

*All you
need to
know.*

Directory
of Services.



Holiday Inn®

AN IHG® HOTEL



Hello,

Hi there,

**Welcome to Holiday Inn Rochester - Chatham
Thanks for choosing to stay with us –
we're excited to have you here.**

We want you to make the most of your time with us. So, we've put together this Guest Service Directory, full of helpful information for your stay. Whether your visit is for business or pleasure, our colleagues are dedicated to providing the high-quality service you've come to expect from Holiday Inn®. That's our promise to you.

We invite you to enjoy as many of our services as you like. If there's anything else you require, please contact our colleagues and we'll do everything we can to ensure you enjoy your stay, your way.

Best regards,

Business Excellence Manager

Our promise to you.

We want to make sure your stay is a complete success. So, if any part of your stay isn't satisfactory, just let our Manager on Duty or Reception colleagues know.

We promise to make it right or you won't pay for that part of your stay.

This is our commitment to you.



*Enjoy all
we have
to offer.*

Services &
Facilities.

Lobby Services.

Breakfast

Start your day off right at our Breakfast Buffet, available from **6:30am - 10:00am, Monday to Friday** and **7:00am - 10:30am, Weekends and Bank Holidays**. We've got every appetite covered with delicious cooked breakfasts, and plenty of cereals to choose from.

All Day Dining

Feeling peckish? Head down to our lobby and tuck into our All Day Dining menu. You can take your pick from classic dishes, mouthwatering burgers and light snacks, all available whenever your stomach starts to rumble.

Take-in

Take-in is the new take-out.

Just press room service button on your telephone to place your order from our All Day Dining menu, and we'll let you know when it's ready. Then pick up your freshly-made food and enjoy it wherever you like – in your room, on the move or in our lobby. And for an extra fee, we can even deliver to your room. Easy peasy.

Bar

Fancy a drink? Chill out with a glass of wine, catch up with friends or put your feet up with coffee and a paper in our bar. With beers, wines, bar snacks and soft drinks, we've got everything you need for a big night in.

Lobby Services.

Connect

It's important to stay connected. That's why we've got free, fast Wi-Fi in our lobby.



Our Services.

Business Services

Got work to do? We've got office facilities ready to use when you need them. Ask at Reception to find out more.

Car Park & Security

We have 100 free of charge car parking spaces and operate a Parking Eye system. Please register your car at reception.

Check-in/Check-out Time

Check-in time is from 2:00pm onwards and you must check-out by 12:00pm on the day of departure.

If you need an early or late check-out, please let us know and we'll do everything we can to help.

Do Not Disturb

If you don't want to be disturbed in your room, just hang your Do Not Disturb hanger outside your door. We'll make sure your room isn't serviced until you're ready. In the interest of safety, each of the guest rooms will be checked once in a 24 hour period, initially by phone and, if there is no answer, by a visual room check.

Forgotten Something

From razors to toothpaste, we have many bathroom items available with our compliments. Simply call Reception on **0** and then head down to collect.

Electricity Supply & Adapters

The hotel's electricity supply is **240v**. If you need to borrow an adapter during your stay, please give Reception a call on **0**.

Guest Services – Reception

Reception is open **24 hours** and can be reached by dialling **0** on your in-room phone.

Guest Services – Housekeeping

Housekeeping will clean your room once a day, unless the Do Not Disturb hanger is on the door. If you need any additional towels or toiletries please get in touch with Reception.

Ice Machine/Ice

Ice is available from the bar.

Ironing board & Iron

Irons and ironing boards are available in all guest rooms.

Internet & Wi-Fi

Wi-Fi is free to use during your stay and is available throughout the hotel. Please contact Reception by dialling **0** if you need more information on how to connect.

Laundry & Dry Cleaning

Sameday service is available Monday - Friday, deliver to Reception by 8.30am.

Leisure Club and swimming pool

Our gym is open -

Monday to Thursday 6.30am - 10.00pm*

Friday 6.30am - 9.00pm*

Saturday and Sunday 7.00am - 9.00pm*

***Swimming pool closes 30 minutes earlier.**

Our Services.

Newspapers

Access our digital media platform to read a wide range of newspapers and magazines free of charge. See Reception for details.

IHG® Rewards Club

Make the most of your stay by joining IHG Rewards Club. As an IHG Rewards Club member, you can earn points or airline miles at over 3,650 hotels worldwide with every qualifying stay. For more information please ask at Reception.

Reservations

For worldwide reservations please ask at Reception or call 0800 40 50 60 for free. You can also visit our website **www.holidayinn.com**.

In-room safe

Only available in Executive Rooms. Please refer to the instructions in room.

Wake-up Service

Please contact Reception.

Meetings

Our well-equipped meeting rooms mean you can do business in style. Get in touch with Reception for more information, for a viewing or to make a booking.

Extra Services.

Baby Cot

Baby cots and bedding are available free of charge for use during your stay, subject to availability. Please contact Reception for more information.

Bank/ATM

Please ask at Reception for the directions to local banks and ATM machines.

Travel & Local Area Information

Our Reception team will be happy to give you any information you need.

Currency Exchange

Need to change your money? Ask our Reception team for local currency exchange options.

Express Check-out

Express check-out is available – please ask Reception for details when checking in.

Medical Services (Doctors, Dentist or Pharmacies)

Should you require the assistance of a doctor, dentist or need to know where the nearest pharmacy is, please speak to our Reception team who will be able to provide you with the necessary information.

Stamps

Sending a letter? You can buy stamps from Reception.



*Just a
phone call
away.*

Phone and TV.

Phone Directory and TV Programmes.

In-house Telephone Numbers

Outside Line - Dial 9 for an outside line

Reception - Dial 2223

Reservations - Dial 2223

Room Service - Please press the room service button

Restaurant - Please press the room service button

To make calls to other rooms dial: 5 then the room number.

Pricing Structure

Please refer to the information on your telephone

TV programmes

We offer a variety of local and international TV channels, as well as access to radio.



*Looking
Out For
You.*

Health & Safety.

Emergency Services.

Emergency

Should you have or discover an emergency, please contact Reception immediately.

Emergency Evacuation

We have taken every precaution to ensure the safety and comfort of all our guests whilst in the hotel.

Please familiarise yourself with the fire evacuation instructions, including directions to your nearest emergency exit, displayed on the back of your entry door.

IN THE EVENT OF THE FIRE ALARMS BEING ACTIVATED PLEASE LEAVE THE BUILDING VIA THE NEAREST ESCAPE ROUTE.

If you discover a fire please activate the nearest break-glass point or press the emergency button on your room phone.

UNDER NO CIRCUMSTANCES SHOULD YOU USE THE LIFTS TO EVACUATE.

DO NOT STOP TO COLLECT PERSONAL BELONGINGS.

ASSEMBLE AT THE EVACUATION POINT.

Assisted Evacuation

We operate a system of assisted escape for disabled guests and visitors. Please contact Reception who will provide more information. Please advise Reception if you will require assistance in the event of an evacuation, who will take note of this information.

Emergency Lighting

In the event of a power failure, emergency lighting will come on throughout the building. Candles are not permitted in the bedrooms in the interest of safety.

Fire Alarms

Our fire alarm tests are Tuesdays at 11:00am.

However, if at any time the siren should continue to sound please make your way to the nearest exit and go to the fire assembly point.

*Ready to
explore?*

Out and About.

Out and About.

Airport Information

Our hotel is conveniently located to the following airports:

Gatwick Airport -44 miles

For further details and for transfer options please ask our Reception team.

Local Leisure Facilities

There are plenty of leisure facilities to enjoy nearby – for more information please ask the Reception team.

Post

Reception will be happy to post any item for you. The cost of postage will be added to your room bill.

Public Transport

Ask at Reception for timetables and public transport information.

Local Taxis

Vokes - 01634 222222





Holiday Inn

Rochester - Chatham

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www.hirochesterhotel.co.uk