



## Welcome to Moneess Resort.

To make your stay with us as comfortable and safe as possible, we would be grateful if you could take a few minutes to read through the following information.

**If you require assistance during the day, please come to the Resort Reception desk located in the main building. Open every day from 8am – 9pm or dial 0 from your accommodation phone. If you need to contact reception from outside the resort, please telephone: 01887 822100. A night porter is available from 9pm – 8am. Newspapers** can be ordered at reception up to 7.30pm the day before collecting the next day from 8am **Room Keys** – Please place the key fob in the holder beside door in order to turn power on in your room (hotel only) Please ensure room and cottage keys are returned on departure. Any keys not returned will incur a £20 charge.

### Check in/out times

**Hotel:** Earliest Check in 3pm / Check out by 11am

**Cottages:** Earliest Check in 4pm / Check out by 10am

### Resort Telephones

Calls are charged to your account automatically at the following rates

UK Local (01887)	12p per minute
UK National (01/02/03)	12p per minute
Lo-Call (0845)	30p per minute
National Fixed (0870/0871)	50p per minute
UK Mobiles	65p per minute
International	
Europe, Canada, USA, Australia, NZ	90p per minute
International (Rest of World)	£1.20 per minute
Dial '9' for an outside line. <b>So, In an emergency dial '9' 999</b>	

### Free WiFi

**Network – MR – WiFi NO PASSWORD is required.**

Due to the limited availability of internet connectivity in the whole area, at peak times the service may be very slow or not connect at all. We apologize for this, but this is an area infrastructure problem and not confined to the resort. Please DO NOT attempt to connect unauthorized equipment to our network or phone sockets. This will result in damage to the network.

### Dining at Moneess Resort

#### Flemmyng Restaurant

##### Breakfast

Monday – Friday 8.00am – 10.30am

Saturday - 8am - 11.00am

Sunday - 8.30am - 11.00am

##### Evening Dinner

#### Flemmyng Restaurant

Table d'hôte and À la carte menus available daily from 6.00pm - 9.00 pm

**Advance Reservations are recommended especially at weekends.**

**Please book with our Concierge – 01887 822112 from outside the resort or 5018 from your accommodation phone.**

#### Terrace Grill & Bar

**Full bistro menu from 11am - 9pm daily**

**Advance Reservations are recommended especially at weekends.**

**Please book with our Concierge – 01887 822112 from outside the resort or 5018 from you accommodation phone.**

Room service is available for the hotel.

Takeaway menu is available for the cottages

Please dial 5006 to order from your accommodation telephone



### **Leisure & Spa Facilities**

Leisure & Spa Reception is located in the main building on the first floor.

Access is through the main reception and up the stairs to the right. Alternatively, floor level access is by the white door at the side of the building. This door has a security entry activated by Reception when the buzzer is pressed.

### **Moneess Spa**

Offers a range of relaxing and therapeutic treatments from manicures and facials to full body massages, using the latest products and rituals from Thalgo.

To make an appointment please telephone 01887 822107 – Early booking essential.

### **Swimming Pool**

Open daily from 8.30am - 8.30pm.

Children under 15 must be accompanied by a responsible adult.

Adult Only swim time is from 8.30 – 9.30 am & 7.30 – 8.30 pm daily,

Towels are available in your accommodation and can be replaced at Spa Reception if required.

Lockers require a £1 coin to operate (Refundable) Changing areas are serviced / inspected by male and female staff.

### **Swimming with babies**

**We respectfully request that, in the interest of hygiene, all babies wear swim nappies when using the pool. For your convenience these may be purchased from Spa Reception for £1**

### **Sauna, Steam Room & Hot Tub**

Open daily from 9am - 8.30pm - **Over 16s only.**

**Last Entry to Pool and Wet Area is 8.00pm**

### **Sports Hall**

Badminton, Squash, Mini Tennis. For schedule and to book contact Spa & Leisure reception

Please dial 5002 from your accommodation phone.

### **Lost Property**

Whilst every effort is made to return lost property to its rightful owner, Moneess Resort cannot be held liable for items left behind or lost or whilst in transit. Please check your room on departure. If you would like your items returned, we are happy to send them back to you. We simply ask for the postage and a £3.50 handling fee.

Unclaimed items will be disposed of or donated to charity after 14 days.

### **Doctor**

Appointments can be made Monday - Friday 8.30am - 5.30pm on 01887 820366. The local surgery does not offer an out of hours service and all enquiries should be directed to NHS 24 by dialing **111** (chargeable) or **9 999** in an emergency.

### **Pets**

We regret that animals are not allowed on Resort. Guide and other aid dogs are permitted by prior arrangement. If you require accommodation for your pet, please contact Reception.

### **Fire Safety**

Please familiarize yourself with the fire exit from your room. In the event of a fire alarm sounding make your way to the meeting point across from the hotel front door, beside the large tree.

### **Recycling Policy**

Recycling facilities are located beside the maintenance yard. There you will find mixed dry recyclables, glass and general waste bins.

Most of our recycling is handled by our waste/recycling contractor – Binn Skips which reduces the need for on-site separation and reduces the requisite different number of bins. Currently, Binn Skips are recycling 86% of all waste, with the remainder being used to fuel electricity generation.

### **Smoking**

You are respectfully reminded that Moneess Resort is a non-smoking establishment and we request that you refrain from smoking either in the hotel or cottages. You may smoke outdoors and in the designated areas but please dispose of your cigarette ends responsibly using the ashtray stands provided.

If you are found to have been smoking in your room, we will levy a deep cleaning charge of £200.