

Welcome.....

Dear Guest

Thank you for choosing to stay with us at the Marsham Court Hotel, we are delighted to welcome you here.

Our aim is to ensure that you have a happy stay with us and leave us feeling that you would like to return here in the future.

In order for you to have the best possible experience, this directory has lots of information to help enhance your stay. Most queries can be answered by browsing through these pages.

However, nothing will ever replace a friendly smile or individual attention, so please feel free to ask any of the Front of House staff to help you.

We have a number of rooms for functions and meetings and would be happy to show you around these facilities. Please ask for our Events Co-ordinators at Reception for more information

If you should experience a problem or wish to discuss any aspect of your stay, please contact our reception team who will be happy to direct your query to the person who will be best able to help.

Rosie

Rosie Wallace
Managing Director

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Safety & Security

The safety of our guests is paramount importance to us. Please take a moment to familiarise yourself with the emergency procedures as outlined below.

Fire Alarms

In all our guest bedrooms, you will find a fire evacuation plan posted on the back of the door. Please familiarise yourself with the exact location of your room as well as the way to your nearest emergency exit. Our hotel is equipped with smoke detectors and fire extinguishers for your safety.

Should you detect a fire please contact the front desk immediately by dialling "0" on the nearest telephone or by using the nearest break glass point to sound the alarms. These can be found by every exit including the fire escapes.

Should the fire alarm sound, please leave the room in a calm and responsible manner. The fire alarm is given by the continuous ringing of the alarm bells. Please inform reception immediately, if you are hard of hearing, as we have deaf guard systems available.

DO NOT USE THE LIFT WHEN THE FIRE ALARMS ARE RINGING

In case of an emergency, please take the nearest escape route as laid out on your room's emergency evacuation plan, and proceed to the hotel's meeting point which is located in the rear car park.

If you are unable to use the stairs, please advise Reception immediately.

Audible Alarm Testing

Our hotel conducts periodic fire drills for the safety of guests and employees alike. Should a fire drill be scheduled during the time of your stay, signs will be placed around the hotel to make you aware of it. If you were not notified of a scheduled fire drill, please take each audible alarm as a sign of an emergency.

Safe & Safekeeping of your Valuables

An in-room safe has been provided for your use. Please familiarise yourself with the safe operation prior to closing the safe door. Please chose password which you will remember. The hotel cannot be held responsible for items missing from guest bedrooms.

Security – Bedroom Windows and Balconies

You are advised to fully close any easily accessible windows at night, or before leaving the bedroom. In particular, large windows opening on to a balcony or flat roof, as these are easy targets to thieves.

Security – Cars

Please do not leave any items on view in your car and ensure all doors and windows are closed and locked.

A to Z of Hotel Services

Please contact reception by dialling “0” on your telephone if the information that you require is not included in this directory.

Baby Sitting

Freedom Childcare is a local baby-sitting agency that is based in Bournemouth and has an outstanding reputation. They can be contacted direct on 08453 300403. They will need at least 24 hours notice and will advise their fees direct. In line with advice from the Local Authority Health and Safety Department, unregistered / unqualified staff members are not allowed to be responsible for your children.

Bar Opening Times

Our bar is open from 11:00 and we are able to offer alcoholic beverages to residents outside of normal licensing hours. Cash will not be accepted at the Bar after 23:00, unless you are attending a function with a private Bar.

Bible

Gideon Bibles are available from reception upon request.

Book Library

Our mini library can be found in the foyer opposite the Lulworth Room. You may take a book; however we suggest a small donation, which will go to the Charity of the Month.

Business Centre

We have a dedicated business desk in the foyer area which features a computer terminal, with internet access. These services are FREE to guests, but we do ask you limit your usage to 30 minutes at a time. Please see Reception for further details. Items printed are charged at 20p per copy.

Car Parking

Residents who have booked direct with the hotel, may use the hotel car park free of charge, although we advise you that cars and their contents are left at the owner's risk, and the management accepts no liability. Please make sure you give the reception your car registration number at check in. You will be given a parking permit to be placed on your dashboard.

In the event that you block another car, which would impede another guest's exit, please leave your keys with reception. Your car will only be moved in an emergency.

Departures

We would be grateful if you would vacate your room by 11:00 on the day of departure in order that the room may be prepared for incoming guests. If you are not leaving until later in the day, you may, of course continue to use the hotel facilities and public rooms and reception will be pleased to look after your luggage for you.

If your room is not vacated by 11:00 your account will be subject to an automatic charge of £10 per hour thereafter.

After 14:00 the full nights charge will apply.

Doctor/Dentist

If you require a doctor or a dentist, please contact reception by dialling "0"

Early Morning Calls

Please contact reception to arrange an early morning call or you can use the alarm clock provided in the bedroom.

Electronic Key Cards

Upon registration you will be handed an electronic key card, please keep this safe with you at all times, and remember to leave your key card at reception on final departure. Please do not write your room number on the card for security reasons.

Emergency Services

To reach the UK emergency service, dial 9 999

The hotel address is: Marsham Court Hotel
3 Russell Cotes Road
Bournemouth
Dorset
BH1 3AB

Please inform us of any call to the emergency services by dialling "0". This will enable us to assist you as required as quickly as possible.

Express Checkout

Please arrange this with the reception on check in.

Fax

To receive a fax, the cost is 10p per A4 sheet of paper. Fax 01202 294744

To send a fax in the UK, the cost is 20p per A4 sheet of paper and international faxes are charged at 50p for the first sheet and 20p per sheet there after.

Florist

Floral arrangements and bouquets can be ordered at reception

Games Room

During the busy holiday times there is table tennis, Nintendo Wii and many other board games. Please ask at reception for more details. The games room can be organised on other occasions by prior arrangement.

Good Neighbour Policy

If you disturb your neighbours, you may be asked to leave the hotel and may be held financially responsible for the room charges of your neighbour along with any damages caused. You will have signed to agree to this on arrival.

Guest Changing Facilities

We have a shower room on the 3rd floor, which is available to all our guests complimentary. For this service a key and towels are obtainable from Reception.

Guest ID Card

Upon registration you will be handed a personalised Guest ID Card, which contains your signature. We respectfully ask you to produce your card whenever you wish to charge items to your room account. This is for your own safety and security. Please hand this back to reception on checkout. There are no personal details stored on the card.

Hairdressing

Nearby salons in Westover Road are:

Rafael Tel: 01202 558 140

Rags Tel: 01202 293 799

Hospitality Tray

Our reception would be pleased to provide a top up of your sachets of tea/coffee. If you prefer fresh milk, a jug can be collected from the bar. Extra biscuits are charged at 50p per pack.

Housekeeping

Housekeeping will clean the Rooms between 9 a.m. to 2 p.m.

Please contact reception if you require additional housekeeping services

Ironing

Ironing boards and irons are available in all bedrooms

Ice

Ice is available from the bar on request

Internet

You can go online in our foyer area via our business desk, or utilise our FREE WIFI service which is available throughout the hotel.

Simply type in the WEP KEY: **2705721111** as required.

This is a FREE service to our guests and we do ask you to limit the amount of information you download, so other guests have the opportunity to use this service as well.

Laundry and Dry Cleaning

Our laundry and dry cleaning service is available from Monday to Friday (except Public Holidays). Please place dirty items in the laundry bag which is located in the dressing table in your bedroom and complete the form, which needs to be placed in the bag. Please leave your laundry with reception before 08:30 for same day service

Maps

Maps of the local area are available from reception

Messages

If any messages are taken for you during your stay, they will be placed in your room.

Newspapers

Please contact reception to arrange a newspaper to be delivered to your room at face value. Newspapers will normally be delivered to your bedroom door at around 07:30, we do however have a selection of newspapers available to all our guests which are available in the foyer area, but we ask that you replace them on the newsstand for other guests to use.

Night Porter

For your security there is a Night Porter on duty throughout the night and if you are going to enjoy an evening out and on your return the front door is locked, please ring the door bell and the night porter will answer as soon as possible. However if you are in the hotel and require assistance, please dial '0' on the nearest telephone, which activates a 'bleep'. It may take a few minutes for the night porter to answer if they are attending to another guest.

Outdoor Swimming Pool

The hotel swimming pool is situated at the front of the hotel, and is open from May to September from 8am to 8pm daily. Although we want you to enjoy our swimming pool, we ask you to abide by the rules and consider the following points:

1. **There is no lifeguard on duty**
2. **If you see anyone in difficulty, there is a panic button by the pool, which if pressed will alert reception**
3. **Children under 16 must be accompanied by an adult at all times**
4. **Non-swimmers must be supervised at all times**
5. **Diving, running, ducking and jumping in and around the pool is strictly prohibited**
6. **Do not swim under the influence of alcohol. We also advise that you do not swim for at least one hour after consuming food and/or drink.**
7. **To comply with health & safety rules, no glassware is permitted by the pool. When ordering drinks from the bar, please inform the staff that you require plastic glasses**
8. **The depth of the water is level at 1.5 meters**
9. **Do not use the pool if you are feeling unwell**
10. **Please dress appropriately when re-entering the hotel**
11. **Belongings are left at owner's risk**
12. **Please report any faults to Reception**
13. **Feel free to ask how we treat the water and look after the pool**

Packed Lunches

These are available upon request @£6.95 each. A packed lunch consists of a sandwich, 1 piece of fruit at Chef's discretion, a packet of crisps and a bottle of water. Please order your packed lunch by 6pm on the previous evening from reception.

Pets

We are a dog friendly hotel and dogs are permitted in a selection of guest bedrooms along with additional designated areas. Please see our Doggy Guide for further information.

Porterage

If you require assistance with your luggage, please contact reception by dialing '0' and a porter will be happy to assist you.

Room Service

Bar snacks and drinks are available in your room, for a nominal charge of £5.00 per tray. Our full bar snacks menu is available from 12:00 to 20:30 daily. Outside of these hours a selection of cold sandwiches, snacks and drinks are available. If you wish to have breakfast in your room, we ask that you fill in a breakfast room service card, which is located on the back of the bedroom door. Please place your card on the outside of your door before you retire for the evening. Continental breakfast is charged @ £2.50 per person + breakfast charge Continental breakfast including Full English or Vegetarian Option is charged @ £5.00 per person + breakfast charge

Secretarial Services

Photocopying and fax services are available at reception. Typing and other secretarial services can be arranged by request but will carry a supplementary charge.

Smoking

In line with current legislation, smoking is strictly forbidden throughout the hotel. The staff are required to enforce this law. Should smoking be detected in your bedroom, a charge of £75.00 will be levied.

Stationary

Every room is supplied with a notepad and pen. If you require additional stationery, please contact reception.

Telephone

To call another bedroom please dial '2' and the room number you require.

To call externally please dial '9' and then the number with full dialling code.

To connect to an international number, first dial '9' to obtain an external line followed by: 00 [country code] [area code] [telephone number]

In most cases the first '0' from the area code is not required.

A full international list can be found at reception

Travellers Rescue Kit

Forgotten your toothbrush? Don't worry, give one of our guest service assistants a call – we have items in stock at reception at a nominal charge. Items listed below;

Dental Care

Toothbrush	£2.00	Toothpaste	£2.00
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Hair Products

Comb	£0.50	Hair Brush	£2.00
Hair Gel	£3.50	Hair Mousse	£2.50
Hair Spray	£2.50		

Bathroom Products

Razor	£0.50	Shampoo	£2.70
Shaving Foam	£2.50	Shower Gel	£2.50
Soap	£0.65		

Miscellaneous

Cotton Buds	£2.00	Deodorant	£2.50
Lypsyl	£1.50	Nail File	£0.50
Paracetamol	£1.00	Towels/Tampax/Lillets	£2.50
Tights	£1.70		

Sun Tan Products

Sun Tan Lotion	£8.50	After Sun	£8.50
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Towels

Every year, many thousands of towels are washed unnecessarily in hotels all over the world. In the interests of the environment we do not automatically wash towels everyday. If you would like clean towels, please leave them in the bath/shower and housekeeping will change them for you.

Taxi Service

Please ask reception to arrange a taxi for you or alternatively use the free phone, located by the reception desk.

Televisions

Is your TV not working? Try the following trouble shooting remedies first. If this fails then please ring reception on '0' for assistance.

TV Listings?

- Press TV Guide
- Call Reception for assistance, my dialling '0'

TV Will not turn on?

- Check the switch on the TV
- Check that the plug is firmly in the socket on the wall and that the switch is on
- Press the on/off button on the remote control
- Call Reception for assistance, by dialling '0'

No Picture?

- Check that the TV is turned on
- Make sure the aerial is plugged in
- Press up on the blue button marked "P" on your TV remote
- Call reception for assistance, by dialling '0'

Local Attractions

Within walking distance of the hotel

- Oceanarium
- Beach & Pier with Kids Zone (Safety Zones)
- Bournemouth International Centre
- Gardens (Bournemouth)
- Russell Cotes Museum

By Car

- Adventure Wonderland (near Hurn Airport)
- Gus Gorilla's Indoor Playground (Poole Park)
- Farmer Palmer's Farm Park (near Poole)
- Serendipity Sam's Indoor Playground (Christchurch)
- Snowtrax, Ski & Alpine Adventure Park (near Hurn Airport)
- Littledown Leisure Centre with waterslides (Bournemouth)
- Splashdown, Indoor & Outdoor water Rides (Tower Park Poole)
- Moors Valley Country Park & Railway (near Ringwood)
- Monkey World (near Wareham)
- Tank Museum (Bovington)
- Bowlplex (Bournemouth)
- Dorset Quad Biking (Dorchester)
- Beaulieu Motor Museum (Beaulieu, New Forest)
- Abbotsbury Swan Sanctuary (Chesil Beach)
- Putlake Adventure Park (Swanage)
- Buckler Hard; A Unique 18th Century Village (New Forest)
- Wimborne Model Town (Wimborne)
- Mega Paintball (Poole)
- Wareham Boat Hire (Compton Acres)
- Compton Acres (Poole)
- Stapehill (Wimborne) – Abby Gardens (Wimborne)
- Upton House & Country Park (Poole)

By Car (continued)

- Athelhampton House & Gardens (near Dorchester)
- Exbury Gardens & Steam Railway (near Beaulieu)
- Heavy Horse Centre (near Verwood)
- Longleat (Warminster)
- Badger Watch (Near Dorchester)
- The Hawk Conservation Trust
- Kimmeridge Bay
- Fossil Hunting (Lyme Regis)
- Paultons Park (New Forest)
- Bournemouth Aviation Museum
- Highcliffe Castle

National Trust Places to visit

- Brownsea Island via a ferry from Poole Quay
- Corfe Castle via a ferry over to Swanage
- Hardy's Cottage (near Dorchester)
- Kingston Lacy (Past Wimborne)
- Studland Beach via a Ferry over to Studland

Attractions – Where Entry/Attractions are free

- Poole Museum
- Kids Free Fun Festival – Summer Only
- Pagoda in the Park (Mornings, afternoons & most evenings, clowns, magicians, puppet shows, song & dance)
- Beach Games Zone (Ages 5+) Boscombe Pier
- Bournemouth Carnival Week
- Quay for my Car (Each night will be devoted to a different type of car, classic British cars to minis)

Shows

- Pavilion Theatre
- Bournemouth International Centre

Dining at the Hotel

Meal Times

The Solent Suite is situated on the ground floor of the west wing. Meal times are as follows;

Breakfast	Monday to Friday	07:30 to 09:30
Breakfast	Saturday, Sunday & Bank Holiday	08:00 to 10:00

Breakfast Charge if on Room Only - £12.95.

Dinner	Every Evening	18:00 to 20:00
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Dining times are different from the 23rd December to 2nd January every year, due to the Christmas and New Year Packages.

Dress Code

As a compliment to other guests we request smart casual dress in the restaurant. Shoes must be worn at all times.

Children's Meals

A Cheeky Monkeys Menu is available in the restaurant for our younger guests; please ask your waiter or waitress for the menu.

Bar

Bar Snacks are served from 12:00 to 20:30 daily.

Meal Reservations

Please ring reception to book a table for evening meal if you are booked on bed and breakfast or room only basis.

Any guests staying on a bed and breakfast basis who wish to book dinner, this is a charge @ £24.95 per person.

Local Restaurants

We have managed to arrange a 10% discount at various local restaurants for our guests. You will need to book through the hotel reception and we ask that you have a couple of choices, in case they are already booked up. Once booked, you will be given a discount voucher from reception.

We have a choice of:

Chinese -	Mandarin Restaurant	Old Christchurch Road
Italian -	Pizza Express	Post Office Road
Thai -	Koh Thai	Poole Hill
Indian -	The Eye of the Tiger	Old Christchurch Road
Seafood -	West Beach	West Cliff Sea Front
Various Dishes -	Aruba	Bournemouth Pier

For a complete up to date list please ask at reception for details.
Discounts arranged as at 1st January 2018.

If you have a meal outside of our list of suppliers and feel they should be added in, please inform one of our reception team and we will do our best to do so.

For any other information you may need, please feel free to contact reception by dialling '0' and one of the receptionists will be happy to assist you.