



Kilbirnie Hotel

NEWQUAY

Dear Guest,

Please take a few moments to read the information, which is designed to help you make the most of your stay here at the Kilbirnie Hotel. Every effort has been made to ensure that the information is correct, but should you encounter any difficulties, please contact Reception.



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FIRE

In Case of Emergency

1. On arrival at your hotel bedroom, please check the location of the fire exit closest to your room.

2. If the alarm sounds, leave the building by the nearest available exit, closing all doors behind you. Use the Stairs not the Lift
3. To raise the fire alarm in case of a fire, break the glass manually at the nearest call point (red box)
4. DO NOT stop to collect personal belongings
5. Guests should proceed to the assembly point as directed by a member of our team.
6. DO NOT re-enter the building until advised to do so by the Fire Officer or Manager on Duty.

Useful Telephone Numbers

Dial '0' to call Reception

Police

Police Emergency	999
Police non-emergency	101

Hospital

Newquay Hospital	01637 834800
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Vets

Clifton Villa Veterinary Surgery	01637 851122
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Chemist

Drury's Pharmacy, Chester Road	01637 872589
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Doctors

Narrowcliff Surgery 01637 854433

Dentist

Emergency Dentist 03330 063300

Tourist Information

Marcus Hill, Newquay 01637 838516

Post Offices

Newquay Post Office, 31-33 East Street 0345 722 3344

Banks

Nationwide Building Society 0345 266 0441

Taxis

Go 2 Cabs 01637 222888

A2B Taxis Newquay 01637 851123

123 Taxis 01637 851234

Florists

In 2 Connections and Flowers 01637 838270

General Information

Newquay

The town centre is approximately 15 minutes' walk from the Hotel. Turn left out of the hotel and follow the pavement all the way down, the opposite side of the road has the best views. Alternatively, there is a Bus stop to the right as you leave the Hotel, on the same side as the Hotel where a local Bus will take you into Town.

Information Stand

The information stand is located at the top of the stairs leading to the Swimming Pool. If there is anything in particular you are searching for then please ask at reception and we will endeavour to find the information for you.

Car Parking

Vehicles can be parked in the hotel Car Park for a charge of £8 per night, both the front and rear are monitored by CCTV cameras. Please be advised however, that the hotel cannot take responsibility for any loss or damage to the vehicle or its contents.

Night Porter (10.30pm – 7.30am)

To contact the Night Porter for assistance during the night please dial "0" from the telephone in your room.

Medical

If you are unwell and need assistance then please dial "0" from the telephone in your room. If you require emergency treatment then please dial 999 on you mobile or contact Reception.

Departure

Reception opens at 8am each morning. Should you wish to depart before this time, we would ask that you settle your account on the evening before your departure no later than 10pm. **Guests are requested to vacate their rooms by 10.30am on the day of departure. Late check-out is available for £10.00 per room to 12noon, please enquire with Reception for availability.**

Lift

The lift services the ground floor, 1st and 2nd floor rooms only. We would ask that no more than 8 people use the lift at one time. Children under the age of 12 are to be supervised when using the lift. We would also like to remind our guests not to use the lift if the emergency alarms are sounding. Dogs are **NOT** permitted in the lift.

Dogs

Dogs are more than welcome in the hotel but for the comfort of other guests they must be kept on a lead at all times and at no time are they allowed in the Restaurant (except Guide Dogs) or Swimming Pools. We respectfully ask that Dogs are not left in rooms unattended, to avoid them becoming anxious or causing a disturbance to other guests in nearby rooms. We also ask that

dogs are kept off the furniture at all times, especially in public areas.

Heating

You can control the level of heating in your room via the thermostatic valve on the radiator. Please be advised however that occasionally during summer months the heating is switched off centrally, the hotel does have a number of portable radiators and fans available if you should require them, please ask at Reception.

Vegetarian and Special Dietary Needs

We have a selection of dishes suitable for vegetarians on all our menus. If you have any special dietary needs or allergies please speak with your server or a member of the team and we will do our utmost to meet your requirements, it would really help us if you can give us as much notice as possible.

Services

Valuables

There is a small safe in the wardrobe in some rooms with full instructions for use and we have a safe at Reception where we can store valuables on your behalf if there is no safe in your room. Please speak to Reception if you need assistance with programming the safe or wish to make use of our safe.

Newspapers

These are available from Tesco next door to the hotel. We are unfortunately unable to pre-order for you.

Television

All our TV's have Freeview channels as standard, if you require assistance, please speak to a member of the reception team.

Wireless internet

The Hotel has free wireless internet service throughout, log-in details are on your key registration card. Please ask at Reception if you need assistance connecting.

Leisure Facilities

We are delighted to offer our residents complimentary use of our leisure facilities which are open from 7.00am to 9pm daily. The Sauna is located by the Indoor Swimming Pool and the Fitness suite is located at the top of the stairs next to the outdoor pool. (Please ask at Reception for access) Unfortunately, the Fitness Suite is for 18's and over only and children are not permitted.

Telephones

The telephone in your room is for internal calls only

1. **To contact Reception** dial "0"
2. **To arrange a Wake-up call**- dial "0" for Reception stating your room number and the time you require the call
3. **To call another room** please dial '3' then the number of the room you wish to speak to (This does not apply to ground floor rooms)

Drying Facilities

Although there are no facilities as such for guests to access, we can hang wet suits etc on your behalf to dry, please ask at Reception for details.

Ironing

Please contact Reception who can arrange for an iron/ironing board to be brought to your room. Please do not iron on any of the wooden surfaces or carpet.

Blankets

Extra blankets are available on requests from either Housekeeping or Reception.

Beverage Tray

We have provided for your comfort and convenience, a beverage tray which is replenished daily. If, however, you should require any extra supplies please feel free to contact Reception.

Toiletries

Shampoo and Body Wash are in all rooms.

Restaurant

Opening Times

Breakfast

Monday – Friday	7.30am – 9.30am
Saturday – Sunday and Bank Holidays	8am – 10am

Evening Meal

Monday – Sunday	6.30pm – 8.00pm
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Please note that although there is no strict dress code in the Restaurant, we do kindly ask that guests are dressed

appropriately and do not enter the Restaurant barefoot or topless at any time.

Children's Meals (Children under 12 years of age)

There is a children's menu available for dinner service, please ask your server for further details.

The Bar

The Bar is open for service from 11:00am each day. Bar snacks such as Crisps are available whenever the Bar is open.

Drinks are available between the hours of 11:00am and 11pm for residents and non-residents. The bar offers a wide selection of Local Bottled and Draught Beers, Spirits, Soft Drinks & Wines.

Travellers Lunch Menu

Take the stress and expense out of
your journey home

or

Enjoy your day out and spend more time sightseeing without having to find somewhere to queue and eat.

Our lunch includes:

Sandwiches
(choose from Cheddar Cheese, Ham, Tuna)
Piece of Fruit
Bottle of Water or Carton of Juice
Mini Pack of Biscuits

Great value
Only £6.50

Please place your order at Reception the day before your journey for collection the next morning

Food Allergies and Intolerances: Before you order your food and drinks please speak to our team if you want to know about our ingredients

Things to Do – Telephone Numbers

Cinema

Lighthouse Cinema, Newquay

01637 878650

Public Library

Marcus Hill, Newquay

0300 1234 111

Museums/Galleries

Newquay Heritage Archive & Museum

01637 870611

Newquay Zoo

Trenance Gardens

01637 873342

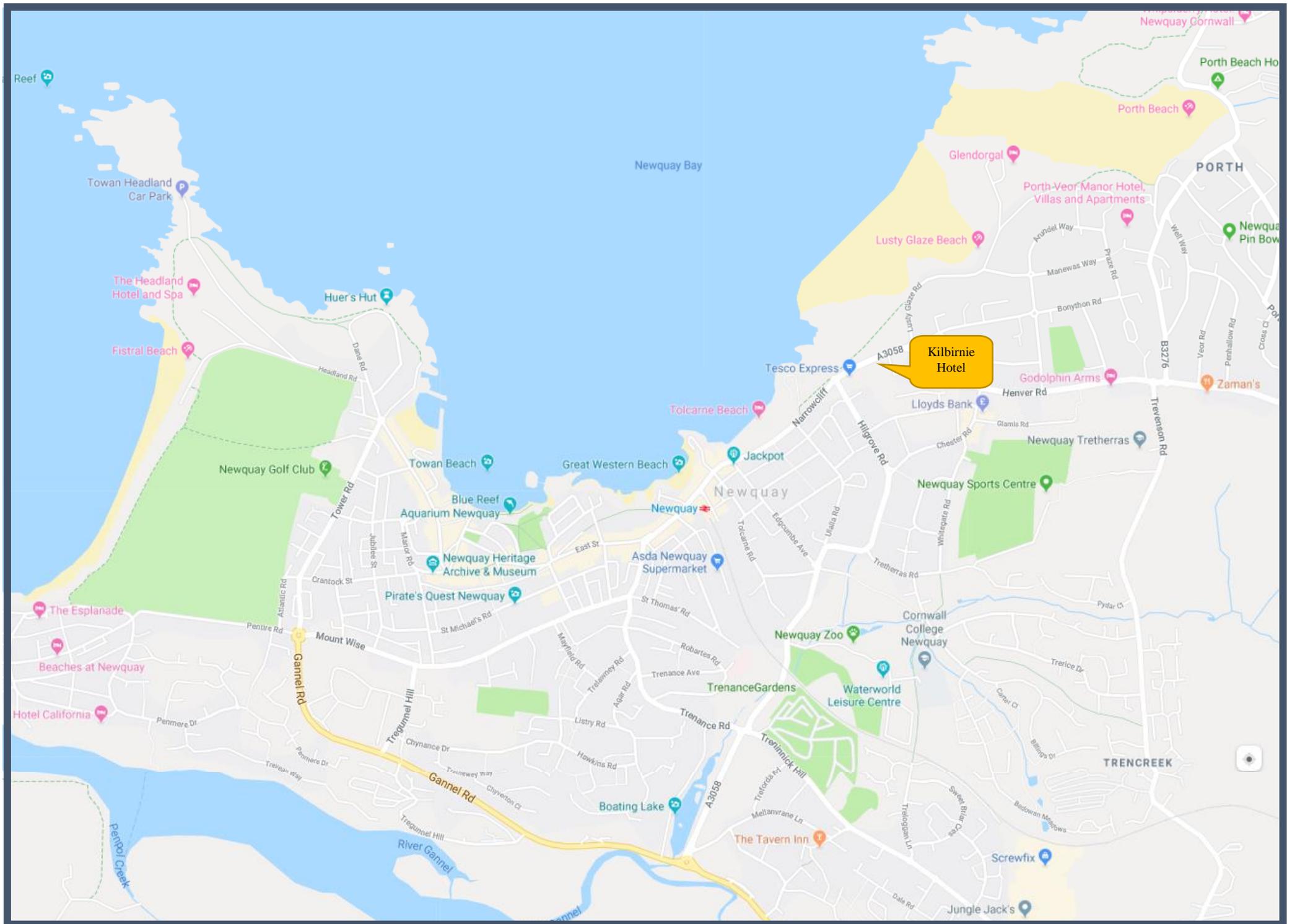
Blue Reef Aquarium

Towan Promenade

016370 878134

Local Markets

Please ask at Reception for details as these tend to be pop up markets rather than permanent fixtures



Kilbirnie Hotel

Reef

Towan Headland Car Park

The Headland Hotel and Spa

Fistral Beach

Huer's Hut

Newquay Golf Club

Towan Beach

Blue Reef Aquarium Newquay

Newquay Heritage Archive & Museum

Pirate's Quest Newquay

The Esplanade

Beaches at Newquay

Hotel California

Newquay Bay

Tolcarne Beach

Great Western Beach

Newquay

Asda Newquay Supermarket

Newquay Zoo

Trenance Gardens

Waterworld Leisure Centre

Boating Lake

The Tavern Inn

Lusty Glaze Beach

Glendorgal

Porth-Veor Manor Hotel, Villas and Apartments

Porth Beach

Porth Beach Ho

Newquay Pin Bow

Tesco Express

Kilbirnie Hotel

Godolphin Arms

Zaman's

Lloyds Bank

Newquay Tretherras

Newquay Sports Centre

Cornwall College Newquay

TRENCREEK

Screwfix

Jungle Jack's

Green Policies

Here at the Kilbirnie, we are very conscious of the need to follow better environmental practices. We are constantly monitoring and reviewing our policies. Therefore, we welcome any new ideas in aid of energy efficiency or conservation.

A few of our Green Policies are listed below

We recycle glass from the Restaurant, Bar and Housekeeping through a private contractor, please ask a member of our Reception team should you wish to dispose of your empties.

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We recycle paper and cardboard, either by reusing or by placing it in the designated bin.

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We also have a Mixed Recycling (Green) and a General Waste (White) bin located in Reception for Guest use

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We recycle cooking oil through a private contractor

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We use low energy light bulbs where possible and thermostats and light sensors are fitted to avoid the misuse of heating or lighting

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We buy cleaning materials in bulk which are decanted into smaller containers for use, thus saving on packaging

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Wherever possible, aerosols are replaced with trigger action sprays

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We try, wherever possible, to find a home for any item no longer required and so old furniture etc. is given to local groups or charities

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We apply a green policy with our towels to avoid excessive use of water and detergent and encourage guests to re-use their towels

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We buy from local producers and use local firms for construction and supplies