



HELLABY HALL HOTEL & LEISURE



Welcome to Hellaby Hall Hotel

Thank you for choosing Hellaby Hall Hotel which offers a blend of historic English charm and modern hospitality. We want your stay to be as comfortable and pleasant as possible.

All of the bedrooms are equipped with Freeview TV, BT Sport, telephone, writing desk and complimentary Wi-Fi. Most bathrooms feature a separate toilet, shower and bath.

All our rooms are **non-smoking including E-Cigarettes**, all rooms are fitted with fire detectors. We do reserve the right to charge you **£100** if you have smoked in your room.

We are here to make your visit pleasurable, so if you are not satisfied, or if there is a problem, please contact one of the staff so we can resolve things immediately.

For Reception and Room Service please dial '0'





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Carnelly Restaurant

The hotel restaurant is located on the ground floor via reception.

BREAKFAST		DINNER	
MONDAY - FRIDAY	7.00am - 10.00am	SUNDAY - THURSDAY	6.00pm - 9.00pm
SATURDAY, SUNDAY & BANK HOLIDAYS	7.30am - 10.30am	FRIDAY & SATURDAY	6.00pm - 9.30pm

Whether you want a traditional cooked Yorkshire breakfast or just a coffee and croissant you will find what you're looking for on our extensive buffet and breakfast menu.

Our restaurant can be very popular so **prior booking is essential** for breakfast (weekends and dinner) to avoid disappointment.

For a copy of the current seasonal restaurant menu please contact reception.

There is no dress code for the restaurant, though we would ask that smart dress is worn.





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Hotel Bar

The hotel residents bar is located on the second floor via reception.

The bar is open 24 hours, Monday to Sunday for hotel residents – at the discretion of the manager on duty. It closes at 11pm for non-residents.

The bar menu is served daily from 12pm to 9:30pm.





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Check-In and Out

Check in is from 3:00pm. Please check out before 11:00am.

To request a late check-out, please telephone reception who will do their best to accommodate you. Please note should there be late check-out/early check-in availability, a £20.00 charge will apply.

Children

There will be a charge of £20:00 for any extra beds required, for children under 16 years old only. This charge applies per bed, per night and includes breakfast.

Concierge Service

Concierge guide and information is available 24 hours from reception.





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Credit and Debit Cards

Forms of payment accepted are; Visa Credit / Debit, MasterCard, American Express, or the company will consider applications from limited companies to credit account / facilities.

Applications should be made at least 14 days before you intend to use the hotel facilities. Pre-authorisations will be taken for all guests on check-in, which will be completed on check out.

Should you wish to pay for your room by Visa Electron, Solo or Maestro, full pre-payment is required on check-in and photographic identification and a deposit will also be required. Should you wish to pay for your room with cash, we will need to ask for an ID, which will be kept with your registration card. Valid forms of ID are a valid Passport, UK Driving License or EU ID Card.



Do Not Disturb

If you do not wish to be disturbed in your room, please place the 'do not disturb' sign on the outside handle of your door. If you do not wish to be disturbed by the telephone, please dial '0' and advise reception. Calls will be diverted and messages taken. Bedrooms which display the 'do not disturb' sign until after 2:00pm will not be serviced; however, you are able to request fresh towels and toiletries from reception.



Dry Cleaning and Laundry Services

This service is available Monday – Friday. Items should be handed to reception before 8:00am to be returned in 24 hours. Price list is available at reception.





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Car Parking

Car parking is complimentary for all residents of the hotel. The hotel does not accept responsibility for any loss or damage to motor vehicles or their contents.



Fire Alarm and Procedures

The fire alarm is tested every Monday at 11:00am. Upon discovering a fire, break the glass of any fire alarm point located in the corridor outside your room. Do not stop to collect belongings. Leave the room immediately and close the door behind you.

Please refer to the location plan situated in your bedroom for the nearest emergency exit and rendezvous point. Please contact reception should you have any queries regarding our fire safety procedures.



Emergency Exits

Emergency exits are located on each floor as sign-posted. Please refer to the location plan situated in your bedroom for your nearest exit.



Electricity and Voltage

The standard voltage is 240 volts. A razor socket is provided in the bathroom with both 115 and 240 volt outlets.





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Hairdryer

A hairdryer is located in your dressing table drawer.

Heating

All of our bedroom radiators are controlled on the radiator, these can be changed by the dial on the radiator. If you require assistance with any of these settings, please contact reception.

Portable heaters and fans are available on request.
Please contact reception for more information.

Housekeeping

Additional pillows are available from housekeeping, please contact reception.

Guest rooms will be serviced daily. Should you require your room to be serviced at a particular time, please contact reception and subject to staff resources, we will try our best to assist.

Pillows

All of our pillows supplied are medium comfort to suit most sleeping patterns, however should this not be to your preference we do have other pillows available.

We have feather pillows and firm support pillows available (subject to availability), please call our reception team to arrange for these to be brought to your room.

Bath Mats

Rubber bath mats are available upon request, should you require one during your stay please contact reception on '0'.





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Iron and Ironing Board

An iron and ironing board are located in your wardrobe.



Lost and Found

Items are recorded and kept by the hotel management. For assistance, please contact reception. You are respectfully requested to check your room thoroughly before checking out to ensure all personal belongings have been removed.



Luggage Facility

Please contact reception if you require assistance with your luggage.
Luggage storage facilities are available on request 24 hours.
Please contact reception for more information.



Message Service

Our staff will be pleased to take messages for you in your absence and these will be delivered to your room.





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Medical Assistance and Emergency

For emergency assistance, please dial '0' or '9-999'. Please ensure that you advise reception if you have contacted the emergency services. For minor injuries, please contact reception.

A dentist or doctor can be contacted through reception.

The nearest accident and emergency hospitals are:

Rotherham General Hospital – t: 01709 820 000 – approx..4.3 miles away

The Northern General Hospital – t: 0114 243 4343 – approx..9.2 miles away

Doncaster Royal Infirmary – t: 01302 366 666 – approx..9.2 miles away

Directions for these can be collected at reception. An AED is available at the hotel & leisure for use in emergencies, of which our team have been trained for use in emergencies.



Television

A hand held remote control is provided, which is located beside the television. Freeview is built into all the televisions. Please contact reception if you require any further assistance with this. Please note that at times there may be some interference on satellite channels due to atmospheric conditions.

A full channel list can be found at:

www.freeview.co.uk

BT Sport is also available.

Please press list on the remote control and scroll down until you see the following channels, then press select to watch.

Channel 301: BT Sport 1, Channel 302: BT Sport 3, Channel 303: BT Sport 2





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Travel and Transport

For train services, airlines, taxis, bus enquiries and car rental, please contact reception who will be happy to provide you with any information you require.

Public Transport Information:

Travel Line – t: 0871 200 22 33

Taxis:

A1 Taxis – t: 01709 555 555 | Rotherham Taxis – t: 01709 242 300

Car Hire:

Avis – t: 03445 446 093 | Europcar – t: 03713 845 912 | Enterprise – t: 01709 828 880



WiFi Internet Connection

Complimentary wireless internet is available in all bedrooms and public areas. To access the service you will need to open your browser, connect to HellabyHallHotel. If you have any difficulties accessing the internet please contact reception '0'. The WiFi password is shown at the reception desk.



Wake Up Call

If you require a morning call then please contact reception on '0'.



Water

Bottled water can be obtained from the Bar that is located on the second floor of the building or ordered via Room Service.





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Photocopying

Available at 25p per single-sided A4 sheet and 35p per double-sided A4 sheet, please contact reception. The service is available from 7:00am till 11:00pm.

If you require any documents printing, please email them to reception@hellabyhallhotel.co.uk.



Postal Services

All mail and messages are delivered to your room upon receipt.

Any outgoing mail may be handed to reception and there is a collection at 4:30pm Monday to Friday – postage charges apply. If you expect to receive mail after your departure from the hotel, please inform reception and leave a forwarding address.



Reception Open Hours

Reception is open 24 hours for your convenience. If you require any assistance then please dial '0'.

A tray charge of £5:00 will be added to your bill for any room service items.



Room Service

Room service is served from 12pm to 9:30pm. Cold sandwiches and soup of the day are available after these times. For further details please contact reception by dialling '0'.





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Security Measures

Whilst stringent security measures are in place, the hotel cannot be held responsible for loss of theft of personal property left unattended in your room or in public areas.

Tea and Coffee Making Facilities

In your room you will find complimentary tea and coffee making facilities. Additional complimentary supplies are available from reception 24 hours.

Toiletries and Essential Items

If you have forgotten an essential item, please contact reception who will be able to provide complimentary toiletries – shampoo, shower gel, soap bar, shower cap, shoe shine, comb, sewing kit, shaving cream / razor kit, toothbrush / toothpaste kit – 24 hours. Sanitary towels are available from a vending machine located in the ladies toilet.

Should we be unable to meet your request, Morrisons supermarket is just a few minutes' drive from the hotel gates and open until late.





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Leisure Club

For access to the gym you will need to walk from the first floor of the accommodation and take the lift to the ground floor, the entrance is located at the end of the T shape corridor.

Bodyscene Health and Leisure Club has been perfectly designed for health and fitness with over 1,000 square meters of air-conditioned floor space and over 100 pieces of fitness equipment. Within this space there are dedicated cardiovascular, weight resistance, including latest treadmills, rowers, cross-trainers, steppers, upright and recumbent cycles, fixed weights machines, free-weight areas, warm up / stretch and cool down areas.

We also have our 20m x 10m heated indoor swimming pool, the largest private indoor pool in the area.

Open Monday to Thursday 6am to 10pm and Friday 6am to 9pm.

Open Weekends 7am to 9pm.

Last entry to the leisure club is 30 minutes before the stated closing time.

Guests must be over 16 years old to use the gym facilities.

Our swimming pool has no lifeguard on duty and children under 16 must be accompanied by an adult. Maximum of two children per adult.





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Fretwell Health and Beauty

Indulge in comfortable surroundings and discover a relaxation experience you won't forget! Prepare yourself for a stress relieving and rejuvenating visit, with both Spa Days and Spa Overnight packages available.

Refurbished in 2019, Fretwell Health and Beauty at Hellaby Hall Hotel consists of four treatment rooms, two relaxation rooms, two nail bars and an outdoor garden with hot tubs.

If you are looking for some 'Me Time', or just need indulgent pampering treatments to help with the stresses of daily life, Fretwell Spa Treatments can provide you with the perfect touch to restore well-being, rejuvenation and help relax not only your body but your mind too. These treatments will help you float away to somewhere peaceful and calm.

Don't forget we also look after the gentlemen, after a hard workout you may enjoy a deep tissue massage. This treatment can also be adapted for ladies who prefer more gentle pressure. Please note, treatments must be booked prior to visiting to avoid disappointment.

To book, please call 01709 702 250 or email fretwellbeauty@hellabyhallhotel.co.uk.

All treatments and treatment times must be confirmed prior to your appointment, failure to provide this may result in limited treatment choice or cancellation of treatment.





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Things to See and Do



Meadowhall Shopping Mall

Just off Junction 34 of the M1 Northbound. Find hundreds of shops of every variety for the entire family, and a wide selection of restaurants in the Oasis Food Court, including licensed restaurants should you wish to visit for a day or an evening out. Meadowhall incorporates a Vue Cinema with 11 screens. There are 12,000 free parking spaces on site.



Yorkshire Wildlife Park

The Yorkshire Wildlife Park, commonly referred to as YWP, is a wildlife park located in Doncaster, South Yorkshire. It was built on the site of Brockholes Farm Visitor Centre, which closed to the public in November 2008. The park prides itself on being 'The UK's Number One Walkthrough Wildlife Adventure'.



The Millennium Gallery

An outstanding venue for the visual arts, craft and design, right in the heart of Sheffield. Both elegant and innovative, the gallery breaks with the traditional institutional image of an art gallery and is a welcoming and vibrant place to be. With four individual galleries under one roof, there are all sorts of wonderful things to see and enjoy. Be inspired by treasures from the past, admire masterpieces from Britain's national collections and discover new creations by artists and makers working together.





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Things to See and Do



Sheffield Botanical Gardens

Covering 19 acres and originally designed by Robert Marnock in the Gardenesque style, the site now has fifteen different garden areas featuring collections of plants from all over the world. The National Collections of Weigela and Diervilla are sited here. The gardens also contain several listed buildings including the restored Grade 2 listed curvilinear Glass Pavilions, some of the earliest ever built.



Chatsworth House

One of Britain's best loved historic houses and estates. They offer something for everyone to enjoy, from fabulous works of art, young animals and spectacular fountains in the garden to the finest shopping, food and drink and many miles of free walks. Chatsworth is set in the magnificent landscape of Derbyshire's Peak District National Park.



Yorkshire Sculpture Park

Yorkshire Sculpture Park is an extraordinary place that sets out to challenge, inspire, inform and delight. Within 500 acres of 18th century parkland, it is an international centre for modern and contemporary art, experienced by thousands of visitors each year, including students and members of the public of all ages and abilities who are engaged in the YSP education and community programme.

