



Dear Guest,

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

Currently we are only providing accommodation to key workers and in line with government guidelines we have had to adapt our services. Details of these changes are included in this directory.

Please ensure you follow the safety signage that has been put in place and use the handwash stations provided. Currently all our public areas are closed including the public toilets restaurants and bars.

We kindly ask that, if at any point during your stay you start to feel unwell, please stay in your room, and contact reception immediately.

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

# Check In & Check Out

## Check In

Check In is from 3pm on the day of arrival, it would be extremely helpful if you could provide your estimated time of arrival you can do this by emailing [reception@mountpleasant.co.uk](mailto:reception@mountpleasant.co.uk). If the front door is locked when you arrive please press the call button and we will open the door.

On arrival please use the sanitiser station provided and follow the distancing signage.

You will be given your pre-cut keys in a sealed envelope.

If you are settling your own account and wish to charge to your room we will need to take a minimum of £25.00 per night pre authorisation from the account you would like to settle your account with.

## Check Out

Check out is no later than 10.30am on your date of departure, please post your keys in the red post box at reception.

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

## Contacting Reception During Your Stay

Once you have checked in you can contact reception by dialling '0' for your bedroom phone, you can also email [reception@mountpleasant.co.uk](mailto:reception@mountpleasant.co.uk).

WhatsApp for Business

You can also send us a message using WhatsApp our number is 07379637821

## Guest Room Servicing

We will not be servicing guest bedrooms unless it is requested. We can offer a tidy service or full clean service, but the room must be unoccupied whilst we clean. If you require additional items including towels, toiletries or tea/coffee please contact reception.

## **Mount Pleasant Food Service**

We have had to make changes to our usual services and are currently only offering the following options.

### **Breakfast**

Your breakfast will be provided in a Grab and Go Bag, your bag will be put outside your bedroom door between 7am – 7.15am. If you require an earlier delivery or you would prefer to collect it from reception, please let us know.

We have provided takeaway cups for your morning beverages in your bedroom.

### **Lunch**

If you require a packed lunch, we will need to know before 8pm the evening before. It will include a sandwich, packet of crisps, muffin, chocolate biscuit and soft drink. Packed lunches are priced at £7.95 and can be added to your bill.

### **Dinner**

We have a limited menu available for dinner that is available between 6pm – 9pm, for a copy of our current menu please ask reception.

Once you have ordered your dinner, we will give you a time to collect your tray from the pick up point at reception.

We also have a selection of bottled beers, wines, and soft drinks available.

When you have finished your meal, please put your tray outside your room for collection.

Please note all meals will be served using disposable trays and cutlery.

You can also order meals for delivery from local takeaways.

# 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>2018</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.	

## 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.

<b>Bar</b>	Currently our Bar is closed, limited drinks can be ordered for room service
<b>Bathmats</b>	Non slip bathmats are available from reception on request.
<b>Bedding</b>	Should you require extra towels, additional or feather pillows, blankets, or extra bedding, please dial 0 to contact reception anytime between 8am and 9pm.
<b>Bottled Water</b>	2 bottles of mineral water are available in all our bedrooms with our compliments. Additional bottles can be ordered from Room Service.

<b>Cash</b>	Currently we are not accepting cash payments, please ensure you have a credit or debit card.
<b>Credit Cards</b>	We accept all major credit cards: American Express, Diners Card, Visa, MasterCard and Solo. (See also payment of accounts.)
<b>Damage to 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 loss of revenue to the hotel.
<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>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>Fire</b>	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.
<b>Forward Bookings</b>	Please contact Reception for onward reservations or alternatively you can email <a href="mailto:reservations@mountpleasant.co.uk">reservations@mountpleasant.co.uk</a>
<b>Hairdryers</b>	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.
<b>Heating &amp; Heaters</b>	Rooms with radiators can adjust their heating using the thermostat dial on the side of the radiator. Rooms with an air conditioning unit can adjust the temperature on 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.
<b>Ice Machine</b>	If you require ice, please ask Reception and we will arrange a collection from the pickup point.
<b>Internet</b>	FREE wireless broadband connection is available in all bedrooms, to log on please use the following network and password. WIFI Network – BW Mount Pleasant Guest WIFI Password – hotel123

- Ironing Facilities** An iron and ironing board is in your wardrobe. Please use the ironing board provided and no other surface in your bedroom.
- Lost Property** Please ensure you check your room before you leave as we will not save any items at the moment.
- 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.
- Night Porter** On duty from 10.00pm to 8.00am.
- 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 all major credit and debit cards.
- Reception** Reception is currently staffed to cover check in from 3pm – 10pm and check out until 10.30am. Between 10.30am – 3pm staff will be on duty and contactable by dialling 0.
- Restaurant** Our Restaurant is currently closed at the moment.
- Room Service** This will be a collection service from the pickup point.
- Room Service Breakfast** This service has been replaced by a Grab and Go Breakfast
- Safes** 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.
- Smoking** The hotel operates a non-smoking policy throughout the building. 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 canopy.

- Taxis** Taxis can be ordered from Reception. Alternatively, dial direct using the numbers.  
01302 556688 - Absolute  
01302 820282 - Micks Mini Cabs  
01302 364000 Alpha (Town Centre)  
Please note taxis should be booked as soon as possible as late availability is very limited.
- Tea & Coffee** Tea and coffee making facilities are available on the desk in your room. We have removed cups and provided disposable cups.
- Toiletries** A variety of guest care packs are available from reception with compliments of the hotel. These contain the following essentials: toothbrush & toothpaste, comb, 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 require additional towels, please contact reception.
- 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.