



PLAS BODYSGALLEN BODYSGALLEN HALL

*Gwybodaeth I Ymwelwyr
Information for Guests
as of October 2021*



National
Trust
Ymddiriedolaeth
Genedlaethol

One of the hotels of the National Trust
Un o gwestai yr Ymddiriedolaeth Genedlaethol

We shall ensure that the experience of a visit, with some amendments to service and the facilities offered, will as usual be to anticipate and enjoy.

Bodysgallen Dining Rooms

Restaurant hours have been amended, and reservations at specific time for all meals are required please including breakfast.

Breakfast

7.45 a.m. - 10.00 a.m.

Reservation required to be confirmed on the previous evening.

Luncheon

Soup and sandwiches are available in the Main Hall, Upstairs Drawing Room and Library.

Reservations are required please.

Afternoon Tea

Served in the Main Hall, Upstairs Drawing Room and Library between 1.00 p.m. - 5 p.m. Monday to Friday,

4.00 p.m. - 5 p.m. Saturday and Sunday.

Reservations required please.

Dinner

Served 6.30 p.m. – 8.30 p.m. (last orders)

Reservations are required please.

Dress for Luncheon, Afternoon Tea and Dinner

Smart please, (although jacket and tie for gentlemen are not obligatory); trainers, tracksuits and shorts are not acceptable.

Early Morning Calls

Please order with the Hall Porter or Reception.

Service of Tea and Coffee

Hospitality trays are located in all accommodation

Newspapers

May be ordered from the Hall Porter or Reception.

Access for All

Please advise of any access or other special needs, so that the hotel can provide the appropriate service.

Accounts

To avoid an additional visit to Reception at the end of your stay, your final account will be placed under your door on the morning of your departure

Settlement will be made to the card presented on your arrival. Receipts will then be sent to you by post or email.

It may be helpful for guests wishing to settle their accounts with the hotel by credit card to know that we have a strong preference for payment by Mastercard, Visa or American Express.

Adaptors

The voltage in the bedrooms is 220/240 volts A.C, and adaptors are available from the Hall Porter.

Bathmats and Hot Water Bottles

Non-slip bathmats are available in the bathroom pedestal stool. Hot water bottles are available on request.

Bathrobes, extra pillows and blankets

Are available upon request from Reception.

Bedboards

Bedboards are available.

Departure

Please vacate your room by 11.30 a.m. and pack so that luggage may be collected by 11.30 a.m. on the day of departure. Room Assistants may then service the rooms in readiness for guests expected that afternoon. The Porter will assist with luggage if required, please arrange by phone with Reception, and place luggage outside of your room for collection.

Dogs

Dogs are welcome in some of the main courtyard cottage suites by prior arrangement, two small dogs or one larger dog, and may be walked in the park and woods, but not in the garden.

Damage to rooms or injury to livestock will be charged for.

DVD Film Library

We have a selection of Oscar winning “Best Picture” award winners available for viewing. Please order from the Hall Porter or Reception.

Fire Precautions

Bodysgallen holds a current Fire Certificate and is equipped with smoke and heat detector equipment. All staff are regularly trained in fire precautions. Please read the Fire Notice inside your room.

Flowers

Flowers can be ordered from Reception from a local florist.

Gifts & Gift Vouchers

Gift showcases are located in both the House and Spa Reception areas where gifts and vouchers can be purchased.

Golf

Can be arranged locally at a choice of courses.

Hairdryers

Are provided in all the rooms and can be found under the dressing table or in the top drawer of your bureau or chest of drawers.

Heating Controls

Guests may control the temperature of the radiators in their bedrooms by adjusting the valve at the base of the radiator, or by adjusting the thermostat on the wall in the room, as appropriate.

If you are hard of hearing

The fire alarm systems throughout give audible warnings. If you are deaf or hard of hearing please contact Reception so that in the event of a fire, the staff are aware of this.

Laundry

A 24 hour service is available Monday to Friday.

Pressing – 2 hour service.

Irons may not be used in bedrooms.

Express service – same day service available at a surcharge.

Mail

A mailbox is provided at the Reception desk for daily collections.

Stamps and stationery are available from Reception.

Meetings and Private Dining

The Wynn Rooms are available for meetings and receptions.

Night Porter

For assistance during the night please dial “0” for the Night Porter.

Other Services

Should you require the services of a Doctor, Dentist, or maps of the area, please contact Reception.

Bodysgallen Spa

Children of residents between the age of 8 and 16 may use the Spa between the hours of 10.00am-11.00am and 4.00pm-5.00pm when accompanied by an adult of the same sex. The adult will be responsible for their good behaviour and safety at all times whilst on the premises.

Picnics

Should you require a picnic to take with you on your day out, these are available. Please order with the Restaurant Manager or Reception in the afternoon before 5.00 p.m.

Room Service

The hotel is unable to provide room service at this time.

Sightseeing Tour Service

Chauffeur driven cars with experienced local drivers are available and may be booked at reception.

Smoking

Bodysgallen Hall is non-smoking throughout in compliance with the No Smoking Regulations in respect of all rooms and bedrooms. It is illegal to smoke in these rooms, and a deep cleaning charge of £100.00 per day will be charged if evidence of smoking is detected in any room.

Telephones and Wireless Broadband Access to the Internet

Direct dial calls may be made from your room by dialling 9 followed by the number required. If in difficulties, dial Reception for assistance. The Hotel's telephone charge per metered unit is displayed by your telephone. During your stay you can access free Wireless Internet.

Valuables, Keys and Safe Deposit

The Hotel can only accept responsibility for valuables deposited with the Manager for safe keeping in one of the hotel's private safety deposit boxes at Reception. Please remember to lock your bedroom door, then leave your room key at Reception, especially when you leave the Hotel. The bedroom doors are not self-locking.

Booking conditions for Hotel and Spa reservations

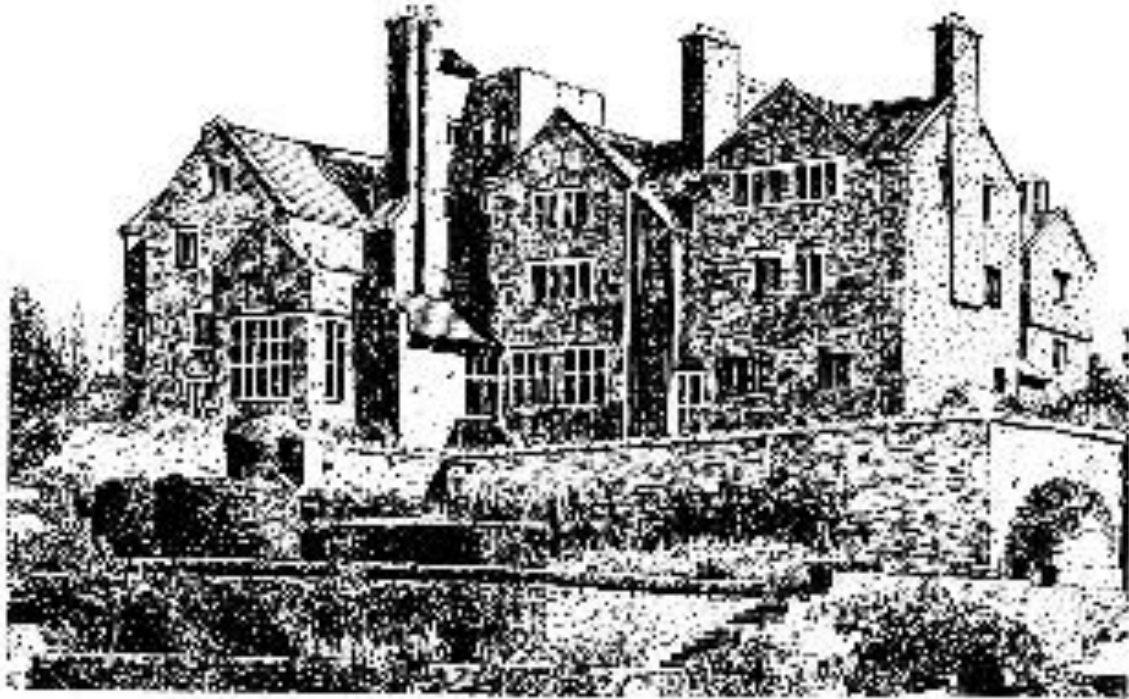
We respectfully remind guests that a reservation constitutes a contract between themselves and Bodysgallen Hall.

Any reservation/s cancelled within 48 hours of the arrival date (or within two weeks for bookings of five rooms or more, or for overseas booking) is liable to be charged for unless we are able to re-let the accommodation to another guest. Any reservations made on our 'Late Rooms' offer must be paid for in full at the time of booking and are non-refundable.

A reservation for treatments made directly with the Spa constitutes a contract between clients and the Bodysgallen Spa. A 50% charge will be incurred for any treatment cancelled less than 24 hours prior to appointment, or if there is non-attendance at the time of the reserved treatment.

If treatment reservations are made directly with the Spa, independent of bedroom reservations, cancellations should be through the Spa Reception.

The attention of hotel guests is drawn to the accompanying **Covid-19 Measures for the Safe Return of Spa Guests**, and the **Spa Club Rules** and regulations which are displayed in the Spa, which have been drawn up for the safety and well-being of those using it.



BODYSGALLEN HALL

Royal Welsh Way

Llandudno

Conwy

LL30 1RS

Telephone: 01492 584466 Fax: 01492 562519

E-mail: info@bodysgallen.com

www.bodysgallen.com

The other two Historic House Hotels are Hartwell House in the Vale of Aylesbury and Middlethorpe Hall beside York Race Course.

www.historichousehotels.com