




Welcome Break

RAMADA[®]
BY WYNDHAM

Guest Service Directory

hotels.welcomebreak.co.uk

January 2025



Baby Cots

A limited number of cots are available. Please contact reception to arrange collection.

Breakfast

An all you can eat buffet breakfast is available across all of our onsite Ramada restaurants. Please speak to reception for serving hours along with any available offers and deals.

Business Services

Photocopying facilities are available through reception 24 hours a day.

Car Parking

Vehicles and their contents parked in the car park are parked entirely at the owner's risk. We would advise you to leave no valuables on show within the car. Welcome Break accepts no responsibility for any loss or damage caused during this time. Please ensure you register your vehicle details at reception. Failure to register your vehicle could result in a parking fine.

Check-out Time

We kindly ask all guests to vacate their room by 11am. If an extension is required, please contact reception. A charge of £10 is automatically applied for late check-outs after 11am.

Guests who have paid additionally for late check-out should vacate their room by 1pm.

Credit Cards

We honour the following credit cards: Mastercard, American Express, Visa.

Dining

A varied choice of dining options are available across all of our onsite Ramada Restaurants with our refreshed menu. Please speak to reception for serving hours along with any available offers and deals.

Fire Precautions

Please read the Fire Evacuation notice on the reverse of your bedroom door. For your safety, please familiarise yourself with the location of the nearest fire exit.

First Aid Emergencies

Please contact reception in the case of an emergency.

Forgotten Something?

If you have forgotten any essential toiletry item, then please contact reception. We will be happy to provide: shaving cream, disposable razors, comb, toothbrush or toothpaste for a small fee.

Housekeeping

We encourage our multi-night stay guests to reuse their towels instead of having them changed daily. We also only provide the amount of towels and pillows per room that are required based on the number of occupants, so that we aren't changing unused towels and linen unnecessarily. Should you wish for your room to be serviced during your stay, please indicate this by using the 'Clean My Room' door hanger or contact reception prior to 11am on the day that service is required.

Iron and Ironing Board

Irons and ironing boards are available on request but are subject to availability. Please contact reception if required.

Pets

We offer dedicated pet friendly rooms at our Ramada properties (excluding Ramada East Kilbride). A small charge of £20 per stay is made for pets. Please ensure dogs are kept on a lead at all times and are not left unaccompanied in the bedroom.

It is expected that guests tidy up after their pets, this includes but is not limited to the room, communal hotel areas and outside the hotel.

Welcome Break Hotels reserves the right to charge a deep clean and/or maintenance fee on check-out should this be required. If any of the rules above are not adhered to, the Hotels reserve the right to terminate the guest's stay and decline future stays should this be deemed necessary. For a full list of requirements, please check your Booking Terms & Conditions.

Welcome Break Hotels reserves the right to amend these from time to time following incidents and guest feedback.

Refreshments

Complimentary tea and coffee making facilities are available in your room. We also offer a selection of drinks and snacks to purchase at reception.

Reservations

To find more details of your next stay at any one of our Days Inn or Ramada hotels, please visit: hotels.welcomebreak.co.uk. Booking directly with us will always give you best price guarantee.

Room Keys

Please leave room cards at reception prior to leaving the building.

Smoking

It is against the law to smoke in this room, this includes but is not limited to cigarettes, cigars, smoking pipes, e-cigarettes, vaping products, or any other substances. Smoking in this room will result in a deep clean charge of £120 being applied to the cost of the stay, this may be applied after check-out.

subject to room inspection.

Temperature Control

Room temperature can be controlled by either adjusting the dial on the side of the radiator or the temperature control system for the air conditioning (depending on the system installed in your room).

Travel and Local Traffic Information

For details of local travel, attractions and directions please contact reception.

Voltage

All socket outlets operate at 200/240 volts. A razor socket with dual outlets 110/120v and 220/250v is in the bathroom. You are recommended not to recharge your electric razor from the bathroom socket. If you require a converter, there will be a selection of adaptors to purchase at reception.

Wake-up Service

Please contact reception who will be pleased to provide a wake-up service.