



LONDON BEACH COUNTRY HOTEL

SPA & GOLF CLUB

Guest Directory

*A Warm Welcome to the London Beach Country Hotel
The London Beach Team are available to assist you at any time*

*To make your stay more enjoyable please take the time to read the
following information regarding our hotel.*

*If you require any assistance or service that is not listed please do
not hesitate to contact Reception (Dial 0)*

*Our tranquil hotel & spa nestles in the beautiful Kent countryside
close to the historic town of Tenterden. The picturesque town of
Tenterden, one of the Cinque Ports, is situated 2 miles from the
hotel and has plenty to offer visiting guests.*

Extension Numbers

Reception (manned from 8.00am to 8.00pm)	0
Bar (Room Service 7.00am to 8.30pm & Reception Cover 7.00am to 8.00am & 8.00pm to 11.00pm)	301
Pro-Shop	303
Beauty	401
Nightporter (11.00pm to 7.00am ONLY)	214

In Emergency

Please contact either Reception or Nightporter, depending on the time, and they will assess the situation & call the Emergency Services if required. Many members of staff, including our Nightporter, are First Aiders if medical assistance is required.





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London Beach Spa Facilities

*If the Spa Facilities are not included in your rate, access costs
£25 Per Person, Per Day subject to availability*

The **London Beach Spa** is Open Daily Between:

Monday - Friday 06:30 – 21:30

Weekends & Bank Holidays 07:00 – 18:30

Excluding 6:30—7:30 pm Wednesdays & 9:30—10:30 am Thursdays.

London Beach Beauty Salon

The **London Beach Treatment Rooms** are open every day except Christmas Day. Dial 401 to enquire about appointment availability.

Mon, Wed, Sat, Sun: 9am to 5pm

Tues, Thurs, Fri: 9am to 8pm

Robes and Slippers

Complimentary use for Spa Breaks.

Please note the slippers are complimentary for you to keep should you wish.

Please ensure spa robes are left in your room before check out at 11.00am

You will be charged for any robes not accounted for.

If you return to the Spa until 2pm, please leave robes at the Juice Bar by the pool.

Pool Use Advice

All our pools are saline.

We recommend that all valuable jewellery is removed prior to going into the water, as saline water can tarnish precious metals.

We do not accept responsibility for any tarnished jewellery.

We also advise that saline water can discolour some swimwear, and because of this we cannot accept responsibility for any discoloured swimwear.

The Pool Area is closed to all non-Health Club Members from
6:30 pm to 7:30 pm on Wednesday evenings and from 9:30 am to 10:30 am
on Thursday mornings.





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Breakfast

Breakfast is served daily from 07:00 - 10:00

Restaurants

The **London Beach Restaurant and Bar** are open daily for food as follows:

11 am to 6 pm : Sandwiches & Snacks

12 Noon to 6 pm : Afternoon Teas

12 Noon to 9 pm : Hot Meals

The **London Beach Bar** serves drinks from 11 am to 11 pm every day unless advised otherwise

Corkage Fees

As we are a Fully Licensed Hotel, we do have a strict Corkage Fee. If you consume alcohol anywhere in the Hotel that was not bought on the premises, you will incur fees for corkage.

Still Wine £12.95 Per Bottle

Sparkling Wine and Champagne £18.00 Per Bottle

Golf Professional Shop

Please dial 303 from your phone to speak to the Professional.

October- April 08:00 – 17:00

May– September 08:00 – 19:00

Room Keys

We do ask all guests during their stay if leaving the hotel at any time to hand their room key in at Reception. This is for fire purposes so staff on duty are aware of which residents are in the building.

The fee to replace a lost room key is £50.





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Heating/Air Conditioning

Your room has Under-Floor Heating controlled by the thermostat on the wall. We recommend keeping this at 20 degrees. If it has been turned down, and the room is cold, please call Reception and ask for a heater. You have an air-conditioning unit in the corner of the room which can be switched on and used to cool the room down.

Coffee / Tea Makers

A kettle, with tea & coffee is available in your room in the cupboard under the television. Additional supplies of tea, coffee, sugar and milk can be obtained from Reception.

Bottled Water

Bottled water is supplied in the room (*Under the Television*)
Additional water is available for purchase from the Bar

Hair Dryers

Hair dryers are located in the vanity units in each guest room

Iron and Ironing Board

An iron and ironing board may be obtained free of charge by contacting reception.

Wi-Fi

Wi-Fi is complementary throughout the Hotel. Just open your Wi-Fi settings and connect to "London Beach Guest".

Electric Outlets

All electric outlets in your room are on all the time.

Photocopy and Fax Service

Photo copy and Fax service is available between 07:00 – 18:00 by contacting reception. The hotel fax number is 01580 763884, there is no charge to receive a fax.

Photocopying Charges

15p per black & white copy
25p per colour copy

Scan document and email to customer: Free of charge
Charges may apply to send a fax, please contact reception.





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Credit Cards

At Reception, we gladly accept MasterCard, Visa, Maestro, Switch & American Express. The Bar, Restaurant, Pro-Shop, Juice Bar & Beauty Salon accept all of the above except American Express.

Telephone Dialing Instructions

Please dial 0 and request access to an outside line.
National Calls charged at 30p for 2 minutes then 15p per min thereafter
Calls to Mobile Phones charged at £1 per minute
International Calls/Premium Rate Calls will be calculated as they occur.
Dial 9 to obtain an outside line
Dial the room number to obtain another guest room

Wake-Up Service

If you would prefer a wake up call rather than using the alarm in the room, dial 0 to contact the reception to schedule a wake-up call.

Newspapers

There will be a small admin charge in addition to the value of the newspaper for the supply of newspapers in the morning.
40p for a paper up to the value of £1.90 and
50p for a paper priced at £2 and over

Luggage Assistance and storage

Luggage Assistance and Storage is available is available between 07:00 – 18:00 by contacting reception.

Laundry

A laundry service is available for people staying more than one night. Please take your laundry to the hotel reception in the bag provided and it will be returned to your room by 17:30 the following day. You will be charged on the quantity of items laundered.

Safe Deposit Boxes

It is not recommended to leave valuables in you room and the hotel assumes no liability for said valuables. You room has its own safe. Please use at your own discretion.





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We hope you enjoyed your stay here at

The London Beach Hotel

Thank you for choosing us. We hope your stay was comfortable and most enjoyable, and we look forward to having you stay with us again in the near future.

We welcome feedback from all guests and invite you to review us on Trip Advisor or Facebook.

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