

Dear Guest

On behalf of the team, welcome to the Trouville Hotel.
We hope your stay with us is an enjoyable one, please do not hesitate to speak to a member of our team if you need any advice or assistance.

This compendium describes the facilities and services the hotel has to offer. Should you require any information about Bournemouth Town and the local surrounding area please ask at Reception. Again, we are here to assist you with any additional requirements you may have.

You will find a customer comment form in your room.
We would welcome any comments or recommendations you might have.

Assuring our best attention at all times.

Rui Teles
General Manager

Car Parking

There are limited car parking facilities within the hotel grounds provided free of charge to hotel residents. You will need to leave your car registration at Reception when you check in. The same applies to non-residents. If you have friends and family visiting, their car registration must be reported to Reception. We suggest that valuables are not left on view in your car.

Doctors & Dentists

If you require a Doctor, Chemist or Dentist please dial '0' on your room phone and Reception will be able to assist you.

Early Morning Calls

Contact Reception should you require an early morning call.

Dry Cleaning

Please leave any items requiring cleaning with Reception before 08:30am Mon-Fri when they are collected from the hotel and are usually returned before 16:30pm the same day. We must inform you that we do not take responsibility for any loss, damage or delayed return of any items. If you require any clothing to be ironed there is an ironing room on the first floor opposite room 123.

Evacuation Procedure

We advise guests to familiarise themselves with the nearest exit point, details of which can be found on the back of the room door. In the event of the alarm continuously ringing, you must evacuate the building

immediately. Do not stop to collect any belongings, or use the lift but leave in an orderly fashion via the nearest exit. Please do not telephone Reception unless it is an emergency, such as requiring assistance to vacate the building.

Check Out

Guests are requested to vacate their rooms by 10:30am in order to facilitate the servicing of rooms for incoming guests. Should you wish to delay your departure we will make every effort to accommodate your request, subject to an additional charge.



Telephone Services

If you would like to contact Reception please dial '0' on the house phones. Should you wish to contact a guest staying in rooms 1 to 9, dial '50' followed by the room number. For guests staying in room 10, dial '510'. For any other room just dial the room number. To make an outside call dial '9' followed by the number required. There is a charge for using the phone to make an outside call.

Medical Assistance

For minor medical attention, the hotel has a first aid kit situated at Reception. We are required to record any accidents so please ensure you report any incidents to Reception. For a major accident dial '0' on your room phones or visit the Reception desk and an ambulance can be called for.

Meal Times

Breakfast

A choice of Full English and Continental style breakfast is served in the Deauville Restaurant.

Monday – Friday 07:15am until 09:30am*
Saturday – Sunday 08:00am until 09:45am

Dinner

A 3 course meal is served in the Deauville Restaurant, meal choices vary on a daily basis.

Monday – Sunday 19:00pm until 20:30pm*

Sunday Lunch

A 3 course Sunday Lunch is served in the Deauville Restaurant.

Sunday Lunch 12:30pm until 14:00pm

Le Café Bar

Le Café Bar full opening times are available on the Bar menu located in your room.

**Subject to Change. Guests will be notified in advance of any changes in meal times.*



Leisure Club

Monday – Sunday Open: 07:30am until 21:00pm

All guests are respectfully reminded to observe the club rules displayed in the leisure area. The Hotel provides towels for a £5 deposit when you sign in at Reception. Locker keys are available if required. Please check with Reception if the use of the leisure facility is included in your room rate. Facilities are subject to maintenance and not all facilities may be available at all times.



Room Service

Dial '0' on your room phone to place your order at Reception. Room service orders are subject to a £5 service charge which will be added to your bill. Please be aware there may be a slight delay during restaurant service times. You may place your used tray outside the room for collection.

Sandwiches are served 24 hours a day however, after 23:00pm only the following are available:

Mature Farmhouse Cheddar	£4.95
Roast Chicken	£4.95
Tuna & Cucumber	£4.95
Honey Roast Ham	£4.95

Useful Numbers

Before dialling the number you desire, you must dial '9' for an outside call.

Taxi service: United Taxis 01202 556677

Local GP: Poole Road Medical Centre 01202 761120

Police/Ambulance/ Fire Service: 999

Police non-emergency: 101

Assistance

Should you require any assistance from a member of staff please dial '0' on your room phone and we will be more than happy to help. If you require a member of management, the Duty Manager is available from 07:30am until 23:00pm.



Environment

We are committed to green hotel policies and implement measures to help protect and sustain the environment. Such as:

- Monitoring gas and electricity consumption.
- The use of low energy light bulbs.

You can also contribute by:

- Re-using guest towels. Leave your towels in the bath/shower to be replaced or on the towel rail to use again.
- Switching the television off when leaving the room.



Messages

If you are waiting for any messages and require our assistance, please inform Reception on how you would like us to help.

Maintenance

Whilst every effort is made to ensure all appliances are kept in working order, please report any issues requiring maintenance to Reception.



Luggage

For baggage collection or luggage storage please contact Reception.



Feedback

We are dedicated to improving our Hotel and would welcome your feedback by completing the feedback form located in your room or leave a comment on Twitter, Tripadvisor, Google or Facebook.



Compendium
The TROUVILLE Hotel

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