



THE

HALL GARTH  
HOTEL DARLINGTON



GUEST INFORMATION



# Hall Garth Hotel Darlington

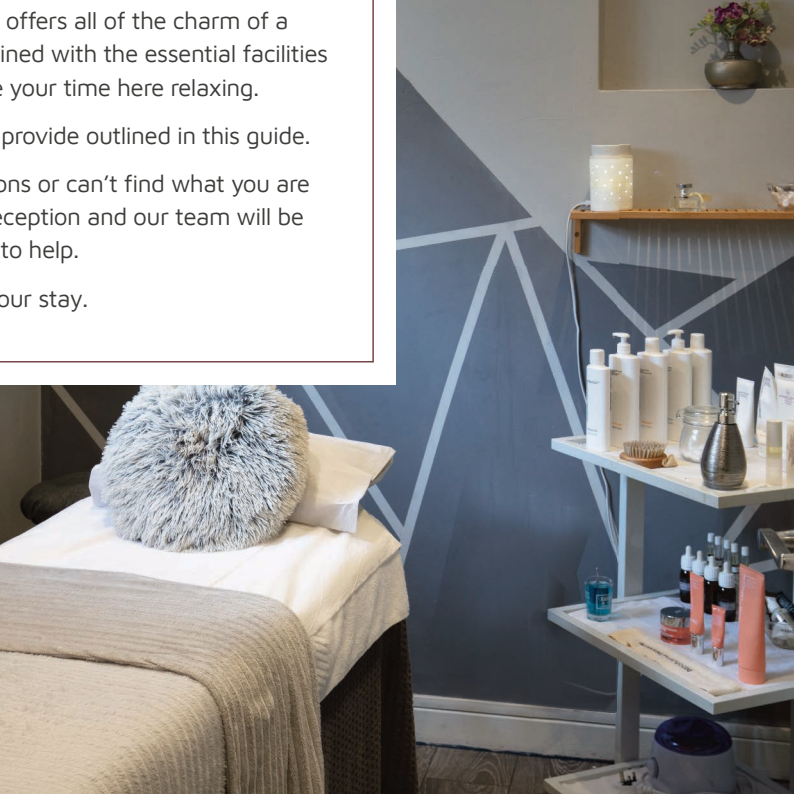
**DEAR GUEST,  
WE ARE PLEASED TO WELCOME  
YOU TO HALL GARTH HOTEL.**

Staying at Hall Garth Hotel offers all of the charm of a traditional country hotel combined with the essential facilities and comforts that make your time here relaxing.

You will find the services we provide outlined in this guide.

If you have any other questions or can't find what you are looking for please contact reception and our team will be happy to help.

Enjoy your stay.



# Guest Information A-D

## ACCOUNTS

Please settle accounts at reception, we accept payment by cash or card, debit and credit. Accounts can be settled through your online registration if registered.

## ALARM CALLS

Please ask at reception and our team can set this for you to ring on your bedroom phone.

## AFTERNOON TEA

Served in the lounges and restaurant from 12 pm – 4 pm daily – please book in advance.

## BAR SERVICE

Open daily from 11 am till 11 pm.

## BREAKFAST

A full English and or Continental breakfast are served in Oswald's Restaurant every day.  
Mon to Fri - 7:00 am – 10:00 am  
Sat and Sun – 8:00 am – 11:00 am.

## CAR PARKING

The hotel has ample free guest parking. Please note that the hotel cannot accept any responsibility for loss or damage to cars whilst parked in any of the hotel parking areas.

## CHILDREN'S MEALS

Our children's menu is served in the Hub and Oswald's Restaurant; please advise us if you need highchairs.

## DAMAGE

Whilst you and your guests are on hotel property we ask that every effort be made to safeguard the existing fixtures, fittings and furnishing. The hotel will repair any damage incurred and the cost incurred charged to the guest responsible.

## DEPARTURE

Check out is 11 am. Luggage may be left at reception on request. Later departures will incur an extra charge of up to a full night's accommodation (except by prior arrangement).

## DINING

*Lunch (the Hub and Oswald's restaurant)*

Daily from 12:00 noon until 4 pm

*Dinner (the Hub and Oswald's restaurant)*

Daily from 6pm with last tables seated at 9pm.

# Guest Information D-L

## **DOGS**

Hall Garth Hotel is a dog friendly hotel however we appreciate that not everyone loves dogs and do ask that you are mindful of this. Dogs are welcome in the Hub and the lounge areas but not in Oswald's restaurant or the leisure facilities. We also ask that dogs are not left unattended in bedrooms. We have lots of great walks nearby and you can pick up a map from reception.

## **EMERGENCIES**

In case of emergency please contact Reception or the night porter 24 hours a day by dialling '0' on your bedroom telephone. We will contact the relevant service for you. Alternatively, you can call emergency services Dial 9999 from your room.

## **FIRE SAFETY**

For your own safety, please familiarise yourself with the hotel layout and fire procedures. Your instructions and nearest exit details can be found on the back of your bedroom door. In the unlikely event of an emergency, you will be notified by the continuous tone of the alarm. The assembly point is on the patio space opposite the second front entrance of the hotel.

## **HOUSEKEEPING**

Rooms will not be serviced during your stay, unless requested with our reception team prior to 12 noon on the day service is required. If fresh towels are required, or bins emptying at another time please speak with the reception team.

## **KEYS**

For security reasons, please leave your room key at reception whenever leaving the hotel. There is a standard charge of £15.00 for room keys that are not returned to reception on departure. This charge will automatically be made to your room guarantee card.

## **LAUNDRY**

We offer a next day laundry service for articles given to reception before 8:30 am. Articles handed in after this time will be returned within 48 hours. This service is available Monday to Friday, excluding bank holidays. Charges are levied at £5.00 per-item.

## **LEISURE FACILITIES**

Located adjacent to the hotel. If you would like to add some pampering to your stay you can book facility use or treatments. For more information or to make a reservation call leisure on '710' from your room phone or ask at the hotel reception.





## Guest Information P - T

### PHOTOCOPYING

We will be pleased to assist you with any photocopying requirements you may have. Our photocopier accommodates up to A3 and will copy in full colour. A charge of £0.25 for black and white A4, A4 colour is charged at £0.50.

### SECURITY

Residents should note that Hall Garth Hotel, Darlington would not be held responsible for the loss or damage to valuables. Guests should also note that, although liability may be accepted for loss or damage in certain circumstances, this would not usually extend towards articles left in public areas or corridors or property sent to the hotel before arrival, or left after departure. See Reception for our liability policy.

### SMOKING

We are a **No Smoking** establishment. There is a designated smoking area situated outside the main entrance and can be accessed 24hrs, please call reception on '0' if you need access after 11 pm and before 7 am.

If a guest bedroom has evidence of smoking then we will charge £250 to your account to cover the cost of a deep clean on your departure.

### TAXIS

Please ask at reception for telephone numbers of local taxi firms. It is advisable to book as far in advance as possible.





# Guest Information T - W

## TELEPHONE

To contact reception dial '0'.

To contact the leisure facilities dial '710'.

To contact another room: Please 'add' 200 to the Room Number i.e. Room 9 is: 209 and Room 21 is: 221

To dial out of the hotel please dial 9 before the number you require. Local Landline: From 0.25p per minute.

## WI-FI

Free Wi-Fi is available to all guests. Select 'Hall Garth Hotel' and follow the registration instructions.



Scan the QR code to find out more about the treatments and book online or *click here*



Scan the QR code to view our sample menus or *click here*

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