



GUEST SERVICES DIRECTORY

THE
Blackwell Grange
★★★★ HOTEL

Grange Road Darlington County Durham DL3 8QH T: +44 (0) 3301027238
E: reservations.blackwell@bruhennyhotels.co.uk W: www.blackwellgrangehotel.com

Dear Guest, we are delighted to welcome you to The Blackwell Grange Hotel. This hotel directory gives you a thorough insight about all our facilities and services available. If you have an additional question or request please speak to one of the team. We wish you a pleasant stay with us and do hope you enjoy your time in Darlington.

Airport

Durham Tees Valley Airport is about 7 miles away from the hotel. Newcastle Airport is roughly 44 miles away and takes 60-70 minutes by car. If you would like us to arrange a taxi, the reception team is more than happy to help by dialling '0' on the bedroom telephone.

Beds

A good night sleep is very important. If you require extra pillows or duvets please speak to a member of the housekeeping team by dialling '2500' on the bedroom telephone. Alternatively dial '0' to speak to reception.

Car Parking

The hotel car park is at your disposal which is complimentary for all hotel guests and visitors. We would like to inform you that the hotel is not liable for cars or any objects left in the car. Please inform Reception of your car registration number upon check-in.

Charge Card/Room Charge

When checking into the hotel, you are issued with your bedroom key card and a charge card. It is advised to carry both these items with you at all times. Please note, to charge items to a room account, a pre-authorisation of a valid debit/credit card must be taken at Reception. Food and drinks can then be charged to your room account which is then settled on departure. When wishing to charge items to your room account, you will be asked to show this card.

Check Out

All guests are requested to vacate their room 11:00am on the day of departure. If you require, Reception will assist you to store your luggage if you would like to spend more time here before leaving. If you require a later check out or wish to extend your stay, please contact Reception by dialling '0' on the bedroom telephone (subject to availability and charges may apply).

Cots

We have a selection of baby cots available, if you require one, please contact Housekeeping or Reception. Please note, we provide the base and cover but no additional bedding.

Credit Cards

The Hotel accept all major credit cards. If you have questions in regards to payment methods, please contact Reception.

Disability/Mobility

Should you require to arrange assistance in the event of an emergency evacuation, please inform Reception as a Personal Emergency Evacuation Plan is required to be completed with the Duty Manager.

Do Not Disturb

In case you do not wish to be disturbed, please leave the "Do Not Disturb" sign on the outside doorknob. If you do not want to receive any telephone calls, please inform reception. Internal room-to-room calls cannot be prevented.

Fire Alarm

If the fire alarm sounds, you will hear a continuous ringing/siren. You must evacuate the building immediately closing your bedroom door and any other doors as you go. Do **not** stop to collect personal belongings. Please make your way using the emergency routes and exits to the designated assembly point located at the car park next to Havelock's Restaurant. Hotel lifts must **not** be used in the event of an emergency.

We urgently request that you familiarise yourself with the location of the emergency exits, fire alarm call points and fire extinguishers including the Fire Emergency Plan located at your bedroom entrance. If you witness smoke in either your bedroom or hotel corridor, leave immediately activating a call point on your way.

Fire Alarm Testing

Our Fire Alarm system is tested every Friday at 11am. You will hear 3 or 4 short bursts of a continuous ringing/siren. During this period, you are not required to vacate the building. If the alarm continues, please evacuate the hotel and report to the fire assembly point closing any doors behind you.

Fitness & Leisure Centre

Our Fitness & Leisure Centre is located on the ground floor at the end of the West Wing corridor. Here you will find a fully equipped Gymnasium, Swimming pool and Spa Pool. Opening times are Monday –Thursday 7am-10pm, Friday 7am-9pm, Saturday-Sunday 8am-8pm. Last entry is 30 minutes before closing. Fresh Towels are available for all guests at the Leisure Centre reception desk with a show of your hotel key/charge card. A £1 coin is required to operate a locker.

Golf

Special green fees have been negotiated for hotel guests at the Blackwell Grange Golf Club. Please telephone 01325 461002 or visit www.blackwellgrangegolf.com to reserve tee times. An extensive driving range is open every day and comprehensive information is available on their website. Please note, golf club hire is unavailable at this venue.

Hospitality Tray

Each bedroom has complimentary Tea & Coffee facilities to use at your leisure. If you require extra supplies or herbal teas, please telephone reception (0) who shall arrange for these to be delivered to your room.

Housekeeping

Our housekeeping team is here to help you in any way possible regarding your hotel bedroom. If you require extra cleaning, towels, pillows etc, please speak to one of the team by dialling '2500' on your bedroom telephone.

Iron/Ironing Boards

An iron and ironing board should be found behind the door or in the wardrobe of your bedroom. If you fail to locate this, please contact Housekeeping on '2500' or Reception on '0' and we shall organise one to be sent up.

Internet/WIFI

A Wireless Internet connection is available in every bedroom, suite and public area throughout the hotel which is free of charge. To connect, access your device settings, select 'Blackwell Grange Wi-Fi' and follow the on-screen instructions.

Laundry Service/Dry-Cleaning

Laundry and a dry-cleaning service are available. You will find a price list and order form in the drawers of your bedroom along with a laundry bag. Please place the items you wish to be cleaned into the bag and bring along to Reception. (Dry cleaning only available Monday-Friday).

Lost & Found

All found items are stored in our Housekeeping Department for 3 Months. Please contact our Reception team if you are missing something.

Meeting/Conference Room

There is a meeting room at your disposal (subject to availability). For reservation or more information please contact our Meetings & Events Team on '2400'.

Packed Lunches

If you have a busy day ahead of you, packed lunches can be purchased from the hotel. Please collect an order form from reception.

Personal Hygiene

We have shaving kits and dental kits available upon request. These are priced at £1.50 each. Simply call down at Reception to purchase one. If you need anything else, please just ask. We are more than happy to assist.

Public Transport

Several public buses pass the hotel and go directly into the town centre of Darlington. The nearest bus stop is located at the bottom of the hotel's main drive. Buses run approximately every 15 minutes and takes 5 minutes to reach the town centre.

Railway Station

Darlington Railway Station is located just outside the town centre, 5 minutes away by car. If you require a taxi or directions, the reception team can assist.

Reception

Our reception team are available to assist with your needs during the hours of 7am-11pm. Please note, after this time the hotel has a night porter service which can be contacted from a telephone located at Reception.

Room Service

Room Service is available from mid-day until 10pm. We also provide a 24hour menu which is available any time throughout your stay. A menu should be available in your room. To place an order dial '2700' on the bedroom telephone. Please note there is a £5.00 service charge for items to be brought to the room.

Safe

At the moment, we currently do not have safes within guest bedrooms. We can store items (limits apply) in the hotel safe free of charge if you wish. Please contact reception regarding this.

Security

When leaving the hotel, it is highly recommended to leave your bedroom key card at Reception. This can be collected any time throughout your stay with the show of your charge card. Also, when leaving your hotel bedroom, please check the window and door is securely closed. The hotel accepts no liability for loss or damage to property other than that required by the Hotel Proprietors Act 1956 – a copy of the relevant part of the act is displayed at Reception.

Shopping in Darlington

Darlington Town Centre is only a 5-minute drive away. The superb selection of independent retail outlets, department stores, cafes and restaurants, generously supplement the town's historic focal point, the iconic indoor market. Our team will provide you with all the relevant information including directions to the centre.

Smoking/Vaping Policy

Smoking/Vaping is not permitted within Blackwell Grange. The premises operate a strict no-smoking policy which applies to the public areas and ground floor facilities as well as the bedrooms. There are designated smoking areas situated at the front and rear of the hotel. If you are found to be smoking/vaping in a non-designated area you will be liable to pay a mandatory £100 environmental cleaning charge.

Taxis

If you would like us to order you a taxi, please contact reception. Alternatively, if you would prefer to book one yourself, a list of recommended taxi companies can be found at reception. Please note, taxi fares cannot be added to a room account and must be paid for independently.

Telephone - please dial:

- Reception: '0' - Restaurant/Room Service: '2700' - Housekeeper: '2500' - Leisure Centre: '2900'
- Meetings & Events: '2400' - Emergency: '0' or '9-999' - All services after 11pm: '0'

Internal Calls – To dial from one bedroom to another, place '1' in front of the room number.

Unfortunately, external calls cannot be made from bedroom phones.

Television

All rooms are equipped with digital flat screen televisions offering Freeview channels. To operate the television, you will find a remote control within the bedroom. Using the large red button situated at the top will activate the TV and the up and down buttons will allow you to navigate through channels.