

## USEFUL INFORMATION

### **Arrivals and Departures**

Bedroom accommodation will be available from 3pm on the day of arrival. Guests arriving before this time are welcome to use the lounge areas until their bedroom becomes available. Guests must vacate their room by 11am on day of departure, but may use the lounge areas after this time. Reception closes at 10pm, if you believe that you may be arriving after this time please contact us to make arrangements.

### **Access**

There are no bedrooms that have been specifically designed for wheelchair users and there are no bedrooms on the ground floor. Go to our access statement page on-line for full details.

### **Lift Access**

There is a small lift available for guests use. Please be aware that it does not go to all bedrooms and so if you require a room with lift access this must be requested on booking.

### **Gardens**

There are 14 acres of gardens and woodland around the property where guests are invited to explore.

### **Mobile Phones**

Signal in and around the hotel is very poor.

### **Wireless Access**

There is free Wifi access within the hotel for residents and guests.

### **Children and Extra People**

Some rooms are able to accommodate an extra bed at £30 per night or a cot at £10 per night. Please contact The Falcondale direct to make a booking with extra beds/cots, as we are unable to offer these on-line. Falcondale does not offer a baby sitting service and does not have interconnecting rooms.

### **Card Payments**

All credit and debit card payments under £10 will be charged a £1 transaction fee. We accept Mastercard and Visa cards. We do NOT accept American Express or Diners cards.

### **Bedroom Requests**

We may at times, due to unforeseen circumstances be required to move you from your original room. We will try and notify you of any such changes, but sometimes this is not always possible.

### **Smoking**

The Falcondale adheres to a legal requirement of no smoking throughout the hotel. All bedrooms are non-smoking also and charges will be made for the deep cleaning of a room to anyone found to have smoked in their room.

### **Pets Welcome**

Pets are welcomed at an extra charge of £10 per night. For full details and a guide for pet owners visit our pets welcome page on-line.