

Herriots Hotel

with **R**hubarb restaurant

Guest Services

1. Welcome to Herriots Hotel with Rhubarb Restaurant

We hope you enjoy your stay with us at Herriots Hotel with Rhubarb Restaurant. If there is anything we can help you with, please do not hesitate to pop to the reception team or calling 01756 792 781 – option 1 or emailing the hotel reception on info@herriotsforleisure.co.uk

Check out on the day of departure is **10.30am**, we can arrange a later check out until 12noon for a small fee of £25.00.

Feel free to pop to the reception to add this to your reservation.

On departure, please drop your room key in the designated key box at the reception desk

Hotel address: Broughton Road, Skipton, North Yorkshire BD23 1RT

2. Facilities in your hotel room

Refreshments: - You can find coffee and tea making facilities in your bedroom, which is located either in your desk cupboard or on the desk.

If you require any further supplies, feel free to help yourself to the coffee jars near the bar area for extra supply during your stay. However, the house keeping team will replenish these during the room service.

Toiletries: - We do supply handwash/body soap shampoo and conditioner from our Herriots Spa Collection range for use during your stay with us. Removing these bottles will result in you being charged on departure. However, if you wish to take some of these homes, these items are also available to purchase from our reception at £5 per bottle

We provide hairdryers and irons in the rooms, which will be in one of your desks drawers

Charging to Room: - Due to the contactless reception, all charges will be settled at the time of ordering and unfortunately no option to charge to your room will be available. Payment will be settled as you go along.

Television

All of our televisions are equipped with digital view to give you more choice if you would like to watch television in bed.

To operate our televisions, all you need to do is:

1. Ensure the mains power is switched on and then turn on the television either with the button on the television or the remote control.
2. Using the remote for the digital viewing box you can change the channels by using the up and down arrows on the remote. This remote also allows you to change the volume for the television.
3. If you experience difficulties, please do not hesitate to ask a member of staff from our reception team for assistance.
4. Please be aware due to our location we may not have all channels available due to the signal across the region.

Internet access: - If you would like to surf the web or do some work while staying with us, we do have free WIFI available in all our rooms. The pass code is **Rhubarb1**. If you are having difficulty, please do not hesitate to ask at reception for assistance. The WIFI is available in the public areas, and you are welcome to bring your laptop with you if you would like to work while having a drink.

3. House Keeping services

We will service your room each morning of your stay, so you can spend your time away relaxed. You will be able to find extra pillows, and a blanket for those cold nights in your wardrobe. We can also provide cots, rollaway beds, extra blankets, pillows, towels, and hangers. (Subject to availability.)

If you prefer **not** to have your room service during your stay, please feel free to let us know.

Help us to be green: Here at Herriots Hotel we are passionate about the planet. We have fitted rooms 15 to 24 with an energy saving electricity cradle, please help us to save energy by turning lights off when they are not in use. Our lavatories have a water saving function, for a smaller flush please press the small button and for a full flush please press both buttons at the same time. We also ask where possible to re use towels. We appreciate your help.

2. Late night access to your room and car park

We do not have a night porter service at Herriots, please see below for late door locations and codes.

If you have an emergency through the night and you need assistance, please call 01756 792 781 and follow the instructions to the out of hours teams.

Late night access doors: - Please be aware the hotel will be locked from 11:00pm onwards. If you decide to go out later in the evening to enjoy our Skipton night life we have two late night access doors.

4589 for the side door adjacent to the car park (rooms 1-14 includes Dales, Midland, Swans Nest & Wharfe)

C3567X for the door entrance across the courtyard (rooms 15-24)

3. Useful information

Baby Changing: - If you need to use the baby changing facilities while you stay with us you can find them located in the disabled toilet which you can find on the ground floor in the bar area.

Baby food: - We are happy to heat up any shop bought baby food for your little one as long as the jar hasn't been opened or tampered with.

Lost and Found: - If you have lost an item or found an item while staying with us, please report this to reception where we will be happy to assist you where we can.

First Aid: - If you have hurt yourself, and need first aid supplies or assistance please contact reception who will be happy to help you.

Security: - We advise you to secure your room at all times. If you see anyone or anything suspicious, please let us know immediately. We do have CCTV in the car park but advise you to ensure your vehicle is locked and valuables are removed. Herriots Hotel accept no liability for any loss or damage of any guests' possessions and valuables that are brought onto the hotel premises at the guest's sole risk.

6. Rhubarb Restaurant

Food Service Times:

Breakfast Peak Times

Monday - Friday 7.30am – 9.30am 8.30am – 9.30am

Saturday, Sunday & Bank Holiday 8.00am – 10.00am 9.00am – 10.00am

***** Please be aware at peak times for breakfast can result in a delay in breakfast service.***

If you are on a time scale, please allow extra time**

Brunch Monday – Friday 10.00am – 12noon | Weekends & Bank Holidays 10.30am – 12noon

Lunch Monday – Sunday 12pm - 2:30pm

Dinner Monday – Sunday 5.30pm – 9.00pm

We would advise to make any dinner reservations during your stay, pop to the front desk if you would like to make a reservation or visit www.rhubarbskipton.co.uk to view our menu and book online or calling the Rhubarb team on **01756 792 782 – option 2**

If you have any dietary requirements, we make all our food fresh to order and aim to cater to all your needs to make your stay more enjoyable. Speak to a member of staff upon arrival for your restaurant booking who will be happy to help meet your needs.

7. Local information

The following pages give you a list of things and their location which you might find useful during your stay with us.

Cash Machine	Across the road at Morrisons
Petrol Station	The nearest petrol station is Morrison's across the road; however this station is not 24 hours. If you need to set off early Tesco's is a 24hour petrol station, which you will find by turning left out of the hotel and the first right after B&M.
Florist – Berries in Skipton is our local supplier	01756 799 643
Churches	Please contact reception for more information
Doctors or Nurses	The number for NHS Direct is 111 or alternatively reception will be happy to help you contact local services.
Chemist	The nearest chemist is the Lloyds pharmacists which is located at the bottom of the high street
Airports	Leeds Bradford 0871 288 2288 Manchester 0871 271 0711
Trains	The train station is located straight across from the hotel, and you can go shopping in Leeds from this station or even see the dales in Settle.
Local Taxis	Skipton & Craven Taxis: 01756 701122
Emergency Services: Police Fire Station Hospital	In the case of emergency please dial 999. The local police station can be found on Otley Street. The enquiry telephone number is 0845 606 0247. The local fire department can be found opposite the hotel on Broughton road. The enquiry telephone is 01756 692 561. The nearest hospital with accident and emergency if you have hurt yourself is Airedale hospital, Skipton Road, Steeton Keighley, West Yorkshire. The enquiry number is 01535 652511.
Tourist Information	The tourist information centre is located in the town hall on Sheep Street. Which is to the right of Skipton Castle. The contact number is: 01756 792 809.
The post office	The post office is located on Swadford Street. It is a 7 minute walk from the hotel. Money exchange services are available here.

8. Leisure Information

Sandylands sports centre

Sandylands sports centre is located over the bridge to the right of the hotel off engine shed lane.

The contact number is: 01756 795 181.

Available here are

- AstroTurf football
- Badminton
- Gym
- Tennis
- Aerobics (only selected days)
- Cricket
- Squash
- Table tennis

All facilities are charged per session and pay before you play.

Craven Swimming

If you would like a refreshing swim the swimming pool is located a short walk through Aireville park, which is situated at the rear of the hotel over the canal bridge. The contact number is 01756 792805.

They have, swimming, Gym and Pitch and putt available.

Matrix Sports bar

Fancy some tenpin bowling with the family, matrix bar is perfect. It is located off Carlton New Road.

The contact number is 01756 701 623. They have American pool, Snooker and Tenpin bowling available.

Skipton Plaza cinema

There are always new films coming out, if you fancy a relaxing night at the cinema. The cinema can be located on Sackville Street, only a few minutes' walk from the high street. The contact number is 01756 793417.

Skipton Library

If you have finished your book or wanting to try a new read why not visit Skipton library. The library can be found on the high street near the castle. They a variety available for you including books, DVD's, Internet access.

The enquiry number is 0845 034 9538.

Skipton Castle

If you enjoy history Skipton castle will be where you will want to visit. Over 900 years old, Skipton castle is one of the most complete and well-preserved medieval castles in England. The castle is fully roofed and has a beautifully Tudor courtyard inside. The Castle is open to the public daily and ticket information can be found at reception.

Skipton Market

Skipton is a traditional town and we even have a traditional Market. Skipton Market lines the cobbles of the high street, four times a week, Monday, Wednesday, Friday and Saturday.

Canals

Running through Skipton and just behind our hotel is Britain's longest inland waterway (127miles) was opened in 1816. The Leeds Liverpool canal took 46 years to build, and finally came in at 5 times the original budget. The first area to open was the lock free section from Skipton to Bingley in 1773. The canal passes right through the centre of Skipton and is still used today.

You can go on a daily boat trip on our famous canal, please contact reception for ticket information and trip times. The canal is also perfect for a peaceful walk.

Skipton Museum

If you want to find out more information about our town Skipton Museum is located inside the town hall on the high street close to the castle.

Embsay Railway

Located two miles from Skipton there is Embsay Station a volunteer-run steam railway. Trains run from Embassy Station to Bolton Abbey Estate (Halton East) every Sunday and up to seven days a week in summer. Thomas the tank engine also makes special appearances. For ticket and timetable information please contact reception.

There are many more other sights to see in Skipton and the surrounding areas please ask at reception for any further information.