

Your Stay:

Reception:

To contact a member of our reception team please dial '0' and they will be happy to help. Our friendly reception team are on hand 24 hours a day, seven days a week to help you with anything you may need during your stay. So whether it's booking a restaurant table, taxi, looking for advice on local amenities or a few extra tea-bags for your room, just dial '0' and they will be happy to help. Our Porters are also on hand to assist you with your luggage should you require it.

Key Cards:

Please keep your key and key wallet on you at all times and present it when going to breakfast, charging items to your room and going to Club Continental. If you would like to charge items to your room, please make sure you arrange a pre-authorisation with reception. Please also note that your room key can be deactivated if kept with your mobile phone, debit and credit card.

Car Parking:

The charge for parking your car on site is £5.00 per night. Our car park is managed by an external company called Premier Parking Solutions, so your car must be registered at the terminal at reception to avoid a £100 charge

Wi-Fi:

Complimentary Wi-Fi is available throughout the hotel. You will require the password from our reception team. Choose the New Continental Guest network and follow the instructions on screen.



Maintenance & Housekeeping:

We try to ensure that your bedroom is as clean and comfortable as you would expect. Should you find something amiss, please let us know straight away, so that we can put it right for you.

If there is a fault with the television or any other electrical appliance, please do not try to mend it yourself, simply contact reception and it will be repaired or replaced. Your tea and coffee will be replenished daily; however our reception team have extras should you require additional supplies.

Electrical Appliances Provided:

You can find a hair dryer, iron and kettle in your room. if you have any problems with any of these please call reception.

Laundry & Dry Cleaning:

A hotel laundry service is available seven days a week and an external Dry Cleaning service is available Monday to Friday with the exception of Bank Holidays. Please refer to the laundry form in your room for prices or simply call reception for more information.

For our laundry services please take your bag of laundry to reception, for our 'same day' service please do so before 8.30am. Your hanging items will be placed in your wardrobe and folded items on your bed by 6.00pm.

Do Not Disturb:

Please use the 'Do Not Disturb' sign to avoid being inconvenienced by our housekeeping or maintenance team. Servicing guests' bedrooms starts at 9.00am. If your stay is longer than one night, please note that housekeeping will need to enter to service your room unless you show the Do Not Disturb sign.



Fire Precautions:

Please take the time to read our Fire & Evacuation notice displayed in your room. If you have a disability, including impaired hearing or sight, please advise reception so that arrangements can be made to assist you in the event of an evacuation.

Please note that candles, tea lights or incense sticks are not permitted in the hotel. Any damage to hotel property will be charged accordingly.

Smoking:

The New Continental Hotel is a non-smoking establishment. Smoking is not permitted anywhere within the premises. Guests will be charged £100.00 per day if there is any evidence of smoking in the bedroom. If you wish to smoke, there is a designated smoking area to the front of the hotel for your convenience.

Valuables & Other Property:

The hotel provides safety deposit facilities for money, jewellery or other valuables. This service is available for deposit and collection between 8am and 11pm daily at reception. Please note that our liability is limited if such belongings are left in a guests room.



Club Continental:

Open Monday-Friday 7.00am – 8.45pm Saturday and Sundays 8.00am – 7.45pm

Facilities include heated indoor pool, with adjoining baby pool, sauna, steam room as well as a cardio and weights gym.

We ask that you abide by the Club rules at all times for your own safety and enjoyment. Under 16's must be accompanied by an adult at all times. Towels are available from the Club reception.

A £1.00 refundable coin is required to operate lockers.



Food:

Breakfast:

Served in our Executive Restaurant,
daily from 7.00am – 10.00am

Roma Bar:

Our Roma bar is open between 5pm to 11pm, with drinks available 24 hours for residents. Our Bar Meals are served lunchtimes, Monday to Saturday from 11.00am – 2.00pm. Also available evenings, Monday to Sundays between 5.30pm - 9.30pm.

Steve's Brasserie:

Open Monday to Saturday 5.30pm – 9.30pm and a Pre-Theatre Menu is available 5.00pm – 7.00pm (reservation must be made in advance for a pre-theatre meal). Children's menu are available.

Booking is recommended, at the time of booking please inform our team of any dietary restrictions, food allergies or religious restrictions so that we can ensure you have the very best experience.

