



## ELLENBOROUGH PARK

A warm welcome to Ellenborough Park, we are delighted you have chosen to stay with us.

This guide has been created to help you make the most of your stay.  
If you are looking for more inspiration, please do have a chat with our friendly Reception team who will be happy to assist with recommendations.

Please find a range of local attractions on our website. An Activity Booklet can also be found at Reception, offering great fun for families featuring a scavenger hunt!

Whatever the occasion, enjoy your break, your way at Ellenborough Park.  
From a hike up Cleeve Hill, to a bike ride or exploring local walking routes - our location on the gateway to the Cotswolds is a great one.

Warm Regards,

Marwan Hemchaoui &  
The Ellenborough Park Team



## ELLENBOROUGH PARK

### EMERGENCY AND FIRE PROCEDURES

Ellenborough Park is equipped with a highly sophisticated fire detection and alarm system, which offers the best possible protection in the event of an emergency. Fire and evacuation instructions are located at the entrance to your room, so please take a few minutes to read through and to familiarise yourself with nearest exit routes.

Due to the complex nature of the hotel we have a 'two bell policy', which means that if an alarm is sounded we will silence it and investigate. If there is a fire, the alarm will be sounded again and you should immediately exit the building, following the instructions below. If the alarm sounds at any time and is NOT silenced, but continuous, then you should evacuate the building without delay.

If you discover a fire, please operate the nearest fire alarm point and then leave the building immediately.

In the event of the fire alarm sounding, please follow these instructions:

- Leave the building by the nearest exit.
  - If it is safe to do so, close all doors and windows as you leave.
    - Do not stop to collect personal belongings.
- If you are unable to leave your room, contact the Front Desk immediately.
- Once you have exited the building please wait at the fire point which is located close to the main front door on the lawn area surrounded by stone wall.
  - Please report here to the Duty Manager.
- Under no circumstances re-enter the building, unless you have been advised that it is safe to do so.

The fire alarm is tested weekly (notice of this will be displayed at Reception) and will sound in some areas up to nine times. There is no need to evacuate unless instructed otherwise via verbal information from staff members



## ELLENBOROUGH PARK

### HOTEL SERVICES AT YOUR FINGERTIPS

Please press the relevant icon on your bedroom phone and a member of staff will happily help you with any enquiries.

#### Front Desk



#### Concierge



#### Room Service



#### Dining



#### The Spa



#### Reception

Our Reception and Concierge team are available to assist from 7am until 11pm.

The Night Manager is available from 11pm until 7am.

Should you have any enquiries, or if any emergencies arise at any time, please contact the Front Desk.

#### Parking

Car Parking is available in our main car park with additional spaces near Woodland Court. Disabled spaces can be found to the rear of Woodland Court. Parking is not available in the turning circle outside the Reception but our porters will be happy to valet park your car and retrieve it at your convenience.

#### Smoking

Ellenborough Park is a non-smoking environment, in accordance with the Health Bill: Smoke-Free (Premises and Enforcement) Regulations 2006. We respectfully request that all guests refrain from smoking inside the hotel.

#### Contact Details

Ellenborough Park, Southam Road, Cheltenham, Gloucestershire, GL52 3NJ.

Tel: +44 (0)1242 545454 Email: [info@ellenboroughpark.com](mailto:info@ellenboroughpark.com) Web: [www.ellenboroughpark.com](http://www.ellenboroughpark.com)



## ELLENBOROUGH PARK

### IMPORTANT INFORMATION

#### Departure

On your day of departure, we kindly request that you vacate your room by 11am. If required, we can store your luggage securely on your day of check out. Kindly return your key card to the Front Desk upon departure.

#### Dogs

We love dogs at Ellenborough, so do enjoy your break together. We welcome dogs for dining Alfresco or in The Atrium and The Horse Box Brasserie. We do ask that you clear up after your furry friend and dispose of waste in one of the outdoor garden bins. Lively dogs must be kept on a lead at all times.

#### Internet and Wi-Fi Access

- **Wi-Fi:** Devices can connect to the Internet throughout the hotel's Wi-Fi network:  
EPHGuest *There is no password required to connect to this network.*
- **Wired:** All rooms have high speed Internet access provided via the ethernet port in your room.

#### Housekeeping

All rooms will be serviced daily by our housekeeping team, a turndown service is offered between 6pm and 9pm. Forgotten anything? Don't worry we keep stock of most essentials, call the Front Desk who will be happy to help.

#### Newspapers and Magazines

A selection of daily newspapers are available in The Atrium, as are magazines covering various interests. In addition to this any specific newspapers can be ordered via the front desk – relevant charges apply.



# ELLENBOROUGH PARK

## DINING

Breakfast is served daily in the Restaurant from 7am - 10am

The Restaurant & Horse Box Brasserie

Lunch: 12:30pm-2:30pm

Light Bites: 2:30pm-6:30pm

Dinner: 6pm-9pm

The Great Hall

Afternoon Tea: 2pm - 4:30pm

Table reservations are recommended in all restaurants, these can be booked with the Front Desk.

### Room Service

Room service is available 24 hours a day, menus can be found by clicking the button below.



Breakfast can be ordered using the door hanger in your room, please ensure this is hung outside your room for the following morning.

*Please note, a tray charge of £7.50 will be added to all orders delivered to your room.*



## ELLENBOROUGH PARK

### IN YOUR ROOM

#### Coffee and Tea Facilities

A variety of teas and coffees have been selected for you to enjoy in your room. A Nespresso machine and kettle can be found in the TV cabinet and fresh milk is located in the mini fridge, where you can also find a selection of complimentary soft drinks.

#### Iron and Ironing Board

If you require an iron and an ironing board during your stay, you will find these in your room in the wardrobe.

#### Laundry and Dry Cleaning

Guest laundry and dry cleaning collected before 8:30am will be returned the same day. Laundry bags and laundry lists can be found in the wardrobe of your room, please contact our Front Desk to arrange collection. We regret that there is no laundry service available during Bank Holidays.

#### Privacy

A 'Do Not Disturb' sign is provided in your room. Should you wish not to be disturbed, please display the sign on the door - but please be aware that your room will not receive any service whilst this sign is displayed.

#### Safes

For your security electronic safes have been provided in all bedrooms. It is advisable that you make use of the safe for the storage of any valuable items. Ellenborough Park does not accept liability for loss or damage of any property.

If you would prefer to make use of the main hotel safe, please contact our Front Desk to arrange this.

Set Up: 1. Press the reset button. 2. Enter your four digit code. 3. Press lock

Unlock your Safe: 1. Enter your four digit code. 2. Open the door after the lock has retracted



## ELLENBOROUGH PARK

### CONCIERGE SERVICES

#### Boot Room

Dubarry wax jackets, boots and wellingtons are available for use during your stay, with our compliments. Please contact the concierge or Front Desk to gain access to the boot room.

#### Walks and Local Knowledge

Our Reception & Concierge team have a wonderful knowledge of all surrounding areas. We also have complimentary walking brochures, please ask for a copy.

#### Car Hire and Chauffeur Service

To arrange for taxis, chauffeur-driven cars, or for any other tour or travel requirements, please contact Concierge.

#### Gifts

We have a range of gift items which are available for purchase in our Reception Retail Cabinet, including luxurious Noble Isle British toiletry products, loose leaf Newby teas, our infamous Ellenborough Park plush toys, and an array of Elemis spa products. Please enquire at the Front Desk for any purchases you wish to make.

#### Luggage

Luggage can be stored if required on arrival and departure days - please speak to the Reception team.



# Ellenborough Park Spa

## Welcome

Ellenborough Park has a rich history of welcoming guests to the luxurious surroundings of the former home of Lord Ellenborough, Governor General of India. Taking inspiration from his journeys around the world, The Spa at Ellenborough Park provides a rejuvenating retreat for guests - helping you escape from the pressures of the modern world and taking you on an indulgent journey to relaxation.

When designing The Spa, we wanted to create a tranquil and welcoming space in which to relax, unwind, recharge batteries and get some 'me time'. During your visit, we hope you are able to take advantage of the facilities on offer, including our Jacuzzi, sauna, steam room and tropical experience showers.

Treat yourself to a luxury treatment in our 5 bubble spa. Using the very best of ELIMIS products, our treatment list includes specialised facials to deep tissue massages and body scrubs, all designed to fit every skin type.

Opening Times  
10am-6pm daily

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TO CHECK AVAILABILITY & TO BOOK FOR  
TREATMENTS OR USE OF THE FACILITIES  
PLEASE VISIT THE SPA OR CALL 01242 545426  
ON YOUR PHONE

CLICK THE BUTTON FOR FURTHER INFORMATION  
AND TO BOOK TREATMENTS ONLINE INSTANTLY





# Ellenborough Park Spa

## The Spa

The Spa at Ellenborough Park offers a tranquil and welcoming space in which to relax and unwind. During your visit, we hope you are able to take advantage of the facilities on offer. We also have six luxurious treatment rooms, including a couple's treatment room.

The Spa often gets booked up at peak times so please try to book in advance if you are interested in enjoying a treatment.

## Spa Garden Retreat

Relax in our Spa Garden Retreat, an exclusive area allowing you to be in a state of total relaxation and indulgence. Featuring a Hot Tub, Sauna, Private Bar & Relaxation Area, it is perfect for romantic escapes and group visits. Available for an additional fee, please contact our Spa to arrange a booking.

## Swimming Pool

The heated outdoor swimming pool is kept at a lovely 30°C and is located in Woodland Court. The pool is open all year round during the hours of daylight (opening no earlier than 7am and closing by 7pm) We often keep the pool covered to conserve heat, so should you find this closed please contact the Front Desk. Please note safety rules must be adhered to at all times and children must be supervised. All users must sign in at the gym, or spa reception, before entering the swimming pool.

Access code for the pool area C3568X

## Fitness Suite

The energetic can enjoy an invigorating workout in our fitness suite, which is located in Woodland Court overlooking the outdoor heated swimming pool. The fitness suite is available for you to use 24 hours a day. You may access this facility using your room key card.



# Ellenborough Park Spa

## IMPORTANT INFORMATION

### What if I Have any Health Considerations?

Upon arrival you will be asked to complete a health questionnaire, and during your consultation your experienced therapist will discuss any potential contra-indications of your treatment. If you have any health concerns please check at the time of booking, to ensure that your chosen treatment is suitable, as some medical conditions may not be suitable for you from specific treatments or heat experiences. Please note not all treatments are suitable for women within the first 12 weeks of pregnancy. Please speak to the spa receptionist for more information.

### What are the Age Requirements?

Unfortunately under 16s are not permitted to use The Spa.

### Spa Etiquette

The environment is one of tranquility and relaxation, so we kindly ask you to respect all spa guests' right to peace and quiet. Mobile phones must be switched off at all times and all used robes, towels and slippers placed in the laundry baskets when leaving the spa.

### What is the Cancellation Policy?

**Treatments:** Cancellation within 24 hours will incur a 100% charge.  
**Day Spa Packages:** Cancellation within 48 hours will incur a 100% charge.



ELLENBOROUGH PARK

## SUSTAINABILITY POLICY

Here at Ellenborough Park we are passionate about being greener to protect the environment. We have made some positive changes to work towards being a more sustainable business. We are always adding to this list and thinking of new ways to be better.

Click the button below to find out about our most up-to-date sustainability practices.

