



# The PUNCHBOWL

## GUEST INFORMATION

WE WELCOME YOU TO THE PUNCHBOWL AND HOPE YOUR STAY IS COMFORTABLE & ENJOYABLE.

### ALLERGIES:-

SHOULD YOU HAVE ANY ALLERGIES THAT WE SHOULD BE AWARE OF, PLEASE LET US KNOW. WE WILL DO OUR VERY BEST TO CATER FOR YOUR REQUIREMENTS. WE HAVE VERY TIGHT PROTOCOLS IN PLACE TO CONTROL THE RISK OF CROSS CONTAMINATION HOWEVER, ALLERGENS ARE PRESENT IN OUR KITCHEN SO WE CANNOT GUARANTEE THEIR TOTAL ABSENCE. OUR MENU CARRIES ALL THE NECESSARY ALLERGEN INFORMATION.

### BAGGAGE:-

LET US KNOW IF YOU NEED ASSISTANCE WITH YOUR BAGGAGE

### BREAKFAST:-

BREAKFAST IS AT ADDITIONAL COST AND MUST BE PRE BOOKED BY 8PM THE NIGHT BEFORE. NO REFUNDS FOR NO SHOWS

#### BREAKFAST SERVICE TIMES ARE:-

MONDAY\* TO FRIDAY - 7.30AM UNTIL 9.00AM

SATURDAY & SUNDAY - 8.00AM UNTIL 9.15AM

\*BANK HOLIDAYS - 8.00AM UNTIL 9.15AM

BREAKFAST CONSISTS OF A SELECTION OF CEREALS, TOAST, TEA, COFFEE, FRUIT JUICES AND A CHOICE OF COOKED BREAKFAST

### BAR & RESTAURANT:-

PLEASE CHECK OUR WEBSITE FOR GENERAL OPENING HOURS

**WE DO NOT OFFER A LATE BAR SERVICE FOR RESIDENTS**

**LOOK TO WEBSITE FOR CURRENT OPENING HOURS**

PLEASE RESERVE YOUR TABLE VIA OUR WEBSITE

### BUS SERVICE:-

THERE IS A GREAT REGULAR SERVICE FROM JUST OUTSIDE THE INN. THE S3 TRAVELS OXFORD TO CHIPPING NORTON FROM EARLY MORNING TO LATE AT NIGHT, ALONG WITH OTHERS

### CANCELLATION POLICY:-

OUR CANCELLATION POLICY IS STATED ON YOUR CONFIRMATION EMAIL AND IS STRICTLY APPLIED IN **ALL** CIRCUMSTANCES.

WE ARE UNABLE TO REFUND FOR EARLY CHECK OUTS

### CHECKING IN & OUT:-

CHECKING IN TIME IS FROM **3PM**. WE WILL MAKE EVERY EFFORT TO ACCOMMODATE AN EARLIER CHECK IN IF REQUESTED.

CHECKING OUT TIME IS AT **10AM**.

THERE WILL BE A CHARGE OF **£15** PER HOUR OR PART HOUR SHOULD YOU LEAVE AFTER 10AM.

### COTS & EXTRA BEDS:-

MOST OF OUR ROOMS HAVE EXTRA GUEST BEDS. THERE IS A CHARGE OF **£30** FOR EACH ADDITIONAL BED USED.

A COT CAN BE PROVIDED FOC WITH 24HRS NOTICE, **WE DO NOT** SUPPLY COT BEDDING SO YOU'LL NEED TO BRING YOUR OWN.

### DAMAGE & THEFT:-

PLEASE TREAT OUR HOTEL WITH RESPECT. ANY DAMAGE CAUSED WILL BE CHARGEABLE. THIS ALSO APPLIES TO ANY ITEMS REMOVED FROM OUR HOTEL SUCH AS TOWELS, SHEETS KETTLES, SOAP BOTTLES ETC. OUR HOUSEKEEPER DOES A FULL INVENTORY CHECK EACH DAY.

### DEFIBRILATOR:-

THERE ARE TWO DEFIBRILATORS NEARBY

ONE ON THE FIRE STATION WALL, 50 METERS FROM THE REAR CAR PARK. TURN RIGHT

ONE ON THE CoOp WALL DIRECTLY OPPOSITE OUR FRONT

### DOCTOR:-

SHOULD YOU NEED TO SEE A DOCTOR DURING YOUR STAY, THE CLOSEST DOCTORS SURGERY IS AT WOODSTOCK.

#### WOODSTOCK SURGERY

PARK LANE, WOODSTOCK, OX20 1UD

PHONE; 01993 811452 **OUT OF HOURS: 0845 345 8995**

### DOGS:-

WE ADORE AND WELCOME DOGS HOWEVER, WE ASK YOU TO NOT ALLOW YOUR DOG TO GO ON THE FURNITURE OR DISTURB OTHER GUESTS. WE WILL HAPPILY SUPPLY A DOGS BED.

THERE IS AN ADDITIONAL CHARGE OF **£15** PER DOG PER STAY.

ANY DAMAGE OR ADDITIONAL CLEANING WILL BE CHARGED.

DOGS **MUST NOT** BE LEFT UNATTENDED AT ANY TIME

### ELECTRIC VEHICLE CHARGING:-

WE HAVE 2 EV CHARGING BAYS WHICH OUR HOTEL GUESTS ARE WELCOME TO USE, SUBJECT TO AVAILABILITY AND EXTRA COST. CURRENT COSTS ARE AVAILABLE AT THE BAR OR VIA EMAIL

### ESSENTIALS:-

FORGOTTEN SOMETHING? WE HAVE A SMALL SHOP OF ESSENTIALS SUCH AS TOOTHBRUSH & PASTE, RAZORS, CHARGING CABLES, PLUG ADAPTORS ETC. AVAILABLE AT THE BAR.

## FAMILIES:-

WE WELCOME FAMILIES AT THE PUNCHBOWL.

WE HAVE SEVERAL FAMILY ROOMS PLUS A FEW ROOMS IN WHICH A COT AND/OR A TRUNDLE BED CAN BE ACCOMMODATED AT ADDITIONAL COST (SEE ABOVE)

## FIRE SAFETY:-

PLEASE SEE THE FRAMED GUIDANCE SHEET TO SEE WHAT TO DO IN THE EVENT OF A FIRE. YOU CAN ALSO SEE THE PROCEDURES ON OUR WEBSITE. PLEASE FAMILIARISE YOURSELF WITH THE FIRE EXIT ROUTE.

THERE IS A FIRE ESCAPE TO THE REAR OF THE BUILDING THROUGH THE DOOR TOWARDS ROOM 7.

THE MEETING POINT IS BY THE SHELTER IN MAIN CAR PARK.

PLEASE LET US KNOW OF DISABILITIES OR DEAFNESS UPON CHECKING IN SO WE CAN PRIORITISE YOUR ROOM IN THE EVENT OF AN EMERGENCY

## HOUSEKEEPING:-

OUR HOUSEKEEPER IS IN EVERY DAY AND YOUR ROOM WILL BE SERVICED EACH DAY OF YOUR STAY.

THE HOUSEKEEPER GENERALLY WORKS 9.30 UNTIL NOON EACH DAY, ROOM SERVICE IS BETWEEN THESE TIMES.

IF THE HOUSEKEEPER CANNOT GAIN ACCESS TO YOUR ROOM BETWEEN THESE TIMES THEN IT WILL NOT BE SERVICED.

PLEASE LEAVE ANY TOWELS WHICH YOU WOULD LIKE CHANGED IN THE SHOWER TRAY OR HAND SINK.

~ **WE TRY TO BE AS ENVIRONMENTALLY FRIENDLY AS POSSIBLE** ~

WITH THIS IN MIND, IF YOU ARE HAPPY TO RE USE YOUR TOWELS, PLEASE FOLD THEM AND HANG THEM UP TO DRY.

IF YOU REQUIRE ANY ADDITIONAL TOILETRIES OR BEVERAGE TRAY ITEMS, PLEASE DON'T HESITATE TO ASK.

## IRON & BOARD:-

PLEASE ASK AT THE BAR IF YOU NEED AN IRON AND BOARD

## KEY:-

YOUR ROOM KEY ALSO OPENS THE RESIDENTS EXTERNAL DOOR

**PLEASE ENSURE YOU TAKE YOUR KEY WITH YOU IN ORDER TO GAIN ACCESS TO THE RESIDENTS ENTRANCE. TOUCH THE ELECTRONIC TRANSPONDER AGAINST THE PAD WHICH WILL RELEASE THE LOCKING MECHANISM. PULL THE DOOR FIRMLY TOWARDS YOU**

PLEASE HAND YOUR KEY BACK OR POP IN THE KEY BOX AT REAR DOOR ON CHECK OUT. IN THE EVENT OF OUR KEY NOT BEING RETURNED, THERE WILL BE A CHARGE OF **£50** TO REPLACE THE KEY, FOB & RFID DEVICE.

## NEWSPAPER:-

WE ARE NOT ABLE TO HAVE A PAPER DELIVERED BUT NEWSPAPERS ARE SOLD IN THE NEWSAGENTS WHICH IS RIGHT OPPOSITE THE INN, JUST A SHORT WALK AWAY.

## NOISE & DISTURBANCE:-

PLEASE RESPECT OTHER GUESTS BY KEEPING NOISE DOWN TO A MINIMUM. ANY GUEST MAKING TOO MUCH NOISE OR UPSETTING OTHER GUESTS **WILL** BE TOLD TO LEAVE WITH NO REIMBURSEMENT. THIS ALSO APPLIES TO DOGS

## PARKING:-

WE HAVE LIMITED COMPLIMENTARY PARKING WHICH GUESTS ARE WELCOME TO USE ON A STRICTLY FIRST COME, FIRST SERVED BASIS. **WE CANNOT GUARANTEE** YOU A PARKING SPACE. PLEASE NOTE, WE CANNOT ACCEPT RESPONSIBILITY FOR LOSS OR DAMAGE TO YOUR VEHICLE WHILST ON OUR PREMISES.

YOU MAY USE THE CAR PARK UNTIL 12 NOON ON CHECK OUT DAY

## ROOMS HAVE:-

4K UHD SMART TV, TEA & COFFEE MAKING STATION (FRUIT TEAS / INFUSIONS OR EXTRAS AVAILABLE FROM THE BAR) HAIRDRYER, FAN & FAN HEATER, COMPLIMENTARY SECURE WIFI

## ROOM SERVICE:-

UNFORTUNATELY, WE'RE UNABLE TO OFFER ROOM SERVICE

## SMOKING:-

SMOKING IS **ABSOLUTELY PROHIBITED** IN THE HOTEL ROOMS.

WE HAVE DESIGNATED THE HOTEL AS NON SMOKING. THEREFORE, SMOKING IN THE HOTEL IS **ILLEGAL**. OUR SMOKE DETECTORS ARE EXTREMELY SENSITIVE AND REGISTER THE ROOM NUMBER WHEN DEPLOYING THE ALARMS. IF YOU SMOKE IN THE ROOMS, THERE WILL BE A **£50** MINIMUM CHARGE TO THE CARD USED TO SECURE THE ROOM TO COVER ADDITIONAL CLEANING COSTS AND ALARM RESET.

## SPORTS EQUIPMENT / BICYCLES ETC.:-

BRINGING SPORTS EQUIPMENT SUCH AS A BICYCLE ETC. INTO OUR HOTEL IS **ABSOLUTELY PROHIBITED**. GUESTS ATTEMPTING TO BRING SUCH EQUIPMENT IN WILL BE TOLD TO LEAVE WITH NO REFUND.

## TAKE AWAY FOOD:-

IS STRICTLY **PROHIBITED** IN THE ROOMS. SHOULD YOU EAT TAKE AWAY FOOD IN THE ROOMS, WE WILL CHARGE THE CARD USED TO SECURE THE ROOM FOR ANY ADDITIONAL CLEANING COSTS

## TAXI'S (BOOK IN ADVANCE):-

TOWNHOUSE EXECUTIVE TRAVEL - 07766 743081

WOODSTOCK TAXI'S - 01993 779279

BLENHEIM TAXI'S - 07773 000444

## TELEVISION:-

YOUR ROOM IS EQUIPPED WITH A 4K UHD SMART TV.

IT HAS ALL THE USUAL FEATURES INCLUDING NETFLIX, PRIME ETC. INSTRUCTIONS ON OUR WEBSITE - 'USEFUL INFO' PAGE

**PLEASE ENSURE YOU LOG OUT OF ANY APPS BEFORE DEPARTURE**

## TEMPERTURE CONTROL:-

ALL ROOMS HAVE INDEPENDENT RADIATOR VALVES ON THE RADIATORS. ADDITIONALLY, YOUR ROOM IS EQUIPPED WITH A FAN AND A FAN HEATER.

**PLEASE USE HEATERS ONLY WHEN NECESSARY!**

## WiFi:-

WE HAVE INVESTED IN A PROFESSIONAL NETWORK INSTALLATION TO OFFER RELIABLE, COMPLIMENTARY WIFI TO OUR GUESTS.

NETWORK IS:- THE PUNCHBOWL HOTEL

PASSWORD IS:- **sleepwell** (all lower case)