

Welcome to the Rose & Crown

We wish you a pleasant and comfortable stay. We are a family run business here at the Rose & Crown and we work hard to make sure your stay is as enjoyable as possible. If there is anything we can help you with during your stay, please ask one of us and we will do our utmost to assist you.

We pride ourselves on our reputation and therefore would appreciate it if you speak to us if there is anything not to your satisfaction so we can try to resolve the situation.

If you require assistance during the day, please come to the main bar located inside the pub. When the pub is closed please call 07824 096819 for assistance.

We hope that you enjoy your stay with us.

Thank you

Heather and the Rose & Crown Team.

Free High Speed WiFi Connection

Wifi: Roseandcrownrooms

Wifi code: Rose&Crown123

Breakfast

Breakfast is served in the pub restaurant between:

7.30 am and 9.00 am Monday to Friday

8.00 am and 9.30 am Saturday, Sunday.

A breakfast menu card is available in your room

Should you wish breakfast outside of the allocated times please discuss with our staff to see if we can accommodate your request.

Check-out times

10.30 am Monday – Friday

11.00am Saturday – Sunday

Guests wishing to have a later check out are requested to check with us the day before to ensure their room is available.

QUICK REFERENCE GUIDE

Rose & Crown, 178 Wareham Road, Lytchett Matravers, Poole BH16 6DT

01202 625325

admin@roseandcrownlytchett.co.uk

Please familiarise yourself with the emergency evacuation procedures on your bedside table

In an emergency or life threatening situation first dial 999 or 112, then alert the manager by calling 07824 096819

Fire Alarm Two-tone continuous siren with strobe light

Assembly Point is located at the rear of car park

Out of Hours Doctor – non emergency medical issue: call 111



There is a First Aid Kit in reception area outside your room, in the right hand side of grey sideboard

Mobile Phone Reception is generally good throughout the premises.

Smoking / Takeaway meals

Are not permitted in any part of the building.

There is a smoking area to the rear of the pub, please fully extinguish all cigarettes and dispose of in the trays/boxes provided.

Refreshments

Complimentary tea & coffee making facilities are in your room and replenished daily. These are for in room use only.

If using the caftiere please leave spent grounds in the pot for us to recycle.

There is a Nesspresso Machine in the reception area for your use with capsules in your room. Please read instructions by machine on how to operate.

A water cooler is situated in the reception area for your use. All tap water is drinking water.

A selection of wines and bar drinks are available during normal licensing hours, you are welcome to take these to your room.

Ironing Facilities

There is an iron & ironing board available to all guests, please ask a member of staff should you wish to use them.

Pillows & Extra Linen

Extra pillows are stored in the wardrobe. If you require any extra linen please ask at the main bar and we'll do our best to accommodate your request.

Heating

Radiators and towel rails are all thermostatically controlled. Please adjust according to your personal preferences.

In the event of a POWER FAILURE

Emergency lighting will operate. The fire alarm panel will bleep but is still operational.

EMERGENCY INFORMATION

IN THE EVENT OF THE FIRE ALARM SOUNDING

In the event of the fire alarm sounding (a two-tone siren) please evacuate the building as quickly and calmly as possible to the assembly point which is located at the rear of the car park. Please close all doors behind you. Do not stop to pick up belongings. Do not re-enter the building until authorised to do so. Please familiarise yourself with your means of escape which is through the main entrance and down the stairs.

Please DO NOT leave your keys in the bedroom door lock. This is to ensure we can gain access to all our rooms at any time in an emergency.

If you have any hearing or sight problems, mobility difficulties or issues which may make it difficult to evacuate the building in the event of an emergency, please notify us upon arrival so that we can assist you.

IN THE EVENT OF FINDING A FIRE

If the alarm has not already been activated, break glass on alarm by main door, on exit.

Dial 999 or 112 and ask for the Fire Brigade to

ROSE & CROWN, 178 WAREHAM ROAD, LYTCHETT MATRAVERS, POOLE BH16 6DT

Our telephone number is 01202 625325

Evacuate the building in line with the instructions above.

FIRE ALARM TEST

Our weekly test of the fire alarm system will take place around 11.00 am every Monday

MEDICAL INFORMATION

If you require an ambulance, please dial 999 or 112

ROSE & CROWN, 178 WAREHAM ROAD, LYTCHETT MATRAVERS, POOLE BH16 6DT

Our telephone number is 01202 625325

For non-emergencies please contact the services listed below:

DOCTORS SURGERY

Heath Cottage Surgery

40 High Street, Lytchett Matravers, Poole, BH16 6BG

Tel: 01202 632764

Monday - Thursday: 8.00 – 18.30, open till 20.00 on Wednesday

Friday: 8.00 – 16.00

DENTIST

In an emergency the nearest dentist is at:

UPTON DENTAL & IMPLANT CENTRE, 671 Blandford Road, Upton, POOLE, Dorset, BH16 5EF

Tel: 01202 631900

NEAREST HOSPITALS

POOLE Hospital NHS Foundation Trust, Longfleet Road, Poole, Dorset BH15 2JB

Tel: 01202 665511

DORSET County Hospital, Williams Avenue, Dorchester, Dorset DT1 2JY

TEL: 01305 255541

TAXIS

Alex (Lytchett based) : 01202 632157 / 07751 549066

Dave & Tracey Lytchett and Upton Taxis : 01202 560000

Poole Radio Cabs (24hour) : 01202 666333

GENERAL INFORMATION

REGISTRATION / CHECK IN

You will be required to sign your a guest registration form upon arrival at Rose & Crown. Please be assured that your personal information remains secure and at no point will we give your details to any third party. Please see our privacy policy on our website.

ACCESS TO BED & BREAKFAST AND KEYS

On registration you will be handed a set of 2 keys, one for your bedroom and one for the main door. Please keep these safe and take them with you during your stay.

On checkout please return the keys to the bar or leave in the room if the pub is closed. If you inadvertently take a key home with you we will give you seven days to post it back otherwise, a replacement key charge of £10.00 will be levied to your account.

You are welcome to come and go as you please and note that the lights in the reception and stairs are on sensors so will come on as you move through the premises.

SMOKING

You are respectfully reminded that Rose & Crown is a non-smoking establishment and we request that you refrain from smoking whilst in the bed & breakfast facility or the bar & restaurant.

NOTE: Smoking in the room will render you liable to one nights charge to cover the cost of cleaning the room plus any revenue lost if we are unable to let the room.

You may smoke in the car park or in the smoking area at the rear of the pub but please ensure your cigarette is fully extinguished before responsibly disposing of it in the trays/bins provided.

PARKING & ACCESS TO MAIN ROAD

There are dedicated parking spaces at the rear of the car park for our B&B guests. If however they are all full please use any of the regular spaces available.

Please take extra care when exiting the carpark as visibility can be limited by the greenery of the properties immediately to the right. This road is extremely busy during usual rush hour times.

ROOM INFORMATION

DUVETS, PILLOWS & SHEET CHANGES

Due to the increasing number of guests with skin sensitivities, all our beds are made up with anti-allergy linen, two synthetic pillows and all season, feel like feather, synthetic quilts.

As part of our ongoing environmental policy, you will find the bed with only one pillow per person. Should you need them additional pillows are stored in the wardrobe.

TEA & COFFEE

All beverages supplied in your room are with our compliments and are replenished daily. We actively support fair trade and local suppliers and use their products wherever possible. Fresh milk is available on request from the bar. Drinks from these trays are not to be taken outside.

There is a cool water dispenser in the B&B reception area for use during your stay. The cold tap water in your room is drinking water.

FOOD IN ROOMS

Please note that food brought in from outside or takeaways cannot be consumed in your room or on our premises as per our Terms and Conditions which you agreed to upon when booking. Guests found breaking this policy will be liable to a deep cleaning levy equivalent to at least one night's stay.

TELEVISIONS

Smart TVs are in each room and the televisions offer freeview and a wide range radio channels. They also give you access to streaming sites like Netflix or Amazon Prime you will need your own personal accounts to use these though. If you have any problems, please do not hesitate to contact reception.

BEDROOM CLEANING

We will make up your bed, replenish your tea tray and clean your bathroom every day during breakfast or between the hours of 10.30 am and 12.00 pm.

If you would like your room to be cleaned, please place the sign outside your room with the 'please clean my room' facing forwards before you go out. If you would prefer us not to clean your room or to not be disturbed use the 'please do not disturb' sign.

IRONING

Please let us know if you wish to use an iron and ironing board.

FORGOTTEN ANYTHING?

Hair dryer and fan are all stored in your room's wardrobe.

Toothbrushes, toothpaste, shower cap and sanitary products are in the bathroom

If guest property is found after departure, we will endeavour to contact you. If you would like your items returning, we are happy to send them back to you. We simply ask for the postage. Unclaimed items will be disposed of after 4 weeks.

NOISE

While every effort has been made to reduce the impact of noise between rooms, inevitability there will still be some. We respectfully request that you play music or the television at a respectable volume especially after 11.00pm.

HEATING

All rooms are fully insulated and double glazed to help retain heat. The radiators in your room do have thermostats so you can adjust them according to how warm you like your room. The hot water system supplies hot water all day.

LIGHTS & ELECTRICAL EQUIPMENT

All the lights in the reception area are automatic so will come on as you enter or leave. Most of the lights in guest bedrooms are energy saving. Even though this is the case, please turn your lights out when you are not in the room to help conserve power. If using chargers and entertainment equipment, please turn these off when not in use to avoid using unnecessary electricity.

RECYCLING

Guests are actively encouraged to recycle their room waste so please use the bins provided. Please ensure recyclable waste is clean when thrown into the bins.

EN-SUITE INFORMATION

SHOWERS

All shower rooms have complimentary shower gel and hand wash for your use. For your safety all shower trays have anti-slip mats.

TOWELS

Please help us maintain our commitment to being environmentally friendly, by using the following system to prevent the unnecessary washing of towels:

If you leave your towels in the basket under the sink, we will gladly change them

If you leave your towels on the rail, you are happy to re-use them

COMMUNAL AREAS

BAR & Restaurant

Opening Hours Bar:

12.00 – 23.00 Mon - Thurs

12.00 – 24.00 Fri – Sat

12.00 – 22.30 Sun

Off-site beverages are not allowed in the pub.

Serving Hours Food:

12.00 – 2.30 Mon – Sat

18.00 – 21.00

12.00 – 3.00 Sun

18.00 – 20.30

ICE BUCKETS & GLASSES

If you have brought your own celebratory drinks, we respectfully request that consumption is confined to your room. We are more than happy to provide an ice bucket and glasses should you need them.

LOCAL AMENITIES

GROCERIES & POST OFFICE

Tesco Express Purbeck Parade, High Street, Lytchett Matravers

OPEN DAILY 6.00 – 23.00

There is a local POST OFFICE branch situated inside the Tesco Express

OPENING HOURS:

Mon – Sat 9.00 – 17.30

CASH MACHINE

In general we are able to offer a 'cash back' service at the bar, however whenever this is not possible you can get 'cash back' at the Tesco Express on the High Street and there is also a cash machine available outside.

BANKS

The nearest banks can be found in Broadstone (5 miles) or Wareham (6 miles)

CHEMISTS

The village has its own local pharmacy:

16 High St, Lytchett Matravers, Poole BH16 6BG

Tel: 01202 631815

OPENING HOURS:

Mon - Thurs 9:00 - 13:00 & 14:00 - 17:30

Fri 9:00 - 13:00 & 14:00 - 17:00

Sat 9:00 - 12:00

Sun CLOSED

BUSES

There is a bus stop opposite the pub which has buses to Poole & Dorchester

Route plans and timetables are available online:

<https://www.morebus.co.uk/services/SQ/10>

TRAINS

National Rail Enquiries 08457 48 49 50 <https://www.nationalrail.co.uk/>

Nearest Stations are Holton Heath (4 miles) or Hamworthy (4 miles)

The line goes between Weymouth & London Waterloo

VISITOR ATTRACTIONS

Dorset has lots to see and do the best source of information is probably www.visitdorset.co.uk or you will find a number of leaflets on things to do in the reception area.

WALKING & CYCLING

Whilst out for the day there is a good chance you will get wet and muddy with the inevitable rain the UK is famous for.

We have an area to help you dry your walking / cycling gear so please feel free to hand over your soggy belongings so we can dry them ready for the next adventure. Secure storage is available for bicycles in this area upon request.

There is an outside tap to wash muddy boots and bicycles. Please ask at reception and we shall show you where the tap is.