

RUTLAND LODGES at GREETHAM VALLEY - GUEST INFORMATION

- Arrival:** Your Lodge will be available from 3pm on your arrival date. Please check in at Hotel Reception to register all guests, pay any balance of Lodge tariff and collect Lodge keys. Newspapers may be ordered to be picked up from Reception each morning. Please advise us if you expect to arrive after 9pm.
- Departure:** by 10.30am on departure date. **IMPORTANT:** Please lock each door and return keys to Reception.
- Speed limit:** Please drive slowly and carefully whilst on the Greetham Valley complex.
- Handbook:** Please refer to the Lodge Handbook situated in the Lodge. This details the use of domestic appliances, fire regulations, dress codes and places of interest in the area. Please report any malfunction or breakages to Housekeeping or Reception.
- Linen/Towels:** Lodges are equipped with bed linen, towels, soap, toilet rolls and cleaning materials which are included in your tariff. Additional linen and towels can be arranged on request at an additional charge. Please advise if you require a cot (no charge, but please bring your own cot linen) or high chair.
- Housekeeping:** There is no maid service during your stay, although a mid-stay clean can be arranged with prior notice at an additional charge. Please leave your Lodge in a clean and tidy condition on your departure.
- Laundry:** Each Lodge is provided with a washing machine/tumble drier and a fold away airer (in the utility room). Please do not place any washing, towels or clothing outside in view of other guests.
- Recycling:** We are committed to Rutland's recycling policies and ask guests to also support these. Please deposit bottles in the two (clear & coloured) glass recycling banks in the Hotel car park; please separate cardboard and paper from other general rubbish and deposit in the bins provided in the Hotel car park. General kitchen and household should be placed in bags in the green bin outside your Lodge.
- Services:** Hot water and underfloor heating in the Lodges are provided via an eco-friendly communal woodchip burner. Each room temperature may be adjusted via its individual thermostat. There is an immersion heater switch on the hot water tank for additional hot water if required. **All hot water, heating and electricity is included in your Lodge tariff.**
- Etiquette:** As a matter of courtesy, please respect the privacy of other guests. Ball games are not permitted on the Lodge site. Please remove all garden furniture from the communal lawns each evening.
- Dress code:** Golf attire is required on the main golf courses and may be worn in the Bar. The dress code within the Restaurants is smart casual.
- Insurance:** Lodges are insured for buildings and contents but this insurance does not cover any loss or damage to guests' property. Greetham Valley cannot accept liability for any damage, expense, injury, death or loss of any nature whatsoever suffered by an person(s) from any cause other than in the case of negligence of our employees. Please ensure you have adequate personal and property insurance cover for your holiday.
- Parking:** A maximum of two cars may be parked adjacent to each Lodge in the designated parking area. Additional vehicles may be parked in the Hotel car park. Please note Greetham Valley does not accept responsibility for any loss or damage howsoever caused to guests' vehicles or contents.
- Lost property:** Any property left in Lodges by guests will be held by the Head Housekeeper and if not claimed within one calendar month will be disposed of.
- Complaints:** We endeavour to ensure that everything is to your satisfaction during your stay but should you feel you have cause for complaint please notify Reception immediately and, in the event of a serious problem, in writing.
- Emergency:** Grantham Hospital has a 24 hour A&E department 01476 565232.
- Telephone:** Please be aware that there are no landline telephones in the Lodges.
- WiFi:** Complimentary WiFi is available in the Lodges – please ask at Reception for the password.
Greetham Valley reserves the right to amend any of the above information at any time