

Welcome to Weymouth

Dear Guest, welcome to the Hotel Rembrandt. We hope you have a most enjoyable stay with us.

This directory has been put together to help you make the most of the facilities in the hotel. If you need something that is not listed, please contact reception by dialling 0 and a member of staff will do what they can to help.

If anything in your room has been overlooked, please call reception straight away so that we have the chance to put it right.

Use of our leisure club is complimentary for hotel guests who have booked directly with the hotel or through Best Western Hotels. The facilities include a heated pool, gym, sauna, steam room and spa bath. Use of the sun bed carries an additional charge. To gain entry, please show the Guest Passport you were given on arrival.

Our Gallery Restaurant serves a traditional menu with vegetarian and vegan alternatives, and the Gallery Bar is next door. Thanks to our location and facilities the hotel is also well known for hosting meetings, conferences, weddings and private functions. Please contact reception if you would like a look around or more information.

Thank you for staying with us. We hope that when you travel to Weymouth again we will have the pleasure of looking after you.

Yours truly,

Darren Noyce

General Manager

IN CASE OF AN EMERGENCY

The hotel operates an automatic fire detection system. If you discover a fire, sound the alarm by breaking the glass at an alarm point in the corridor, and follow the instructions on the back of your bedroom door.

Dial 999 on your mobile phone and inform reception by dialling 0 immediately after.

For medical attention use the NHS 111 online service, or call 111 on your mobile. In some cases, to avoid long delays, we may recommend a local hospital.

Contact reception and/or the duty manager by dialling 0.

0

RECEPTION AND NIGHT
PORTER

340

GALLERY RESTAURANT

397

GALLERY BAR

313

LEISURE CLUB

314

CONFERENCE AND EVENTS

For general assistance, dial 0 for reception at any time. Reception is staffed 24 hours a day.

Hotel services A to Z

ADAPTORS

A selection of electrical adaptors is available from reception. Dial 0 to ask about availability. A £5 deposit is added to your room account and removed when the adaptor is returned.

BANQUETING, CONFERENCES AND EVENTS

The hotel has facilities for meetings, private lunches, dinner dances and weddings, including licensed rooms for wedding ceremonies. Our conference and events team will be pleased to give you full details of our facilities and menus. Dial extension 314 during office hours, or dial 0 and ask for the duty manager. Brochures are available in the lobby and online at www.hotelrembrandt.co.uk.

BAR

Gallery Bar, extension 397. The Gallery Bar and its adjoining garden are a welcoming place to enjoy your favourite drinks. Open daily from 10am. Hotel residents 24 hours a day on request, non residents 10am to 2am.

BREAKFAST

Served in the Gallery Restaurant only, every day from 7am to 10am. If you need to leave before breakfast starts, please tell reception before 11pm the evening before and a reduced continental breakfast will be served in the Gallery Restaurant.

Early express breakfast to go. Available Monday to Friday from 6am until 7am. Book at reception before 10pm the night before, and it can be added to your room account. It consists of a coffee or tea, a pastry, a piece of fresh fruit and an individual carton of orange juice.

CANDLES

Because of fire regulations, candles are not permitted in bedrooms.

CHECK IN

From 3pm. If you arrive earlier, luggage can be stored on the premises at the owner's risk. Rooms may be ready before 3pm and reception will try to help.

CHECK OUT

We kindly ask that all rooms are vacated by 11am. Luggage can be stored at reception if needed. Late check out can be arranged with reception between 11am and 1pm, strictly subject to availability, at £10 per extra hour. Departures after 1pm incur a full night's charge at your agreed rate.

CHURCHES

Please ask at reception for details of places of worship and service times.

CLIMATE CONTROL

A thermostat on the radiator controls the heating in your room. Adjust the temperature by turning the dial on the side of the radiator. An electric fan is stored in your wardrobe. For extra heaters and fans, contact reception.

CIGARETTES AND TOBACCO

Smoking, including vaping and electronic cigarettes, is not allowed anywhere in the hotel, including all bedrooms. Smoking is permitted in the garden outside the Gallery Bar and in the car park only. Penalty charges apply for breaking this policy.

CREDIT CARDS

We accept Mastercard, Visa, American Express and all other major debit and credit cards.

DAMAGE TO THE HOTEL

Please take care when using the facilities in your bedroom. Any abuse or misuse resulting in damage to hotel property is liable to charges covering replacement, handling costs and loss of revenue to the hotel.

DINNER

Served in the Gallery Restaurant every evening from 6pm to 9pm (on occasions, due to low demand, these times may change at short notice). To book a table, dial 340, or 0 for reception. Residents booked on a half board basis can choose a three course meal from the whole menu.

Room service dinner. Use the QR code in your room for the menu and contact the Gallery Restaurant on extension 340 to place your order. A tray charge applies and can be added to your account.

DOGS AND PETS

Dogs and other pets are not permitted in the hotel. Guide dogs are exempt. Animals must not be left in vehicles overnight.

EARLY MORNING CALL

Arrange one by contacting reception on 0. Once booked it continues throughout your stay unless you tell us otherwise.

ELECTRIC CAR CHARGING

There are six slow, 3 pin charging points in the front and rear car parks. They are free to use for overnight guests only. We do not have or supply charging cables.

EXPRESS CHECK OUT

For details of our express check out, contact reception by dialling 0.

FEEDBACK

We appreciate your feedback. Please tell us: speak to reception or ask for the duty manager.

FIRE

For your safety, please read the fire precautions behind the door of your room.

HAIRDRYERS

There is a hairdryer in your room for your personal use. Please do not use a hairdryer directly under a smoke detector. The voltage in the United Kingdom is 240V, and only electric shavers may be plugged into the bathroom outlet.

HOUSEKEEPING

Daily service. Housekeeping will replenish your hospitality tray and toilet rolls, empty the bins and replace wet or dirty towels. A full clean and bed linen change is provided on the fourth morning of your stay.

Irons and ironing boards, additional beds, cots, pillows, blankets and towels, electrical adaptors and tea and coffee supplies are all available from reception, free of charge. Please do not use an iron directly under a smoke detector.

If you do not wish to be disturbed, hang the door hanger with the relevant side showing. The other side tells us you would like the room serviced.

ICE

A complimentary bucket of ice is available 24 hours a day from the main bar.

KEYS

Electronic key cards. Please shut your door firmly when leaving your room, and hand your key card in on departure when signing or settling your account.

LAUNDRY AND DRY CLEANING

We regret that laundry and dry cleaning services are not available at the hotel. Complimentary laundry bags are available at reception should you wish to take items away with you.

LEISURE CLUB

Extension 313. The leisure club team invite you to relax and unwind. Open Monday to Friday 7am to 9pm, and Saturdays, Sundays and bank holidays 8am to 8pm. Opening times vary over Christmas and New Year.

The swimming pool, sauna, spa bath, steam room and fitness suite are free for hotel residents who booked directly with the hotel or through Best Western Hotels, on presentation of the Guest Passport given to you on arrival. Please read our full safety guidelines on our website (www.hotelrembrandt.co.uk/leisure-club) or on the notices in the leisure club. Towels are provided there: please do not take your bedroom towels.

LUGGAGE

Luggage storage is available beside reception 24 hours a day, at the owner's risk. Only hotel staff can access it. For help with luggage, contact reception.

LUNCH

Bar snacks and meals are served in the Gallery Bar from 12pm until 9pm, Monday to Saturday. Sunday carvery lunch is served from 12pm to 9pm in the Gallery Restaurant. On occasions, due to low demand, these times may change at short notice.

PACKED LUNCHES

Please contact reception.

PAYMENT OF ACCOUNT

All accounts must be settled at reception before departure. We require a signature on all accounts.

PHOTOCOPYING AND PRINTING

Available during reception hours between 7am and 11pm. Charges apply.

PILLOWS

An extra pillow is stored in your wardrobe. Contact reception if you need more.

RECEPTION

Staffed 24 hours a day for the services mentioned in this directory.

ROOM SERVICE

Use the QR code in your room for the menu. Room service is available 24 hours a day for snacks and drinks, and meals are available during food service times. Breakfast is not available by room service. Dial 340 for the Gallery Restaurant, or 0 for reception, for help or to place an order. A tray charge applies and can be added to your account.

SAFE DEPOSIT

Limited space is available in the hotel safe, subject to availability. Dial 0 or visit reception for more information.

TELEVISION

The remote control is at your bedside or on top of the television. Your television receives all the free to view digital channels available in our area, which unfortunately is fewer than in many other parts of the UK. BT Sport channels can only be viewed in the Gallery Bar.

TOILETRIES

Complimentary toothbrushes, toothpaste, combs, face cloths, sewing kits, shower caps and shaving packs are available 24 hours a day. Dial 0 for assistance. Sanitary towels can be bought from reception.

TOWELS

Extra towels are available free of charge. Dial 0 for assistance. Please do not take towels away from the hotel, and please do not take the white bedroom towels to the leisure club or out of the hotel.

VALUABLES

All valuables should be deposited at reception. We encourage you to use this service rather than leaving valuables in your room. The hotel is not responsible for valuables left in bedrooms.

VOLTAGE

The sockets in your room are 240V. If using your own appliances, please make sure they comply.

WATER

Bottled water is available 24 hours a day from the bar, reception or the night porter.

WIFI

Free fibre WiFi is available throughout the hotel. All networks are named "BW Hotel Rembrandt", with no password needed. If you have any difficulty, contact reception by dialling 0.

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