

Guest Information

General Information

The content of this information file has been carefully assembled to help you make the most out of your stay here at The Stirk House Hotel & ensure that you have an enjoyable experience in which you wish to return again. If you cannot find what you are looking for, need some help, or unfortunately are unhappy in any way then do not hesitate to contact reception by dialing "300" from your telephone or visit reception to speak to a member of staff.

PLEASE NOTE: If you require a non slip bath mat then please contact reception.

Smoking - Including E-Cigarettes

Please note-this is a smoke free hotel, as from July 1st 2007, it is an offence to smoke anywhere that is inside or enclosed of the hotel, By law, there is a maximum fine of £200.00 for smoking inside the premises & if the hotel has reason to believe that any guest has been smoking inside the hotel, including the bedrooms, there will be a £50.00 charge.

Reception

The reception desk at The Stirk House is always a hive of activity! The staff are always eager & willing to help in any way whatever the query, or request. It is manned between 7.00am until 11.00pm, 7 days a week. Any time out of these hours a night porter is on duty from 11.00pm until 7.00am.

Safe Keeping

If you need to leave articles of value in the safe then please deposit these with the receptionist. The company cannot be held responsible for loss of any article of value which is not deposited in the safe.

Photocopying/Faxing

Please speak to the receptionist if you wish for something to be photocopied or faxed. A small fee of 5p per sheet is applicable for this service.

Mattresses

Our luxurious pocket spring mattresses are ordered specially from Silent Night, where each pocket is carefully and precisely engineered to mould to your body shape, and also has layers of plush and pampering soft white fibres - giving you a comfortable sleep experience.

Restaurant

Our restaurant offers an excellent menu and it is coupled with an extensive wine list, which makes it a perfect place to dine. It has something to suit every taste, although should it not, please do not hesitate to speak to a member of the Restaurant Team.

When visiting the restaurant, although we have no specific dress code, we would ask for you to be dressed appropriately at all times and to consider other guests. This means no dressing gowns or sleep wear, particularly at breakfast.

Monday-Friday Breakfast	<u>The restaurant opening times are:</u> 8.00-10.00am Lunch 12.00-2.00pm
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**If you have any queries or require assistance, please contact Reception
by dialing 300 from your telephone**

Sandwiches/Afternoon Tea 2.00-5.00pm
Dinner 6.00-9.00pm

Saturday & Sunday

Breakfast 8.00-10.00am
Lunch 12.00-2.00pm
Sandwiches/Afternoon Tea 2.00-5.00pm
Dinner 6.00-9.00pm

Booking for lunch & dinner is advisable; to reserve a table then please contact reception.

Special Dietary Requirements

Our chef strives for excellence in his cooking & is prepared to meet every dietary need or requirement. Please inform reception of any specific dishes, amendments or allergies you wish to be prepared or altered for your meal.

Dinner, Bed & Breakfast Guests

For guests who are staying at the hotel on a Dinner, Bed & Breakfast rate, the menu is fully inclusive, apart from any supplement charges for certain dishes. (These are clearly marked on the menu or verbalized by the Front of House Team.) The Dinner, Bed & Breakfast rate does not include drinks with Dinner.

Children's Menu

All well behaved children are welcome in the restaurant; please speak to a member of staff for a copy of the children's menu

Mobile Telephones

Unfortunately mobile telephones are not welcome in the main restaurant. When dining in the restaurant we ask you kindly to leave your mobile telephone either in your bedroom or on silent. Should you receive an urgent phone call, please answer your call in the lounge area and not in the restaurant.

Afternoon Tea

Should you require afternoon tea when you arrive, or after you have departed then please let reception know, here they can provide a copy of the afternoon tea menu for you & make a reservation.

Residents Bar

The residents bar is open 24 hours; it is situated in the lounge area of the hotel & serves a large range of local beers, lagers, wines, spirits & soft drinks. Should a bar person not be present, please use the bell provided to alert them to your presence.

Hair Dryers

These are provided in every room, they can be found in the dressing table or wardrobe; however should this be missing then please contact reception on "300" for a replacement.

Ironing Facilities

For guest's convenience, irons & ironing boards are provided & can be found in the wardrobe, however should the iron/ironing board be missing, then please contact reception on "300" for a replacement.

Tea, Coffee & Refreshments

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Facilities for making tea, coffee & hot drinks are available in every room. Should you run out, reception would be happy to provide more for you.

Telephone

There is a telephone in every room, to call an outside line please contact reception for your phone line to be checked in before you make the call. When you are ready to dial you must press "9" first followed by the telephone number, this must include the STD code.

The charges are 25p per unit
Local/National Breakdown-2 Local Units per minute-4 National units per minute

Please note: Calls from bedrooms are only allowed to UK Landline numbers and all premium rate numbers are blocked.

Wifi

Internet connection is now available in all Hotel Bedrooms & Residents Lounge through the Stirk House Hotel network, to make full use of this; you must connect to the following:

Network: Stirk House Guest Wi-fi

This will re-direct you to a landing page where it will ask you for your contact details. Please complete your Name, Email Address and Mobile Phone Number in order to connect.

Parcels & Posting

Arrangements can be made for parcels & post to be sent out or signed for, please ask at reception for more information. **Please note: a postage charge may be applicable for this service.**

Keys

Guests are requested to lock their doors when leaving their rooms & to leave their key with reception when leaving the premises. If returning to your room after 11.00pm or leaving earlier than 7.00am a night porter will be on duty for any help that may be needed.

Car Parking

Cars can be parked in the hotel car park, free of charge, for the length of your stay-although no responsibility can be taken for any loss or damage to any vehicle, although for safekeeping it is advisable that you let reception know your registration number & car details on check in. If you have not done so, then please contact reception.

Satisfaction

It is our desire that every guest should enjoy complete satisfaction during his or her stay at The Stirk House Hotel, if at any time there should be a problem, query or complaint then please contact reception immediately. Though should you wish to upgrade, or stay another night then do not hesitate to contact reception for the possibility of doing this.

Departure

On the day of your departure please vacate your room by 10:30am & don't forget to leave your key at Reception! Should you require any assistance, whether it is help with your luggage, the possibility of extending your stay or anything else then do not hesitate to contact reception where a member of staff will be happy to help. Should you require a late or early check out, please let reception know for the possibility of this. If you will be checking out in the early hours of the morning, then please settle any outstanding charges on your room bill before 11.00pm the night prior.

COVID-19: Guidance for Visitors to the Hotel

Prior to arrival

**If you have any queries or require assistance, please contact Reception
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* Visitors to Stirk House Hotel will be responsible for ensuring that they are **free of COVID-19 symptoms** or that they have not been in contact with someone who has symptoms or been diagnosed with COVID-19 in the 14 days prior to the visit.

* Any person displaying symptoms will not be allowed entry to the Hotel/Grounds.

* Any guests who are classed as '**clinically extremely vulnerable**' are at a higher risk of infection and should refer to and follow the current guidance regarding this group (see link below)

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<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

Risk Control Measures

Stirk House will comply with the government's guidance on managing the risk of COVID-19 by following the 5 steps below.

* We have carried out a COVID-19 Risk Assessment and shared the results with the people who work here

* We have cleaning, hand washing and hygiene procedures in line with the guidance

* We have taken all reasonable steps to help people work from home

* We have taken all reasonable steps to maintain social distancing in the workplace

* Where people cannot be 2m apart, we have done everything to manage the transmission risk

Important Information to Customers

1) Stirk House will limit the number of visitors to ensure social distancing can be maintained

2) All visitors will be expected to comply with social distancing guidelines on indoor and outdoor gatherings and we emphasise the need to stay 2m apart wherever possible

3) We will follow COVID-10 Secure guidelines as far as is practical

4) Please be aware of, and be prepared to comply with, the government limits on gatherings - indoor gatherings are limited to members of any two households (or support bubbles); while outdoor gatherings are limited to members of any two households (or support bubbles), or a group of at most six people from any number of households. Meetings of up to 30 people indoors are allowed in our venue where social distancing can be maintained, and we can ensure Covid-19 safety

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- 5) We require customers to wear face masks upon entry and whilst moving around the public areas. These may be removed once seated and whilst eating and drinking
- 6) All visitors will be required to maintain good respiratory and hand hygiene paying attention to government guidance of frequent handwashing and using and disposing of tissues
- 7) We will require details of each visitor for the government's Test & Trace system
- 8) Please ensure any children are always supervised and that they follow social distancing guidelines
- 9) On arrival to the hotel, we would kindly request that you use the hand-sanitiser station, before approaching Reception
- 10) A new Pre-Arrival Registration Form has been developed to minimise the contact at Reception. Please utilise this function within your confirmation email to check in, in advance. Should you not be able to access the pre-arrival check in, we would kindly request that only one person from your party approaches reception to check in.
- 11) Dinner Reservation Timeslots may be limited as we adhere to Government Guidelines, so please do book your time slot in advance if you can, or on arrival
- 12) Please bear with us at breakfast time, as we may need to monitor the number of guests within the breakfast room. We may even ask you to pre-book a timeslot in advance
- 13) When using the public toilets in the lounge area, we kindly request that you use the hand-sanitiser station prior to using the facilities and subsequently the hand wash within the bathrooms after use
- 14) If any overnight guest becomes unwell with symptoms of Covid-19, they must notify reception immediately by phone from their room. They will be asked to self-isolate in their room and a test will be requested. If the test shows positive, arrangements will be made for the guest to return home along with any other guests staying in the same room
- 15) Except in exceptional circumstances, or if a guest is staying for an extended period, housekeeping will not clean the bedrooms mid-stay. However, any extra linen, towels, refreshments etc may be requested from reception

We appreciate your co-operation in maintaining these rules during your visit.

Wedding Facilities/Banquets & Conference Enquiries

If you are, or know someone who is interested in using The Stirk House Hotel as a venue for a wedding, banquet or conference, then please do not hesitate to contact reception for a wedding brochure/ banqueting brochure, more information & to view our facilities.

World Owl Trust

The Stirk House Hotel has been adopted by The World Owl Trust as a special interest site, due to our large woodlands & Wildlife population there are several nest boxes around the grounds. It is visited regularly by members of The World Owl Trust to monitor its activity. You can walk the grounds & visit its hide, sit back in tranquility & watch for the many various species that often visit.

Bee Hotel & Our Commitment to Sustainability

In our attempt to save the bee population, we have now planted many "bee hotels" around our grounds. These small blocks are designed for all kinds of bees to lay their eggs ready for them to hatch.

**If you have any queries or require assistance, please contact Reception
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The eggs are laid in small holes that are drilled into blocks of wood; these have then been attached to tree trunks and fence posts around the grounds. These can be spotted along the walk to the hive! Once the egg hatches it then begins to feed off the honey until it is big enough to leave the block, this is repeated constantly for the population to be saved. These hotels are scattered over our grounds & different types of bees have been spotted, ranging from Solitary Bees to Wild Bees.

Sustainability Policy

At Stirk House Hotel we believe in the importance of sustainability and are fully committed to implementing it throughout our business. We understand that the environment, local community and our employees are vital to the success of our business. We also recognize that our activities can have both positive and negative impacts on these, and that we have a responsibility to manage these impacts. We will continually strive to improve environmental and social sustainability performance at Stirk House Hotel, whilst continuing to deliver the highest standards of service.

Putting these principles into practice means we will:

- Manage waste to reduce the amount created and, where possible, reuse and recycle
- Improve energy efficiency and increase supply from renewable energy sources
- Manage and reduce our water usage
- Provide an environment that encourages wildlife and protects the local countryside
- Offer a healthy and safe working environment for our employees, and help them maintain an appropriate work-life balance
- Encourage staff development and offer training opportunities
- Look for opportunities to increase our positive impact on the local community

Our sustainability policy is based on the following principles:

- Making sure all our staff are aware of our Sustainability Policy and are committed to implementing it
- Complying with all relevant legislation and where possible exceeding standards
- Incorporating sustainability into business decisions
- Establishing action plans on sustainability
- Taking responsibility for our impact on the environment
- Education customers and suppliers on our policy and encourage them to adopt sustainable practices
- Regularly reviewing progress on implementing the policy, and the policy itself

Petrol Station, Cash Machine & Banking facilities

The nearest petrol station is located in Gisburn - out of the driveway and turn left, it is approximately a 3 minute car journey.

There are many banks in Clitheroe town centre. Dependant on which may be your preference please see reception for directions.

Post Office

There is a postal office in Gisburn; this is left out of the drive way & in the centre of Gisburn. It is 1.1 miles from the hotel & is within the delicious deli & café. It is open Monday 9-12am & Thursday 1.30-4.30pm. Should you require something posting, then please see reception as this can also be arranged, although please note, there may be a charge for this service. For more flexible hours there are also Post Office Branches in Chatburn & Clitheroe. Please see reception for these opening times.

Local Public Transport

**If you have any queries or require assistance, please contact Reception
by dialing 300 from your telephone**

If you require a bus timetable please see reception, here we can help you find your way to wherever you wish to be! If you require a taxi then there are local taxi firms in Clitheroe.

Castle Car Hire
01200 426000

Ribble Valley Private Hire
01254 247777

Reception can organize a taxi for you at a particular time should you wish.

Church Services

You will find in the dressing table a copy of The Holy Bible. Should this be missing-please contact reception for a replacement, the local church service times are:

St James' Church, Clitheroe
Sunday at 9.00am
Holy Communion at 10.30am

Community Church, Milthorne Avenue, Clitheroe
Sunday at 10.30am

St Mary's Magladene, Church Street, Clitheroe
Holy Communion at 8.00am
Crèche & Sunday School at 10.00am
Evening Prayer at 6.30pm

St Mary's Church, Gisburn
Holy Communion at 8.30am
Sunday Service at 11.00am

Local Areas & interests

For those guests that are wishing to explore the local area, there are local walking & cycling maps available at Reception. Reception also holds a folder containing history of The Stirk House Hotel. We now provide a drying room for all walking boots & clothing that may need to be dried out before departure.

The Countryside Code

The countryside code was created in the 1950's and was recently updated in 2012. There are three codes that apply to everyone & all parts of the countryside. It is designed to help us all respect, protect & enjoy our countryside!

Respect for public:

The countryside code suggests that we consider the local community & other people that will also be enjoying the outdoors, this entails that we leave gates & property as they are found, follow footpaths at all times until wider access is available.

Protecting the natural environment:

The countryside code also asks if you could please take all of your litter home with you & keep your dogs under control & leave no trace of yourself, this then makes it more enjoyable for yourself & other visitors.

Enjoy the outdoors:

Plan ahead & be prepared for severe weather changes or for the chance of losing the route you have chosen to take. Always follow advice & local signs, always follow the footpaths that are given & if you are unsure ensure you have a telephone with you or ensure someone knows where you are going.

Cycling

**If you have any queries or require assistance, please contact Reception
by dialing 300 from your telephone**

If you haven't brought your bicycle with you, then they are available to hire in the local town of Clitheroe, the telephone number is 01200 422066 & offer plenty of bikes for hire. These start from £30.00 for 24hrs of cycle hire. If your bicycle is broken, and needs repairing or a new part, these are also available; they start from £30.00 for 1 hour's general repair service. Although, if you have brought your bicycle, we now have secure bicycle storage available, if you wish to store your bicycle & equipment with it then please contact reception. We now provide a drying room for all walking boots & clothing that may need to be dried out before departure. Please note: The bicycle storage room is kept locked at all times.

Outdoor Equipment Shops

There are two outdoor equipment shops in the local town of Clitheroe; they both sell everything from jackets, quilts & breeks to wellingtons, walking shoes & country boots, plus much more!

Onward Outward
32 King Street
Clitheroe
01200 429977

Ken Vareys Outdoor World
4 New Market Streets
Clitheroe
BB7 2JW
01200 423267

Emergencies

In the case of an emergency, then please dial '300' from your phone where a member of reception or the night porter can be of assistance. Guests are strongly advised to familiarize themselves with the emergency exit points & to read carefully the fire evacuation notices. If you wish to call for an ambulance, police or the fire department then please dial '300' from your bedroom and Reception will dial 999 for you. If there has been an accident although it is not an emergency, but help is still required, then there is now a service to dial '101' where someone can talk you through some medical assistance.

Medical Attention

Emergency medical attention can be arranged at reception, the nearest medical centre is Clitheroe Castle & Pendle Medical Centre. The telephone number is 01200 413500. Should you wish to contact NHS direct, this can be arranged at reception.

Should you need an accident & emergency department the closest to the hotel is the Royal Blackburn Hospital in Blackburn, approximately 35 minutes away.

Royal Blackburn Hospital
Haslingden Road
Blackburn
BB2 3HH

The telephone number is 01254 263555

24 Hour Pharmacy

Unfortunately there is no 24 hour pharmacy in the Ribble Valley, the closest pharmacy that is open until late is in Blackburn Town Centre. It is at the Townsmoore Retail Park & is open Monday-Saturday 8.00am until midnight & Sunday 10.30am-4.30pm. The telephone number is 01254 696620.

Dentistry Service

**If you have any queries or require assistance, please contact Reception
by dialing 300 from your telephone**

For an emergency dental appointment York Dental Care in Clitheroe town centre are happy to help! They treat private & emergency patients. Should you require there service, you will find them at:

56 York Street
Clitheroe
Lancashire
BB7 2DL
0844 5769371

Local Rescue Services

There are air ambulance services available for emergencies, the flying ambulance covers a population of 8 million & has been saving lives since 1999. On average it is called up to 5 times a day & rises up to 10 times a day in the summer. It costs up to £4.2 million a year to run the aircraft & the air ambulance teams are never more than 10 minutes away from any local hospitals.

Wildlife Rescue Services

As our location is out in the countryside & if you feel the need to call the RSPCA or RSPB due to a member of our wildlife being injured then please see reception where they can help you do this by reporting the incident to the cruelty line:
0300 1234 999

On your next stay...

You can now book direct with the hotel on our website, Should you be quoted another price elsewhere for our hotel, to the one we have given you, do not hesitate to contact us & we will be happy to honor this price for you! Our website can give you our availability, prices, types of rooms & optional extra's such as flowers, wine, champagne or chocolates to treat that special someone or even yourself!

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