

# 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. AS PER LEGISLATION, OUR MENU CARRIES ALL THE NECESSARY ALLERGEN INFORMATION. WE CAN PROVIDE ALLERGY INFORMATION FOR OUR BAR PRODUCTS BY REQUEST

## 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.

SERVICE TIMES ARE:-

MONDAY\* TO FRIDAY - 7.30AM UNTIL 8.30AM

SATURDAY & SUNDAY - 8.00AM UNTIL 9.30AM

\*BANK HOLIDAYS - 8.30AM UNTIL 9.30AM

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

## DAMAGE & THEFT:-

PLEASE TREAT OUR HOTEL WITH RESPECT. ANY DAMAGE CAUSED BY YOU WILL BE CHARGED TO THE CARD USED TO CONFIRM THIS RESERVATION.

THIS ALSO APPLIES TO ANY ITEMS STOLEN FROM OUR HOTEL SUCH AS TOWELS, SHEETS, KETTLES ETC. OUR HOUSEKEEPER DOES A FULL INVENTORY CHECK EACH DAY.

## CANCELLATION POLICY:-

OUR CANCELLATION POLICY IS STATED ON YOUR CONFIRMATION EMAIL AND IS STRICTLY APPLIED

## CHECKING IN & OUT:-

CHECKING IN TIME IS FROM 5PM. WE WILL MAKE EVERY EFFORT TO ACCOMMODATE AN EARLIER CHECK IN IF REQUESTED.

CHECKING OUT TIME IS AT 10AM. SHOULD YOU REQUIRE A LATER CHECK OUT, WE WILL MAKE EVERY EFFORT TO ACCOMMODATE THIS IF REQUESTED. THERE WILL BE A CHARGE OF £10 PER HOUR OR PART HOUR FOR LATE CHECK OUT.

**YOU MUST SETTLE ANY OUTSTANDING BALANCES BEFORE DEPARTURE UNLESS ALTERNATIVE ARRANGEMENTS HAVE BEEN MADE AND AGREED IN WRITING.**

FAILURE TO SETTLE YOUR BILL WILL RESULT IN AN ADDITIONAL £10 ADDED TO YOUR BALANCE TO COVER ADMINISTRATION.

UPON SETTLING YOUR BILL, YOU WILL BE GIVEN A VAT RECEIPT. COPY RECEIPTS REQUESTED AT A LATER DATE ARE CHARGED AT £5 TO COVER OUR ADMINISTRATION COSTS.

## COTS & EXTRA BEDS:-

MOST OF OUR ROOMS HAVE EXTRA GUEST BEDS. A COT CAN BE PROVIDED WITH ADVANCE NOTICE, **WE DO NOT SUPPLY COT BEDDING** SO YOU'LL NEED TO BRING YOUR OWN.

## 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.

## FAMILIES:-

WE WELCOME FAMILIES AT THE PUNCHBOWL.

WE HAVE SEVERAL FAMILY ROOMS PLUS A FEW ROOMS IN WHICH A COT AND/OR A QUALITY Z 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 ON CHECK OUT. IN THE EVENT OF OUR KEY NOT BEING RETURNED, THERE WILL BE A CHARGE OF **£50** TO THE CARD USED TO CONFIRM THIS RESERVATION.

THIS COVERS THE COST OF A REPLACEMENT KEY AND KEY FOB PLUS TIME, ADMINISTRATION & POSTAGE COSTS.

## 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 10AM ON CHECK OUT DAY

## ROOMS:-

ALL OF OUR ROOMS BENEFIT FROM:-

EN SUITE SHOWER ROOM

4K UHD SMART TELEVISION WITH FREEVIEW

TEA & COFFEE MAKING STATION

HAIRDRYER, FAN & FAN HEATER

COMPLIMENTARY SECURE WiFi

## 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 NUMBER USED TO SECURE THE ROOM TO COVER ADDITIONAL CLEANING COSTS AND ALARM RESET.

## 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:-

**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 VIDEO & YouTube ETC.

PLEASE ENSURE YOU LOG OUT OF ANY APPS BEFORE DEPARTURE

## TEMPERATURE CONTROL:-

ALL ROOMS HAVE INDEPENDENT RADIATOR VALVES ON THE

RADIATORS. ADDITIONALLY, YOUR ROOM IS EQUIPPED WITH A FAN AND A FAN HEATER.

## 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

# INDIVIDUAL ROOM NUANCES

## ROOM 1, DELUXE KING FAMILY 4:-

THIS ROOM IS FURNISHED WITH A KING SIZE BED, A QUALITY SOFA BED AND A GUEST TRUNDLE BED.

YOUR ROOM RATE IS FOR 2 PEOPLE IN THE KING SIZE BED. THE SOFA BED AND TRUNDLE BED ARE CHARGED ADDITIONALLY

## ROOM 2, DELUXE KING FAMILY 4:-

THIS ROOM IS FURNISHED WITH A KING SIZE BED, A QUALITY SOFA BED AND A PULL DOWN SINGLE BED.

YOUR ROOM RATE IS FOR 2 PEOPLE IN THE KING SIZE BED. THE SOFA BED AND TRUNDLE BED ARE CHARGED ADDITIONALLY

## ROOM 3, SUPERIOR KING FAMILY 3:-

THIS ROOM IS FURNISHED WITH A KING SIZE BED, A QUALITY SOFA BED AND A PULL OUT WALL BED.

YOUR ROOM RATE IS FOR 2 PEOPLE IN THE KING SIZE BED. THE SOFA BED AND TRUNDLE BED ARE CHARGED ADDITIONALLY

## ROOM 4, KING FAMILY 3:-

THIS ROOM IS FURNISHED WITH A KING SIZE BED AND A GUEST TRUNDLE BED WHICH IS STORED UNDERNEATH THE KING BED.

YOUR ROOM RATE IS FOR 2 PEOPLE IN THE KING SIZE BED. THE TRUNDLE BED IS CHARGED ADDITIONALLY

## ROOM 5, KING FAMILY 3:-

THIS ROOM IS FURNISHED WITH A KING SIZE BED AND A GUEST TRUNDLE BED WHICH IS STORED UNDERNEATH THE KING BED.

YOUR ROOM RATE IS FOR 2 PEOPLE IN THE KING SIZE BED. THE TRUNDLE BED IS CHARGED ADDITIONALLY. AN ADDITIONAL Z BED IS POSSIBLE....JUST

## ROOM 6, KING FAMILY 3:-

THIS ROOM IS FURNISHED WITH A KING SIZE BED AND A GUEST TRUNDLE BED WHICH IS STORED UNDERNEATH THE KING BED.

YOUR ROOM RATE IS FOR 2 PEOPLE IN THE KING SIZE BED. THE TRUNDLE BED IS CHARGED ADDITIONALLY.

## ROOM 7, DELUXE KING FAMILY 4:-

THIS ROOM IS FURNISHED WITH A KING SIZE BED, A QUALITY SOFA BED AND A GUEST TRUNDLE BED WHICH IS STORED UNDERNEATH THE KING BED.

YOUR ROOM RATE IS FOR 2 PEOPLE IN THE KING SIZE BED. THE SOFA BED AND TRUNDLE BED ARE CHARGED ADDITIONALLY

## ROOM 8, SMALL DOUBLE:-

THIS ROOM IS OF AN EQUALLY HIGH STANDARD TO OUR OTHER ROOMS. IT'S VERY COSY & COMFORTABLE, FURNISHED WITH A STANDARD DOUBLE BED

## ROOM 9, KING FAMILY 5 / 6:-

THIS ROOM IS FURNISHED WITH A KING SIZE BED, A QUALITY SOFA BED AND A GUEST TRUNDLE BED WHICH IS STORED UNDERNEATH THE KING BED. ADDITIONALLY THERE ARE TWIN BEDS IN A SEPERATE ROOM.

YOUR ROOM RATE IS FOR 2 PEOPLE IN THE KING SIZE BED. THE TWIN BEDS AND TRUNDLE BED ARE CHARGED ADDITIONALLY

**SOFA BED** - PLEASE TAKE CUSHIONS OFF THE SOFA. THE BED PULLS OUT BY PULLING THE BAR AT THE FRONT OF THE MECHANISM UPWARDS AND OUTWARDS. THERE IS A DUVET ON THE BED.

**TRUNDLE BED** - THE TRUNDLE BED IS UNDERNEATH THE BED BEHIND A FABRIC PANEL. PLEASE WHEEL THIS OUT CAREFULLY. LIFT THE HEAD AND FOOT ENDS OF THE BED AND THE LEGS WILL SNAP INTO PLACE. THERE IS A DUVET ON THE BED.

**PILLOWS** - ARE IN THE WARDROBE

**SOFA BED** - PLEASE TAKE CUSHIONS OFF THE SOFA. THE BED PULLS OUT BY LIFTING THE SEAT PAD AND PULLING IT FORWARD. IF PRE BOOKED, THERE WILL BE A DUVET IN THE ROOM. FOR LATE BOOKINGS WE WILL GIVE YOU A DUVET AT RECEPTION.

**PULL OUT WALL BED** - IS IN A LOCKED CUPBOARD TO THE SIDE OF THE FIREPLACE. THE BED PULLS DOWN INTO PLACE. THERE IS A DUVET ON THE BED.

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**Z BED** - IS IN A LOCKED CUPBOARD AND CAN BE PROVIDED ON REQUEST. THERE IS A DUVET ON THE BED.

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**PILLOWS** - ARE IN THE WARDROBE

**TWIN BEDS** - ARE READY MADE UP.

**TRUNDLE BED** - THE TRUNDLE BED IS UNDERNEATH THE BED BEHIND A FABRIC PANEL. PLEASE WHEEL THIS OUT CAREFULLY. LIFT THE HEAD AND FOOT ENDS OF THE BED AND THE LEGS WILL SNAP INTO

**Z BED** - CAN BE PROVIDED ON REQUEST BUT **MUST** BE PRE BOOKED. THERE IS A DUVET ON THE BED.

**PILLOWS** - ARE IN THE WARDROBE