

Guest Information

TalkBar Food & Drink Menu	1 - 10
Welcome to Beales Hotel	A
Restaurant & Bar	B
Your Room	C - E
What To Do in The Area	F - G
Telephone Charges	H



Welcome

If this is your first visit to Beales Hotel, please take a moment to read this information which will help you find your way around the hotel and the local area.

Beales Hotel

A Beales Hotel has been on this site since 1964, when Hatfield Lodge Hotel was bought by Edward and Trevor Beale.

It ran successfully for 40 years until 2004 when Andrew Beale, the eighth generation of the family business, decided to demolish the old hotel to make way for the stunningly modern hotel that you see today.

A particular feature of the new hotel is the wonderfully original artwork in every area, from the bedrooms to the public WCs! All the artwork has been created by the students and staff of the University of Hertfordshire department of fine art, and at least 130 works now adorn the walls of the hotel with a constant stream of new works being added each year.

Restaurant and Bar

Breakfast

Continental and English breakfast is served in your room or in the OUTSIDEIN Restaurant at the times listed below. If you would like room service breakfast, please hang the room service form on your door handle by 4.00am. A £3.00 tray charge will be added for room service.

Weekdays: 7.00am - 10.00am

Weekends & Bank Holidays: 8.00am - 10.30am

Lunch

OUTSIDEIN Restaurant offers a choice of a two course or three course table d'hote or full à la carte seasonal lunch menu.

Monday – Saturday: 12.00 noon – 2.00pm (last orders)

Sunday & Bank Holidays: 12.30pm – 2.00pm (last orders)

Afternoon Tea

Monday - Sunday served between 3.00pm and 6.00pm.

TALKBAR offers something for everyone with a choice of light meals, coffees, afternoon teas and drinks- please look out for our daily specials.

Monday – Sunday: 10.00am – 10.00pm

Dinner

OUTSIDEIN Restaurant offers a choice of a two course or three course table d'hote or full à la carte seasonal dinner menu.

Monday – Sunday : 6.30pm – 10.00pm (last orders)

It is advisable to book a table in case one is not free at your preferred time.

Room Service

Please refer to the food and drink section, for a great selection of food and drink - food available 24 hours a day. A £3.00 tray charge will be added for room service.

Your Room

Heating and Cooling

All of our rooms are fully air-conditioned and the control panel can be found on the wall above the desk. The air-conditioning is for cooling only - for heating please use the thermostatic knob on the radiator to adjust the temperature. The bathroom benefits from underfloor heating.

Coffee and Tea Facilities

Inside the wardrobe you will find coffee and tea making facilities. If you would prefer fresh semi-skimmed milk, or require any of the products to be replenished, please dial 0 from your room phone.

Ironing Board and Trouser Press

This is located inside the wardrobe; if you require any assistance operating the ironing board, please contact reception by dialing 0 from your room phone.

Television

Bedroom televisions have over 90 Freeview digital channels, plus Sky One and Sky Sports 1, 2, 3 and 5.

To switch between the Freeview and Sky channels, press the '*programme up*' button through the Sky channels on the remote until you move to BBC 1 on Freeview.

To return to the Sky channels, go to BBC 1 and press the '*programme down*' button on the remote.

Smoking

For the comfort of all our guests, we operate a strict No Smoking policy in all of our bedrooms and public areas. A smoking area can be found through the carpark side door from the lobby. The smoking area is on your left.

Bedding

Goose feather & down duvets and pillows are standard in all of our bedrooms. If you would prefer an anti-bacterial hollowfibre duvet and pillows instead, or require blankets and sheets, please dial 0 from your room phone and notify reception.

Security

Whilst we take every measure to ensure the highest level of security at the hotel, we do recommend that articles of value are not left in the bedrooms. A safety deposit facility is available at reception. Our executive rooms all have safes located inside the wardrobe.

Environmental Policy

We are committed to protecting the environment by saving any unnecessary washing of laundry. Towels are changed after your second night – please leave in the bath/shower if you would like your towels changed sooner. Bed linen is also changed after your second night – please notify reception (dial 0) if you would like your bed linen changed sooner.

Laundry

Please use the in-room leaflet and bag and leave at reception by 8.00am for same day return on weekdays. This service is not available at weekends or Bank holidays

Internet (free)

 is available to all of our guests free of charge. Guests will be given an access code on check-in. If you require any assistance please contact the reception by dialing 0.

Wake-up Call

To set a wake-up call on your room phone:

Dial *47

Using the 24 hour clock set your wake-up time (eg: 0700 for 7.00am).

Wait for the tone then replace the receiver.

To cancel the alarm call Dial**47 .

Alternatively please contact reception on '0' who will set the time for you.

Express Checkout

Procedure:

1. Register card details at reception to enable pre-authorisation of the total accommodation amount, plus £50 for any extras that may occur during your stay.
2. You will be invoiced accordingly and a settlement receipt will be left under your door in the morning. *NB: If no additional charges have been incurred the £50 will be credited to your bank account within 3 working days.*
3. On departure, please drop your room card in the Express Checkout Box.

Corporate Guests:

Please notify reception and a bill will be left under your door for signature. Please drop the signed copy in the Express Checkout Box on departure.

What to do in the area

Keeping Fit

By arrangement, all of our guests can enjoy free access to the Sports Village at the University of Hertfordshire. Facilities include a state of the art gym.

Please note that the pool at Hertfordshire Sports Village is out of action from July to end October 2018 for major refurbishment.

Hertfordshire Sports Village apologises to Beales Hotel's guests for any inconvenience this may cause.

The Sports Village is a 5 minute walk and can be found at the De Havilland Campus, Mosquito Way, Hatfield AL10 9EU.

Opening Times:	Gym	Pool
Mon – Fri:	6.30am – 10.00pm	<i>Currently closed for major refurbishment July - Oct 2018</i>
Weekend/Bank Hols:	8.00am – 7.00pm	

Please take your key card as identification and ask for a towel at reception.

Golf

Verulam Golf Club is pleased to offer all hotel guests a 10% discount on green fees, subject to availability.

Please contact Verulam on Tel: 01727 853327 to book.

Brookmans Park Golf Club is delighted to welcome guests from Beales Hotel.

To book please call 01707 652487 or email bookings@bpgc.co.uk

Beauty Therapy

The Havon Beauty Lounge is pleased to offer guests a 20% discount on all beauty treatments, subject to availability.

To view treatment menu visit www.thehavon.co.uk – to book a treatment please call 01707 271235.

Located in the David Lloyd Leisure Centre in the Hatfield Business Park behind the hotel, with free parking if going by car, or a few minutes' walk.

Please take your key card as identification.

Shopping

The Galleria Outlet Centre has over 80 shops with a selection of great brands at outlet store prices.

Sightseeing

Hatfield House is a fine Jacobean House and Garden set in spectacular countryside, and is just a 5 minute drive away by car.

Open from the 15th April until the end of September, Wednesday to Sunday (incl. Bank Holiday Mondays) from 11.00am – 5.00pm (last entry 4.00pm).



Telephone Charges

Telephone calls are charged at 30p per unit to all guests using the phone and are charged one minute after the receiver has been picked up and the number dialled, even if no answer has been obtained.

To make a call within the UK Dial 9, followed by the number.

To make an international call Dial 9, followed by 00, then the country and area code, followed by the number required.

Local	-	15p per minute
National (UK)	-	55p per minute
Mobiles (UK)	-	55p per minute
International	-	1.50p per minute

To call a guest in another bedroom:

Dial 2 before the room number (Rooms 10 & above)

Dial 0 before the room number (Room 9 & below)

We would like to wish you a most enjoyable and memorable stay here with us at Beales Hotel.

Whether your visit is short or long, for business or pleasure be assured that we are here for you at all times.

Sincerely,

Andrew Sivi
General Manager

