



HARTWELL HOUSE

Information for Guests



National
Trust

One of the hotels of the National Trust

Hartwell Dining Room

Breakfast

7.30 a.m. – 9.30 a.m.

Saturday, Sunday and Bank Holidays 8.00 a.m. – 10.00 a.m.

Brunch

May be taken in the Hartwell Café from 10.30 a.m. until 12 noon.

Luncheon

Wednesday to Sunday 12.30 p.m. – 1.45 p.m. (last orders)

Dinner

Sunday to Thursday 7.00 p.m. – 9.00 p.m. (last orders)

Friday and Saturday 7.00 p.m. – 9.15 p.m. (last orders)

Dress for Luncheon, Afternoon Tea and Dinner

Smart please, (although jacket and tie for gentlemen are not obligatory); trainers, tracksuits and shorts are not acceptable.

Hartwell Café and Bar

The Hartwell Café and Bar is open from 9.00 a.m. to 7.00 p.m. and is situated on the first floor, accessible only by a flight of stairs, in the former coach house on the approach to the Mansion.

Early Morning Calls

Please order with the Hall Porter or Reception.

Service of Tea and Coffee

Hospitality trays are located in bedrooms. Room service of tea or coffee is also available at an extra charge.

Newspapers

May be ordered from the Hall Porter or Reception.

Access for All

Please advise of any access or other special needs, so that the hotel can provide the appropriate service.

Accounts

It may be helpful for guests wishing to settle their accounts with the hotel by credit card to know that we have a strong preference for payment by Mastercard, Visa or American Express.

Adaptors

The voltage in the bedrooms is 220/240 volts A.C., and adaptors are available from the Hall Porter.

Afternoon Tea

Served in the Great Hall, Morning Room, Drawing Room and Library between 1.30 p.m. – 5 p.m. Monday & Tuesday, 3.30 p.m. – 5 p.m. Wednesday to Sunday. For Reservations, please dial Room Service.

Bathmats and Hot Water Bottles

Non-slip bathmats are available in the bathroom pedestal stool. Hot water bottles are available on request.

Bathrobes

They are also available for purchase from Reception. When using the Spa, guests are requested not to take towels and bathrobes from the bedrooms; changing facilities, robes and towels are available at the Hartwell Spa. Bathrobes are located in the wardrobe in the bedroom.

Bedboards

Bedboards are available. Extra feather or foam pillows are also available by dialing Reception. Extra blankets can be found in the wardrobe or chest of drawers.

Departure

Please vacate your room by 11.30 a.m. and pack so that luggage may be collected by 11.30 a.m. on the day of departure. Room Assistants may then service the rooms in readiness for guests expected that afternoon. The Porter will gladly help with storage or any other issue if a late departure is planned.

Dogs

Dogs are welcome in the Suites at Hartwell Court always by prior arrangement, two small dogs or one larger dog, and may be walked in the park and woods, but not in the garden. Damage to rooms or injury to livestock will be charged for.

DVD Film Library

We have a selection of Oscar winning “Best Picture” award winners available for viewing. Please order from the Hall Porter or Reception.

Fire Precautions

Hartwell House holds a current Fire Certificate and is equipped with smoke and heat detector equipment. All staff are regularly trained in fire precautions. Please read the Fire Notice inside your room.

Flowers

Flowers can be ordered from Reception and delivered locally on the same day.

Gifts & Gift Vouchers

Gift showcases are located in both the House and Spa Reception areas where gifts and vouchers can be purchased.

Golf

Can be arranged locally at a choice of courses.

Hairdryers

Are provided in all the rooms and can be found under the dressing table or in the top drawer of your bureau or chest of drawers.

Heating Controls

Guests may control the temperature of the radiators in their bedrooms by adjusting the valve at the base of the radiator, or by adjusting the thermostat on the wall in the room, as appropriate.

If you are hard of hearing

The fire alarm systems throughout give audible warnings. If you are deaf or hard of hearing please contact Reception so that in the event of a fire, the staff are aware of this.

Laundry and Dry Cleaning

A 24 hour laundry service is available Monday to Sunday, dry cleaning Monday to Saturday. Please contact Reception. Pressing - 2 hour service. Irons may not be used in bedrooms. Express Laundry Service - Same day service available at a surcharge rate.

Mail

A mailbox is provided at the Reception desk for daily collections. Stamps and stationery are available from Reception.

Meetings and Private Dining

The Hartwell Rooms are available for meetings and receptions. By special arrangement some reception rooms in the house can be made available for private entertaining. Private dining rooms are also available. Please contact Reception for further information. Wifi Broadband is available in the Hartwell Rooms.

Night Porter and Shoe Cleaning

For assistance during the night please dial the Night Porter. Our Porter will be pleased to clean shoes left outside your room.

Old Rectory

The Old Rectory provides the ideal setting and great comfort and privacy for small meetings and social gatherings. It offers a drawing room, meeting room and dining room, a superbly appointed master four poster bedroom with sitting room and three other bedrooms with bathrooms, and all with views of Hartwell Church and cedars, with the parkland beyond. Please contact Reception for further information.

Other Services

Should you require the services of a Doctor, Dentist, Therapist or a hairdressing appointment, theatre tickets, postcards and maps of the area, please contact Reception.

Picnics

Should you require a picnic to take with you on your day out, these are available. Please order with the Restaurant Manager or Reception in the evening before 8.00 p.m.

Room Service

Room service is available at all times in the House only, and full meal room service orders may be placed by dialling room service.

Sightseeing Tour Service

Chauffer driven cars with experienced local drivers are available and may be booked at reception.

Smoking

Hartwell House is non-smoking throughout in compliance with the No Smoking Regulations in respect of all rooms and bedrooms. It is illegal to smoke in these rooms, and a deep cleaning charge of £100 per day will be charged if evidence of smoking is detected in any room.

Telephones and Wireless Broadband Access to the Internet

Direct dial calls may be made from your room by dialling 9 followed by the number required. If in difficulties, dial Reception for assistance. The Hotel's telephone charge per metered unit is displayed by your telephone. During your stay you can access free Wireless Internet.

Tennis

Two all weather tennis courts are situated in the grounds and are open all year except for the winter months. Please book at the Hartwell Spa.

Valuables, Keys and Safe Deposit

The Hotel can only accept responsibility for valuables deposited with the Manager for safe keeping in one of the hotel's private safety deposit boxes at Reception. Please remember to lock your bedroom door, then leave your room key at Reception, especially when you leave the Hotel. The bedroom doors are not self-locking, except in the bedrooms in Hartwell Court.

HARTWELL SPA & CAFÉ

Hartwell Spa is situated on the right hand side of the entrance drive as you approach Hartwell House. Guests resident in the hotel may use the Spa. Children of residents, between the age of 6 -16, may use the Spa between the hours of 9.00 a.m. - 10.00 a.m. and 4.00 p.m. - 5.00 p.m., when accompanied by an adult.

Opening times:

Monday - Friday 7.30 a.m. - 9.00 p.m.
Saturday and Sunday 7.30 a.m. - 7.30 p.m.
Bank Holiday Mondays 7.30 a.m. - 7.30 p.m.

The attention of the hotel guests is drawn to the rules and regulations which are displayed in the Spa, which have been drawn up for the safety and well-being of those using it.

The Hartwell Spa contains a heated swimming pool 50' x 25' x 4'6" deep, whirlpool spa bath, steam room and two saunas. There are two changing rooms and showers for ladies and gentlemen and towels are available from the Spa reception desk. Guests are asked not to change in full or take towels or bathrobes from the Hotel bedrooms. Swimsuits are available for sale at the Spa.

Gymnasium

The gymnasium has a full range of equipment for resistance exercise and cardiovascular fitness. Fully trained staff are always on hand to give advice and encouragement and Club membership includes a fitness assessment and personalised exercise programme.

Massage and spa treatment

The Spa can provide a comprehensive range of spa treatments and massage.
Hours of opening; 9.00 a.m. - 7.00 p.m. Telephone the Spa Reception on Extension 500 for appointments.

Hartwell Café and Bar

The Hartwell Café and Bar is open from 9.00 a.m. - 7.00 p.m. for brunch, morning coffee, lunch and snacks.

Brunch

10.30 a.m. - 12 noon

Lunch

Monday to Friday 12.15 p.m. - 2.45 p.m. (last orders)
Saturday and Sunday 12:15 p.m. - 3.45 p.m (last orders)

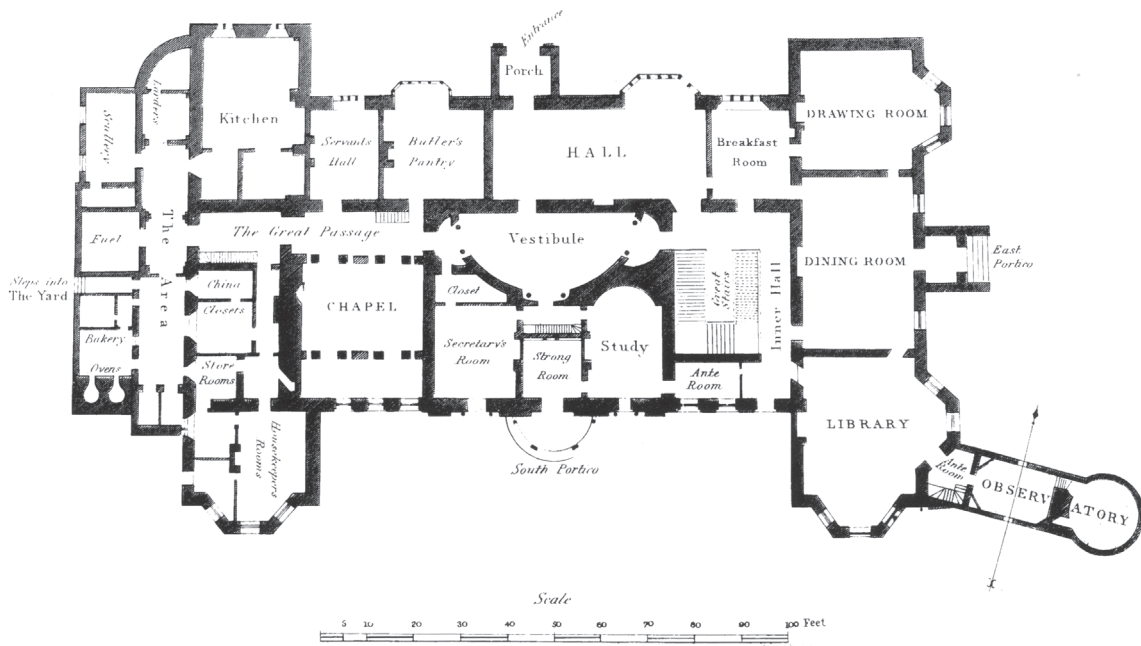
Afternoon menu

4.00 p.m. - 6.30 p.m. (last orders 6.10 p.m.)

The Hartwell Café is situated on the first floor, accessible only by a flight of stairs, in the former coach house on the right of the approach to the Mansion.

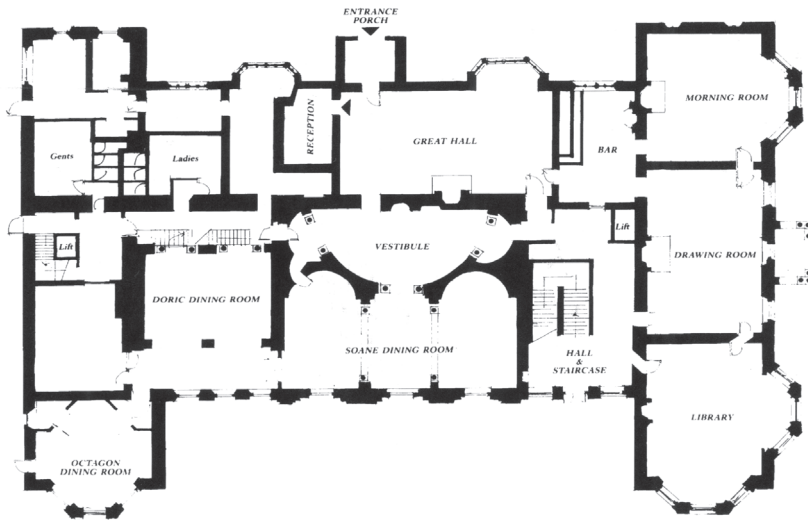
GROUND PLAN OF HARTWELL HOUSE & OBSERVATORY.

CIRCA 1851



GROUND FLOOR PLAN

CIRCA 1991



HARTWELL HOUSE

Oxford Road, Vale of Aylesbury
Buckinghamshire
HP17 8NR

Telephone: 01296 747444 Fax: 01296 747450

E-mail: info@hartwell-house.com

www.hartwell-house.com



The other two Historic House Hotels are Bodysgallen Hall overlooking Snowdonia in North Wales and Middlethorpe Hall beside York Race Course.

www.historichousehotels.com