



Dear Guest,

Welcome to the Monterey Hotel, we offer a number of services and facilities here in the hotel to make your stay with us more comfortable, please listed below details. Should you have any further requirements or requests to further enhance your time with us please do not hesitate to contact reception and we will endeavour to meet them.

We are situated close to the town centre and the route in to town is a short stroll through the Millennium Town Park, maps are available from reception as are details on attractions or places that you may wish to visit during your stay. Jersey is rich in attractions for all ages, offering sites of historical interest, family entertainment and some most stunning natural coastal bays.

The team here at the Monterey are very approachable and dedicated to ensuring your time with us is as comfortable as possible. We are a local family owned business and part of the Morvan Hotel Group, should you wish to find out more about our sister hotels, please ask at reception and we would be happy to give any information about them. In recent years the hotel has become part of Sure Hotels Collection by Best Western.

During your stay with us, you may notice where possible we use local and fairtrade produce. This underlines our approach to an ethical hospitality service, aligning with our accreditation as a Green Tourism Hotel. In Gordini's restaurant and bar on the ground floor, we provide freshly prepared menus daily for your enjoyment and are always mindful of our commitment to Green Tourism in our practises and procedures. Should you wish to enjoy our restaurant facilities and have specific dietary requirements please do not hesitate to let us know what requirements you may have.

We hope that you enjoy your stay with us here at the Monterey Hotel, if we could be of further assistance to make your stay in Jersey more comfortable, please do not hesitate to contact myself or any of the team.

Yours sincerely

Tony Jones
General Manager

INVESTORS IN PEOPLE™
We invest in people Gold



Guest Information and Services

Allergies – Most allergies or dietary requirements can be catered for, please let the reception or restaurant team know of any allergies when going to the restaurant. To view allergen information about dishes please speak to our management team.

Bar - The bar is open to residents and their guest from 12.00pm to 12.00am. There is a lounge menu offering bar meals, for times of meal service please call reception.

Bath Robes – Robes can be provided for your comfort during your stay with us or if you wish to use these when travelling to the leisure club and pool areas. Any robes removed from the hotel will result in a charge applied.

Bicycle Hire – Can be arranged through reception and delivered to the hotel. Alternatively, there is a selection of Evie Bikes (electric bikes) located around the island which are available to hire through their application, these are great for a short-term hire and to explore the island whilst reducing your carbon footprint.

Boarding Cards – Airline boarding cards can be printed at reception should you wish, there is a charge of £1.50 per boarding card, this can be arranged with the front desk.

Breakfast – We open for breakfast daily from 7.30am until 10.00am, in our main restaurant on the ground floor. Should you require an early breakfast during your stay please contact reception.

Business Services – Photocopying and facsimile services are available from reception, please contact reception for charges.

Car Hire – This can be arranged via reception at competitive rates, the car can be delivered to the hotel for you and can returned at the hotel, airport or harbour.

Car Parking – The hotel offers limited parking spaces and we ask that you display a hotel parking permit when using the hotel car park, the hotel accepts no responsibility for any theft or damage to any vehicle left in the car park. When parking in carparks around the Island paycards are usable in most public car parks on the island, for information on how paycards work or to purchase please ask at reception. Alternatively, you can download the application *Pay By Phone*, which allows you to pay for parking directly in most carparks.

Check Out – On the morning of departure, check out is by 11am, should you wish to extend your stay or arrange a late check out this will be to be arranged with reception and is subject to availability and charges.

Church Services – Details are available at reception of local church services.

Credit Facilities – If you would like to open an account during your stay to charge items to your room account this can be done at reception and will require a credit or debit card.

Day Trips – Reception can book a variety of on and off island excursions for you. Details are available at reception.

Doctor – For medical assistance please contact reception, please note in Jersey doctors are private and as such visits to or by the doctor will incur a fee from them. If you would like to make an appointment reception can arrange this for you. Jersey general hospital does have a 24-hour accident and emergency service. If you require an ambulance please inform reception and we can book or dial 9 for an outside line followed by 999 from your hotel phone.

Early Morning Calls – Automated alarm calls can be organised by reception.

Excursions – A selection of coach trips can be booked at reception, with the cost added to your account.

Fire Precautions – Please familiarise yourself with the closest emergency exits from the hotel, if you are hard of hearing or require assistance in the event of an emergency, please contact reception before retiring for the night. Please note we carry out a weekly fire alarm test on Thursdays at 11am.

Fans – If not provided in your room, fans are available on request from reception.

Flowers – If you would like to arrange flowers during your stay we would be happy to arrange this through our preferred florist.

Hairdryers - Are provided in all bedrooms.

Housekeeping – Housekeeping services are available from 8am to 3pm daily.

Iron and Ironing Board - If not provided in your room, are available on request from reception.

Laundry – Laundry bags and tariffs are available at reception.

Leisure / Pool Facilities - The Monterey Leisure Club is equipped with an indoor heated swimming pool, jacuzzi, mini-gym and steam room. These are for the use of residents and club members only. Non-residents may use the facilities at a charge of £10.00 per person by arrangement with management and depending on demand. We hope you will enjoy these facilities and would appreciate if you would note the following:

Signing in Procedure Please read the safety and emergency procedures prior to signing into the leisure club and collecting a towel.

Children Under the age of 12yrs must be accompanied by an adult. Only children over the age of 12yrs may use the jacuzzi, steam room and mini-gym.

Opening Hours, the facilities are open from 7.30am until 9.00pm.

Hygiene Please shower before using the jacuzzi, steam room and pool.

General No glass vessels are to be taken to the poolside.

Anyone using the facilities does so at their own risk. The Monterey Hotel does not accept responsibility for personal injury or theft of items from the leisure area.

The facilities are cleaned regularly, however, should they require additional attention please inform our reception staff.

Please note that CCTV operates in the pool area.

Newspapers – Can be ordered at reception, all orders must be placed the previous evening.

Night Entrance – The hotel front doors are locked from midnight, should return after this time please ring the bell to alert our night porter.

Picnic Lunches – Can be arranged at reception.

Reception – Is staffed 24 hours a day, between 23.00 and 07.00 there is a night porter available. To contact reception during your stay please dial '0' from your telephone.

Restaurant and Room Service –Our restaurant is open daily for breakfast and dinner. There is a sample menu contained in this folder, if you would like a copy of todays menu brought to your room please call to reception. Prices for our set menu would are:

3 course meal £27.75

2 course meal £23.25

We offer a range of bar meals and room service items; these are available at specific times of the day please contact reception for times and a menu. These items are individually priced. We also offer a children's menu in the restaurant with dishes priced individually.

Safety Deposit – The hotel offers a safety deposit facility at reception, with dedicated safety deposit bags available. The cost is £5.00 for the duration of your stay and can be accessed unlimited number of times between the hours of 7am and 11pm only.

Service change - Gratuities are left entirely at your own discretion. If handed to reception or management, they will be distributed fairly between all staff.

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.**

Sunday Lunch – On a Sunday we offer a carvery in the restaurant, bookings can be made via reception.

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 your required. All calls are charged by the unit.

Local Including other Channel Islands	£0.35 per minute
National (United Kingdom)	£0.35 per minute
International	£0.90 per minute

To call another room please dial the room number, alternatively dial '0' to call reception.

Television - Each bedroom room is equipped with a television which receives English and French channels. 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.

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

Wakeup Call - Alarm calls be booked by contacting Reception by dialling "0"