

*All you  
need to  
know.*

Directory  
of Services.



*Holiday Inn*®

AN IHG® HOTEL



# *Hello,*

*Hi there,*

**Welcome to Holiday Inn Lancaster.  
Thanks for choosing to stay with us –  
we're excited to have you here.**

We want you to make the most of your time with us. So, we've put together this Guest Service Directory, full of helpful information for your stay. Whether your visit is for business or pleasure, our colleagues are dedicated to providing the high-quality service you've come to expect from Holiday Inn®. That's our promise to you.

We invite you to enjoy as many of our services as you like. If there's anything else you require, please contact our colleagues and we'll do everything we can to ensure you enjoy your stay, your way.

*Best regards,*

*Business Excellence Manager*

## *Our promise to you.*

We want to make sure your stay is a complete success. So, if any part of your stay isn't satisfactory, just let our Manager on Duty or Reception colleagues know.

We promise to make it right or you won't pay for that part of your stay.

*This is our commitment to you.*



*Enjoy all  
we have  
to offer.*

Services &  
Facilities.

# *Lobby Services.*

## **Breakfast**

Start your day off right at our Breakfast Buffet, available from **6:30am - 9:30am, Monday to Friday** and **7:30am - 10:30am, Weekends and Bank Holidays**. We've got every appetite covered with delicious cooked breakfasts and plenty of cereals to choose from.

## **All Day Dining**

Feeling peckish? Head down to our lobby and tuck into our All Day Dining menu. You can take your pick from classic dishes, mouth-watering burgers and light snacks, all available whenever your stomach starts to rumble.

## **Take-in**

Take-in is the new take-out.

Just press the room service button on your telephone to place your order from our All Day Dining menu and we'll let you know when it's ready. Then pick up your freshly-made food and enjoy it wherever you like – in your room, on the move or in our lobby. For an extra fee, we can even deliver to your room. Easy peasy.

## **Bar**

Fancy a drink? Chill out with a glass of wine, catch up with friends or put your feet up with a coffee and paper in our bar. With beers, wines, bar snacks and soft drinks, we've got everything you need for a big night in.

# *Lobby Services.*

## **Connect**

It's important to stay connected. That's why we've got free, fast Wi-Fi in our lobby.



# ***Our Services.***

## **Business Services**

Got work to do? We've got office facilities ready to use when you need them. Ask at Reception to find out more.

## **Car Park & Security**

We have 100 free of charge car parking spaces and operate a Parking Eye system. Please register your car at reception.

## **Check-in/Check-out Time**

Check-in time is from 2:00pm onwards and you must check-out by 12:00pm on the day of departure.

If you need an early or late check-out, please let us know and we'll do everything we can to help.

## **Do Not Disturb**

If you don't want to be disturbed in your room, just hang your Do Not Disturb hanger outside your door. We'll make sure your room isn't serviced until you're ready. In the interest of safety, each of the guest rooms will be checked once in a 24 hour period, initially by phone and, if there is no answer, by a visual room check.

## **Forgotten Something**

From razors to toothpaste, we have many bathroom items available with our compliments. Simply call Reception on **0** and then head down to collect.

## **Electricity Supply & Adapters**

The hotel's electricity supply is **240v**. If you need to borrow an adapter during your stay, please give Reception a call on **0**.



## Guest Services – Reception

Reception is open **24 hours** and can be reached by dialling **0** on your in-room phone.

## Guest Services – Housekeeping

Housekeeping will clean your room once a day, unless the Do Not Disturb hanger is on the door. If you need any additional towels or toiletries please get in touch with Reception.

## Ice Machine/Ice

Ice is available from the bar.

## Ironing board & Iron

Irons and ironing boards are available in all guest rooms.

## Internet & Wi-Fi

Wi-Fi is free to use during your stay and is available throughout the hotel. Please contact Reception by dialling **0** if you need more information on how to connect.

## Laundry & Dry Cleaning

Same day dry cleaning available Monday to Friday (no weekend service). Please complete the form available in your bedroom and give to reception prior to 8:30am.

## Leisure Club and swimming pool

**Monday to Thursday 6.30am - 10.00pm**

**Friday 6.30am - 9.00pm**

**Saturday and Sunday 7.00am - 9.00pm**

Last entry 30 minutes before closing.

# ***Our Services.***

## **Newspapers**

Access our digital media platform to read a wide range of newspapers and magazines free of charge. See Reception for details.

## **IHG® Rewards Club**

Make the most of your stay by joining IHG Rewards Club. As an IHG Rewards Club member, you can earn points or airline miles at over 3,650 hotels worldwide with every qualifying stay. For more information please ask at Reception.

## **Reservations**

For worldwide reservations please ask at Reception or call 0800 40 50 60 for free. You can also visit our website **[www.holidayinn.com](http://www.holidayinn.com)**.

## **In-room safe**

Only available in Executive Rooms. Please refer to the instructions in room.

## **Wake-up Service**

Please contact reception.

## **Meetings**

Our well-equipped meeting rooms mean you can do business in style. Get in touch with Reception for more information, for a viewing or to make a booking.

# ***Extra Services.***

## **Baby Cot**

Baby cots and bedding are available free of charge for use during your stay, subject to availability. Please contact Reception for more information.

## **Bank/ATM**

Please ask at Reception for the directions to local banks and ATM machines.

## **Travel & Local Area Information**

Our Reception team will be happy to give you any information you need.

## **Currency Exchange**

Need to change your money? Ask our Reception team for local currency exchange options.

## **Express Check-out**

Express check-out is available – please ask Reception for details when checking in.

## **Medical Services (Doctors, Dentist or Pharmacies)**

Should you require the assistance of a doctor, dentist or need to know where the nearest pharmacy is, please speak to our Reception team who will be able to provide you with the necessary information.

## **Stamps**

Sending a letter? You can buy stamps from Reception.



*Just a  
phone call  
away.*

Phone and TV.

# *Phone Directory and TV Programmes.*

## **In-house Telephone Numbers**

**Outside Line - Dial 9 for an outside line**

**Reception - Dial 0**

**Reservations - Dial 0**

**Room Service - Dial 0**

**Restaurant - Dial 0**

*To make calls to other rooms dial: 4 followed by the room number.*

## **Pricing Structure**

**Please refer to the information on your telephone**

## **TV programmes**

We offer a variety of local and international TV channels, as well as access to radio.



*Looking  
Out For  
You.*

Health & Safety.

# *Emergency Services.*

## **Emergency**

Should you have or discover an emergency, please contact Reception immediately.

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## **Emergency Evacuation**

We have taken every precaution to ensure the safety and comfort of all our guests whilst in the hotel.

Please familiarise yourself with the fire evacuation instructions, including directions to your nearest emergency exit, displayed on the back of your entry door.

**IN THE EVENT OF THE FIRE ALARMS BEING ACTIVATED PLEASE LEAVE THE BUILDING VIA THE NEAREST ESCAPE ROUTE.**

If you discover a fire please activate the nearest break-glass point or press the emergency button on your room phone.

**UNDER NO CIRCUMSTANCES SHOULD YOU USE THE LIFTS TO EVACUATE.**

**DO NOT STOP TO COLLECT PERSONAL BELONGINGS.**

**ASSEMBLE AT THE EVACUATION POINT.**

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## **Assisted Evacuation**

We operate a system of assisted escape for disabled guests and visitors. Please contact Reception who will provide more information. Please advise Reception if you will require assistance in the event of an evacuation, who will take note of this information.

## **Emergency Lighting**

In the event of a power failure, emergency lighting will come on throughout the building. Candles are not permitted in the bedrooms in the interest of safety.

## **Fire Alarms**

**Our fire alarm tests are Fridays at 11.00am.** However, if at any time the siren should continue to sound please make your way to the nearest exit and go to the fire assembly point.



*Ready to  
explore?*

Out and About.

# *Out and About.*

## **Airport Information**

Our hotel is conveniently located to the following airports:

### **Manchester Airport**

For further details and for transfer options please ask our Reception team.

## **Local Leisure Facilities**

There are plenty of leisure facilities to enjoy nearby – for more information please ask the Reception team.

## **Post**

Reception will be happy to post any item for you. The cost of postage will be added to your room bill.

## **Public Transport**

Ask at Reception for timetables and public transport information.

## **Local Taxis**

Taxis Ltd - 0152435666







**Holiday Inn Lancaster**  
Waterside Park, Caton Road  
Lancaster, LA1 3RA  
**T: 03333 209 332**

**[www.hilancasterhotel.co.uk](http://www.hilancasterhotel.co.uk)**