



Welcome to Revitalise — A Guide to our Hotel Standards for Guests

Introduction

We want to ensure that all our guests have a wonderful **hotel experience** during their short break or holiday at our Revitalise holiday centre.

Like all hotels, we ask that our guests observe some simple **standards** that help us to provide a **safe, restful and comfortable environment that can be enjoyed by everyone**. We send these standards out to all new and returning guests after a booking is made and you can also find a copy in your guest information pack, located in your bedroom. If you would like to discuss any aspect of these, then do speak with the Duty Manager or any member of the management team.

Arrivals and departures

Providing a welcoming arrival is so important to get your holiday off to a smooth start. We want to ensure that your room is clean, dressed and all ready for you! To help us achieve this we ask that you:

- Arrive and check-in between 2pm to 5 pm. Any earlier or late arrivals must be arranged with and agreed by the centre in advance.
- Vacate your room by 11 am, so that this can be prepared for new guests arriving.

Parking

We have good car parking availability on site but must ensure that all signed or designated areas are kept clear at all times in the event of an emergency.

- Guests and companions are asked **not** to park in designated emergency vehicle or loading vehicle areas
- Guests and companions are asked **not** to park in designated disabled spaces unless they are blue badge holders.

Gardens and grounds

We hope that you enjoy the garden and designated areas in the grounds to relax and socialise with other guests. For safety purposes, we ask that you:

- Do not use the centre entrance as a seating or social area as this needs to be kept clear for emergency vehicle access

Hot and cold drinks

Hot and cold drinks are available on request, and we also have facilities for you to make hot drinks in bedrooms. For safety purposes, we ask that you:

- Do **not** enter the restaurant kitchen to make drinks at any time. This is a working area and is for staff and volunteers only.

Bedrooms

We want all our guests to enjoy a clean, well equipped and maintained bedroom and en-suite bathroom. If you require any portable appliances such as fans or need access to a refrigerator for storing personal items, please do speak with the Duty manager. To help us avoid damage and to achieve our bedroom standards we ask that you:

- Do not move or re-position bedroom furniture
- Do not move bedroom furniture, seating or furnishings outside the room
- Do not attach or hang items including posters to the walls or doors
- Do not bring or install any personal domestic appliances, such as fridges or air conditioning units

Damage

Guest will be responsible for any damage that is caused by not observing the standards and a charge will be made for repairs that are required as a result of not observing the standards described above.

Dress code

We want all our guests to feel comfortable and relaxed during their holiday. Although we do not request any formal dress code in our restaurant or lounge, we do ask that you:

- Be fully clothed in indoor communal areas. Swimwear is not permitted outside of designated outdoor seating areas

Smoking

The centre has a no smoking policy, and guests are asked to only smoke in designated smoking areas. Smoking is not permitted at the reception entrance area.

Conduct

We expect all Revitalise colleagues to treat guests and their companions with kindness and respect. In turn, we ask that guests behave respectfully to other guests and to all members of the Revitalise team.

Abusive or threatening behaviour will **not be tolerated** and may result in guests who do not comply with this being asked to leave the centre.

Revitalise

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