please leave them on the floor or in the bath. If not please hang them on the rail.
- Turn Down Service** The hotel operates a turn down service for your comfort this is available from 6pm to 10pm by calling reception who will arrange for this for you.
- Umbrella** A number of umbrella's are located near the main hotel doors for use by guests during their stay.
- Voicemail** The hotel does not currently have the facility to deliver voicemail messages.
- Valuables** The hotel cannot accept responsibility for guest's effects left on the premises. We strongly recommend that all valuables should be placed in your room safe or in the safety deposit box at Reception.
- Voltage** The voltage of the outlets/sockets is 220 - 240 V. Please make sure your own appliances are compatible.
- Wake Up Call** This can be arranged through Reception. Please dial 0. Alternatively the alarm clock which is located on the bedside table can be used.
- Wireless Broadband** See internet.



## Health & Wellness Centre

Our philosophy is to provide the ultimate natural and holistic treatments to achieve your personal objectives, whether you want to feel more relaxed, more beautiful or to purify, detox and cleanse.

We have four treatment rooms, Serenity, Tranquillity, Aura and Peace. The treatment rooms aim is to restore body and soul. Stresses and strains melt away and your spirit starts to be lifted, the moment you step through the door.

We offer a wide range of treatments as follows;

**Thalgo** - Massage, Facials and Body Wraps & Scrubs, Manicures & Pedicures and Waxing

**OPI Gel Nails** - Polish, Extensions, and Overlays

**Nouveau Lashes** - Individual Lash Extensions and Removal

A full brochure is available at reception or online at [www.mountpleasant.co.uk](http://www.mountpleasant.co.uk)

## Opening Times

Monday	Closed
Tuesday - Friday	9am until 8pm
Saturday	9am until 5pm
Sunday	9am until 4pm

## Availability & Bookings

You can contact the salon directly by dialling **2531** on your bedroom phone, or alternatively dial '0' for reception who can also check availability and take bookings. For any booked treatments you should arrive at the salon 10minutes before your treatment start time. The salon is located on the first floor at the far side of the hotel near bedroom 280.

## Discounts

All hotel residents are entitled to  
**10% discount off treatments.**

Subject to availability, excluding Saturdays and not including packages and offers.