

BEST WESTERN ROYAL HOTEL
Guest Information and Services

Airline Tickets -	Contact Reservations, via Reception by dialling '0' on your telephone.
Audio / Visual -	Please contact reception for a copy of our function pack where all prices and available equipment are listed.
Bedroom Key Cards -	Please ensure you have your guest key card/passport available for identification at all times.
Best Western Feedback	Should you wish to leave feedback in respect of your stay with us, please visit: www.bwfeedback.com
Best Western Rewards	Stay with Best Western and notch up points for every £ you spend. With over 270 hotels in Great Britain and 4000 worldwide, you will be able to top up your tally in no time and spend on amazing Rewards. Please see reception for instant sign up. Best Western Business Accounts: The Best Western Business Account is here to make your time away from the office even easier to manage. You only need the little card to cover all your expenses, from hotel stays to meals and meetings. Please see reception for full details.
Bar	The main hotel bar, Bar 27, is open to residents from 11.00 hours to 24.00 hours and non-residents daily from 12.00 hours to 23.00 hours.
Boarding Passes	Please contact reception desk.
Business Services	Facsimile and photocopying services, plus business facilities are available 24 hours a day, please contact Reception by dialling '0'. For guests wishing to receive an email these can be received at reception@royalhoteljersey.com and services can be arranged as required.
Bottled Water	Is available 24 hours a day, please ring reception by dialling '0'. Small bottle £1.85, large bottle £3.15.
Breakfast Times	07.30hrs to 10.00hrs. Please make sure that you have booked your breakfast time with us. Should you need any assistance, please contact reception.
Car Hire	Competitive rates are available from Avis Rent-A-Car, please contact reception by dialling '0'.
Check Out Time	Check out time is 11.00hrs. Should you wish to extend your stay please contact Reception by dialling '0'. Every effort will be made to accommodate you (we reserve the right to apply a surcharge for day lets).

Credit Cards	We are pleased to accept credit and debit cards issued by Access, American Express, Diners Club, Eurocard, Mastercard, Switch/Maestro, Revolut and Visa.
Credit Facilities	If you would like to be able to charge items to your room account during your stay, please provide reception with your credit card details.
Conference and Banqueting	The hotel has comprehensive conference facilities with rooms suitable to facilitate from 2 to 400 delegates. Please contact our Sales team via reception or the Duty Manager (out of office hours) who will be delighted to show you the facilities we offer and assist you with your enquiries.
Church Services	There are both Catholic and Church of England Churches in the vicinity. Details of Church services and Mass may be obtained from Reception.
Day Trips/Excursions	Day trips by boat to France and the other Channel Islands, as well as a variety of coach tours, may be booked directly with the Reception Staff.
Doctor	For medical assistance please contact Reception by dialling '0'. We would ask that you kindly note that medical care in Jersey is private and therefore a visit to/by the Doctor incurs a fee. Please contact Reception for further details. In the event of an accident, a 24 hour Accident and Emergency department operates at the General Hospital.
Dry Cleaning and Laundry	Laundry bags and tariffs are available from Reception.
Early Morning Calls	Automated alarm calls can be arranged by Reception Staff.
Entertainment Information	Please contact Reception by dialling '0', for details.
Early Express Breakfast	"Early Express Breakfast" is available for guests from 06.30hrs. Please contact a member of front of desk, if you wish to place an order.
Fire Precautions	Please read the instructions located on the back of the bedroom door and familiarise yourself with the emergency exits. a) in the event of a fire, close all doors and leave by the nearest exit. b) If you are hard of hearing and/or would not hear the fire alarm in the unlikely event of a fire, please notify Reception before retiring. c) The fire alarms are tested weekly, the time of which will be advised.

Fans	If not provided in your room, fans are available from the Reception on request.
Green Tourism	Within the reception area you will find our Green Tourism folder, listing detailed information on attractions, public transport, Heritage sites, Genuine Jersey and many more environmentally friendly activities.
Housekeeping	Housekeeping services are available between the hours of 08.00hrs and 14.30hrs. Should you need any service during your stay, please contact Reception by dialling '0'.
Hairdryers	Hairdryers are available in every bedroom.
Hard Wire Internet Access:	There are hard wired internet access points situated in the Conservatory and Reception. These are free of charge to use. Please contact Reception should you wish to use this facility.
Irons and Ironing Boards	Irons and ironing boards are available in all bedrooms.
Internet	Access is available as a free service with coverage to all bedrooms and public areas. To access this service turn on your laptop and select wireless network BW Royal Hotel Wifi. Please contact Reception by dialling '0' for the log in password or if you are experiencing difficulty accessing this service.
Jersey	Guests who require further information on local attractions and facilities should see a member of the Reception Team who will be happy to help.
Mail / Messages	Please check with Reception Staff for any post or messages.
Newspapers	Please place your order with reception before 22.00hrs, to order your newspaper please dial '0' for Reception. Once newspapers have been delivered, we will place a copy of your newspaper outside of your bedroom door.
Night Entrance	The front doors will be locked at midnight. If you return after this time, please use the bell by the front door to alert our Night Porter.
Onward Reservations	A free onward reservation service is available to any Best Western hotel worldwide. Please contact Reception to take advantage of this service.

Parking

Limited parking is available in the hotel car park adjacent to the hotel. At night, the car park is secured with robust shuttered doors for security purposes. Access remains available 24 hours via a pin code which can be obtained from reception. The hotel accepts no responsibility for any theft or damage to any vehicle left in the car park.

Additional car parking is available at the public car parks situated at Ann Place and Midvale Road. Both car parks are located within a short walk from the hotel and are chargeable via "pay and display" cards or "PayByPhone" app between the hours of 08.00hrs and 17.00hrs, from Monday to Saturday; overnight parking is free of charge. Pay cards and an information sheet on car parking are available from reception. On street parking in Stopford Road, adjacent to the hotel, is a residents' permit parking zone and as such, is not available to hotel guests.

Picnic Lunches

Packed picnic lunches are available at a price of £8.50 and consist of your choice of sandwich, crisps, fruit, biscuits or cake, cheese and crackers and a soft drink. Please book your lunch at reception the evening before it is required.

Reception

The Reception desk is fully staffed by dedicated Receptionists between the hours of 06.30hrs and 22.30hrs seven days a week. Outside of these hours the Reception desk is manned by the Night Porter. To contact Reception at any time please dial "0" on your telephone.

Restaurant

"TWENTY SEVEN" David Place is our restaurant and offers a classic menu and a tapas-style 'small plates' selection.

Restaurant opening hours are as follows:

Breakfast from: 07.30hrs to 10.00hrs.

Adult breakfast £14.50 Child breakfast £7.75 Continental breakfast £10.00.

Dinner from: 18.30hrs to 21.00hrs (last orders).

Adult dinner 3 courses £28.25, 2 courses £23.25.

Child dinner (age 9-15) £16.00 child dinner (age 3-8) £11.00.

Guests with special dietary requirements should please advise our Reception Staff or the Restaurant Supervisor.

Room Service

Please contact Reception.

Safes/Safety Deposits

A number of bedrooms have dedicated safes located in the bedroom. To operate the safe please follow the instructions adjacent to the safe.

We regret that we are unable to accept responsibility for valuables left in your bedroom. In addition, the hotel offers a safe facility with dedicated safety deposit bags and this service is available at reception.

Service Charge Gratuities are left entirely at your own discretion. If handed to Reception or Management, they will be distributed fairly between all staff.

Special Diets Guests who have special dietary requirements, such as gluten free, should please advise our Reception Staff and the Restaurant Supervisor. We will be happy to do everything possible to accommodate your needs.

Shoe Cleaning For your convenience the Hotel stocks a supply of instant shoe shine kits. These are available at Reception.

Smoking In common with many parts of Europe, smoking in workplaces has been banned in Jersey. Smoking is not permitted within the confines of the building. The building is fitted with modern sensitive smoke alarms for your safety as a requirement of the States of Jersey Fire Department. **Anyone found smoking in a prohibited area could be liable to a cleaning charge of £150.**

Taxis A direct telephone connection to a local taxi company is available at Reception. Please give as much notice as possible as the Island taxi services can be busy during peak times.

Telephones Your room is equipped with a direct dial telephone. To make outgoing calls please dial '9' followed by the number you require. All calls are charged by the unit, please refer to the following table:

Area	Call Time	Unit Cost	Unit Duration
Local Including Other Channel Islands	Peak period: 8.00am – 6.00pm Monday to Friday	£0.35	per minute
	Off peak: 6.00pm. - 8.00am Monday to Friday And all weekend	£0.35	per minute
National (United Kingdom)	Peak period: 8.00.am – 6.00pm Monday to Friday	£0.35	per minute
	Off peak 6.00pm. – 8.00am. Monday to Friday And all weekend	£0.35	per minute
International	Peak period 8.00am – 6.00pm. Monday to Friday	£0.90	per minute
	Off peak 6.00pm. – 8.00am. Monday to Friday and all weekend	£0.90	per minute
0800		£0.25	Base charge only
Special Rate		£0.10	Per minute
Mobile	07 prefix	£0.50	Per minute

To make a 'credit card' call please dial '9' and then the appropriate number of your provider. Credit card calls are available, subject to a reciprocal agreement between your provider and Jersey Telecoms.

To make a 'toll free' call please dial '9' and then the appropriate number. Please note some 'toll free' numbers are chargeable from Jersey and should this be the case a warning will be given by the Operator.

Please note that the cost of calls to mobile telephones may vary and are subject to agreement between the network providers.

To call another room within the hotel please dial the room number required e.g. to call Room 302 dial '302'. Alternatively dial '0' and ask Reception should you require assistance.

Television

Each bedroom room is equipped with a television which receives English, French and German channels and Tourist Network TV. For the full listing please refer to the guide button available on your remote control.

Toiletries

These are complimentary and available 24 hours a day, please contact reception if required. We stock shaving kits, toothbrushes and toothpaste, combs, shoe shine kits and sewing kits and a selection of feminine hygiene products.

Towels

Additional towels and face cloths are available on request at all times. Please contact Reception.

Wake Up Call

Alarm calls can be booked by contacting Reception by dialling '0'.



At the Best Western Royal we are committed to continually improve our working practices to help protect the environment

**Our Green Policy is detailed on our website:
www.royalhoteljersey.com/green-policy**

Here is how you can help us:-

- Details of our towel policy are noted in the card in your bathroom.
- Please remember to switch off lights and heating when not required.
- If possible do not leave your television in standby mode when not in use.
- Only fill the kettle to the required amount before boiling.

Here are a few other ideas you may wish to consider:-

- It is not always necessary to leave the tap running when cleaning your teeth.
- You may wish to consider walking, cycling and using public transport, all of which are great ways to see the area without adding to the traffic.
- Dispose of all litter in the correct manner and in recyclable containers when available.

Details of Green Tourism attractions can be provided by Reception.

We are always happy to hear any recommendations of how we can improve our sustainability.

“Take nothing but memories, leave nothing but footprints. Small, environmentally responsible footprints.”