

HART'S

HOTEL & KITCHEN

Guest Directory & Menus

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Adaptors / Chargers

Worldwide travel adaptors and chargers are available from Reception.

We ask those guests that have travelled from America to ask Housekeeping or Reception for the "Voltage Converter" before using any appliances you have brought with you.

Air Conditioning

Many city centre hotels have effective air conditioning, mostly due to the fact that it's impossible to open any windows because the amount of pollution from noise and air borne dirt. One of our great benefits is that it is possible to open your bedroom window and enjoy fresh air, because of our unique location. Additional ventilation is available by turning the summer vent on by the switch beside the entrance. Effective cooling fans are also available upon request.

Architecture

Nottingham based, Julian Marsh, the four-time winner of the Royal Institute of British Architects Award is responsible for the unique design of Hart's Hotel & Kitchen.

Arrival

Rooms are made available from 3pm every day. If an earlier arrival is essential, it is recommended that the hotel is contacted on the previous day. The room which is held will be charged at the applicable rate for the room type reserved.

AT & T and other telephone account services

The number for AT&T is 0800 890 011 - Please note that we charge a flat £1 fee for access to these types of numbers.

Bathrobes

If you would like to borrow one during your stay, please ask at Reception.

Breakfast

Breakfast is served in Hart's Kitchen. Due to new restrictions this must be pre-booked in advanced or subject to availability.

Monday to Friday 7am until 9.30am
Saturday and Sunday 7.30am until 10am

You are welcome to enjoy breakfast in your room (a £3.50 tray charge per tray will be applied)



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Hart's Breakfast is charged at £10 per person
English Breakfast is charged at £15 per person

Click [here](#) to view menu.

Brunch

If you are unable to make breakfast, we do offer a Brunch menu which is served daily after breakfast until 11am. Click [here](#) to view menu.

Car Parking

We have our own car park. We presently charge £9.95 per car per night 7 days a week. Vehicles parked are at your own risk.

CD Player

There is a 'Bose' CD/Radio in your room.

Coffee and Tea

We happily offer you coffee and tea in your room with our compliments. You will find fresh milk in your minibar. If you do not like the choices on offer, please tell us and we will do all we can to change it. If you do not want to make it yourself just call Room Service and we will bring it to you!

Coat Hangers

Please note we provide 4 coat hangers per room, if you require more then please call Reception on "0". If the coat hangers are removed we charge a flat rate of £5.

Covid Safety Measures

To view our measures and risk assessment click [here](#).

DDI lines

We can give you your own telephone number if you prefer to receive all your calls direct to your bedroom or suite. Please ask Reception for the number.

Décor

The décor in the hotel and Hambleton Hall in Rutland has been created almost entirely by Stefa Hart with help from a long serving, hand-picked team of craftsmen and women. If you would like to know more, please contact Hambleton Decorating on 01572 767145.

Departure

To allow us to have rooms ready for arriving guests we ask that you vacate your room by 12 noon. If you would like to leave later please contact Reception. If we can let you keep the room longer we will and a charge may apply.



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Luggage can be stored at Reception if required.

An express check-out can be organised with Reception upon check-in and the final invoice will be emailed after departure.

Dinner

See Hart's Kitchen section or view online [here](#).

Dogs

Dogs are welcome in the hotel and we recommend the Garden rooms which have direct access to the private garden. A small charge of £10 per night per dog will be levied. We allow a maximum of 2 dogs per room. Dogs are not to be left in their rooms unattended. We do not take large dogs such as American Bulldogs or Large Huskies etc. No dogs are allowed in the restaurant or bar areas except for guide dogs. We do offer 24-hour room service and we can recommend dog friendly restaurants nearby. Owners are advised to clean up after their own dogs. Please note a charge will be made if mess is left in public areas. A minimum of £50 will also be made if deep cleaning is required in the room due to accidents. The hotel has its own garden for dogs to use and also overlooks the Park private residential area which is perfect to walk around. Please note we do not permit other pets to stay in the hotel.

View Hart's dog policy online [here](#).

Do Not Disturb

Hanging your 'Do Not Disturb' sign outside your door will stop us disturbing you altogether unless you have ordered room service. If you wish to put a hold on any telephone calls for a while just tell Reception. We will take messages for you.

If we have not serviced your room while you have been out and you have left your Do Not Disturb sign on the door we will happily come back and do it. Our Housekeeping team is here from early morning until 3pm.

Doctor

If you feel unwell, you can contact NHS Direct on 9 111, or visit them. They are open from 7am - 9pm daily. Reception can arrange a taxi to take you there if required.



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Dress Code	There is no official dress code, we want you to feel completely at home.
DVD & Blu Ray	All of our televisions offer DVD and Blu Ray players.
Electrical Supply/ Room Voltage	<p>The supply in the hotel is 240 Volts.</p> <p>We ask those guests that have travelled from America to ask Housekeeping or Reception for the "Voltage Converter" before using any appliances you have brought with you.</p> <p>If you require an adaptor, please contact Housekeeping.</p>
Emergency	Please press the Emergency button on your telephone. The most senior Manager on duty will rush to your room.
E-Newsletter	Sign-up to our email database to receive our monthly updates, latest news and upcoming events here .
Environmental Policy	<p>We would like to enlist the help of our guests in achieving our aims to be more environmentally friendly by asking you to:</p> <ul style="list-style-type: none">• Turn off lights when leaving the room.• Turn off the television when leaving the room.• Turn off taps.• Turn off heating when a window or door is open.• Leave newspapers out of the bins so they can be collected separately by the housekeeping staff and recycled.• Place all towels to be changed into the bath.

To view our full policy visit online [here](#).



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Faxes

We can send your faxes for you from Reception.
We charge as follows:

	1 st page	2 nd & additional
National	£1.00	£0.50
International	£2.50	£1.50
Faxes received	£0.10	£0.10

Feedback

Thank you for choosing to stay at Hart's Nottingham.

We'd be grateful if you would leave us a review on TripAdvisor about your visit [here](#).

We hope you choose to stay with us again.

Fire Alarms

We are required by law to test these once a week and it consists of 3 short blasts. Please accept our apologies if this disturbs a snooze or telephone call. The bells should sound for approximately 10 seconds. If they sound for longer it is not a test.

Fire Procedures

Detailed plans of your escape route are on the back of your bedroom door. Please make sure you know the most direct route out to the Fire Point from your room before you retire for the night. The assembly point is outside the restaurant.

Garden

The garden is for residents and their guests only and is designed to be a place of calm and relaxation. We do occasionally allow non-resident guests to use it at the discretion of the Duty Manager. You are very welcome to take your drinks and even food outside once ordered from Hart's Kitchen. We ask that all guests leave the Garden by 9.30pm except those staying in our Garden rooms.

Gift Vouchers

Looking for inspiration for a present? We sell gift vouchers for any value or a variety of gift experiences online at [here](#).

We also have a number of souvenir gifts available to purchase from Reception.



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Gym

We have a very small, unsupervised, Exercise Room on the first floor (turn left out of the lift).

We monitor the room on CCTV but do not accept responsibility or liability for accidents or injuries sustained.

For your safety, we only permit one person in the exercise room at a time and we ask you to use the hand sanitiser and/or disinfectant wipes during your visit.

Please change the 'Vacant / Engaged' sign at the entrance as necessary and call Reception once you have finished so the room can be disinfected for the next guest.

We may be able to offer day passes for local gymnasiums with more facilities. Please ask at Reception for details.

Hair & Beauty

Hairdressing and health & beauty treatments are also available with a prior booking at various city centre locations. View [here](#).

Hairdryer

You should find a hairdryer next to the safe in your room if you do not - please call Housekeeping.

Hambleton Hall

Our sister hotel, Hambleton Hall opened in 1980 in Rutland and is one of England's finest country house hotels. Owned by Tim Hart, the bedrooms are beautifully appointed and the (Michelin Star) food is delicious. The hotel is about a forty-five minute to one hour's drive away. If you would like to know more pick up a brochure from Reception or call them direct on 01572 756 991.



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Hart's Kitchen

Hart's Kitchen is our hotel restaurant located just off the reception / lobby. Open daily for breakfast, brunch, lunch, dinner, snack menu as well as Afternoon Tea.

Please call Reception if you would like to see a menu or view online [here](#).

Your bill can be charged to your room account.

Opening Times

Monday to Thursday **Friday & Saturday**

7am

Last orders

9.30pm

7.30am

Last orders

10pm

Sunday

7.30am

Last orders

9pm

Housekeeping

If you need another pillow, more towels, or an extra blanket please just press the Housekeeping button on your telephone.

Irons and Ironing boards

Please call Reception -
We will deliver one as fast as we can.

Internet Access / WIFI

We offer complimentary WIFI throughout the hotel. This includes the gardens both front and back. Please connect to Guest Wireless - you will not require a password.

Broadband is still available by use of the standard Ethernet cable, which is located to the left of your desk lamp. If you have any problems with connection, please contact Reception who will happily assist. Our apologies guests may not use the hotel office for internet access.

Keys

Your room number is not on your key for security reasons. Your room number is printed on the cream paper slip you were given upon arrival.



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Late return to the hotel

The front door of the hotel is locked between 11pm and 7am. Your room key will open the front door of the hotel, the car park barrier and the door in from the car park. If for any reason it fails, the doorbell will summon the Night Manager.

Laundry and Dry Cleaning

We can arrange dry cleaning. Items given to Reception by 9am will be returned by 3pm the same day. Same day delivery is unfortunately not available at weekends and bank holidays.

Lighting

To enable the power to your bedside or overhead light please insert your key card into the slot by your door.

To turn on the lamp on your desk you will find the switch at its rear on the right-hand side.

Lost Property

Any items found in the Hotel are passed to the Head Housekeeper and logged within 2 hours of being found. All items are kept for a minimum of 3 months. After this time they will be sold and the proceeds given to charity. If you have lost something, please contact Housekeeping or the Duty Manager. If we have found it, it will be returned to you. A postage charge may apply.

Lunch

Lunch is available daily in Hart's Kitchen. View online [here](#).

Maps

We have maps of the city centre at Reception. If you need to look at a larger scale road map we have one you can borrow.

Minibar

We hope that we have chosen a selection of drinks and snacks for the bar that will both tempt and please you. If you feel there is something we have forgotten or something you would prefer, please tell us.

Please be aware that any undeclared items consumed from the Mini Bar will be charged after your departure. Alternatively, if you feel you have anything missing from your Mini Bar please notify Housekeeping.

Items will be sanitised for your safety.



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Newspapers

We should have asked you for your choice of newspaper when you arrived. If we did not or if you would like to change or add to your order please call Reception before 4am.

Paul Smith

We are delighted to be working with the local Paul Smith store. If you have forgotten any clothing item i.e. shirt or cuff links, we can assist with having items delivered to the hotel. Please contact Reception for further assistance.

Paul Smith
Willoughby House, 20 Low Pavement
Tel: 0115 968 5990
Closes at: 6pm
Distance: 0.50 miles
Website www.paulsmith.com

We also have a Paul Smith package available - please speak to Reception to find out more.

Payment of Accounts

We can happily provide you with a copy of your account at any time - please just ask at Reception. If you are staying more than seven nights we ask you to settle your account on a weekly basis.
Payment may be made by cash or credit card (except Diners Club). Personal cheques without a guarantee card will not be accepted without prior notice.

Photocopying

Photocopied documents are charged at 10p per black and white and 15p per colour (per page).

Radio

There is a BOSE CD/radio in your room - we have programmed it as follows:

Button 1	Radio One
Button 2	Radio Two
Button 3	Radio Three
Button 4	Radio Four
Button 5	Classic FM

Reservations

To reserve your next stay with us please press '0' to speak with Reservations on your telephone or ask at Reception.



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Room Safes

These are operated with the use of a four-digit code and are designed to accommodate a laptop. There is a plug socket on the inside of the door should you wish to charge electrical items such as mobile phones or laptops whilst they are safely locked away. Operating instructions are on the front panel of the safe. If you have any problems, please call Reception.

We do not accept any responsibility for lost or missing items.

The hotel safe may be used to store items that do not fit in the safe in your room. The Duty Manager will help you with this too.

Room Service

We offer a 24-hour room service menu made up of dishes from our "all day" menu. From 10.30am till 10pm (9pm Sunday) please choose anything you like from the room service menu. Between 10pm and 6.45am. we can offer you those dishes on the menu marked with a "*". A tray charge of £3.50 will be applied per tray to your account. Social distancing will be adhered to.

Service Charge

While the staff love to get tips they do not expect them and will look after you whether you tip them or not. A discretionary service charge of 12.5% is added to all bills in the hotel.

Smoking Policy

Smoking is not permitted in the hotel or bedrooms. We do have smoking areas in the garden and courtyard.

Taxi

Reception can make any bookings on your behalf with safe and secure companies that operate a Covid-19 safety policy.



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Team Hart's

Welcome to Hart's from the whole team. Here are some of the people you may encounter while you are with us. There are many others who are just as committed to looking after you.

Adam Worthington	General Manager
Brenton Dinham	Restaurant Manager
Melissa Willis-Hall	Assistant Manager
Martin Sludds	Head Chef
Rachel Scott	Head Housekeeper
Paul Stevenson	Maintenance Manager
Claire Jolliff	Marketing Manager

Telephone Charges

With the demise of the old unit, telephone charges have become more difficult to explain. Effectively they are calculated with the use of an 'elapsed time' and 'distance' equation based on the time of the day and line usage.

Examples of call charges are as follows and are correct at the time of printing:

4 minutes to London peak time	£1.46
3 ½ minutes local call - 10 am	£0.62
1 minute to France - off peak	£1.40

0800 and other free access numbers are charged a one-off £1 per call.

Television

Our televisions are set to "digital" offering you channels one to five and a choice of free view channels. To access the sky channels, you need to switch the TV from Digital to Analogue.

To do this you need to press the button "Digital/ Analogue" button which is the first button on the 4th row down on the television remote. This enables you to view Sky Sports.

Things To Do

See our Directory of things to at the end of this document or view online [here](#).

Trouser Press

If you need a defined crease on your trousers for the morning, just call Reception and ask for a portable trouser press to be brought to your room.



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Toiletries

If there is something you forgot to pack or wish you had, please call Reception. We might be able to supply you from our 'Emergency Kit'.

Valet Service

If you need something ironed, we will be happy to bring an iron and ironing board to your room. Just press the Housekeeping button on your telephone.

VAT Reclaim

We are legally bound to charge you VAT (Value Added Tax) at a rate of 20% on the cost of your stay with us.

Your company is entitled to reclaim this VAT which can result in a considerable saving. If you would like to attempt this, we can provide you with a form. We recommend The International Tax Reclaim Company. They will deal with you directly and only charge contingent on success. VAT can be reclaimed on other **business** expenses provided you have the original receipts. For further information please ask at Reception.

Voicemail

All rooms have voicemail. If the light on your telephone is flashing, you have a message. To pick up your message dial 8.

Wake-up Calls

To set a wake up call on your telephone please press the marked button and follow the instructions. If you prefer to be woken by a member of the team, please ask Reception.

Windows

Our windows are a little peculiar to say the least. To open them or close them past a certain point you need to press a release catch on the left hand side inside the frame. **Please mind your fingers.** Our Garden Rooms have extra shutters at the side of the French doors. This enables you to enjoy the fresh air without having to leave the door wide open.



Directory of Things To Do

Cinemas, Theatres & Concert Hall

Cineworld
The Cornerhouse
29 Forman St, Nottingham NG1 4AA
0871 200 2000
www.cineworld.co.uk

Broadway Cinema
14-18 Broad Street, Nottingham, NG1 3AL
0115 952 6611
www.broadway.org.uk

Nottingham Playhouse
Wellington Circus, Nottingham, NG1 5AF
0115 941 9419
www.nottinghamplayhouse.co.uk

Theatre Royal & Concert Hall
Theatre Square
Nottingham
NG1 5ND
0115 989 5555
<https://trch.co.uk>

Motorpoint Arena Nottingham
Bolero Square, The Lace Market, Nottingham
NG1 1LA
0843 373 3000
www.motorpointarenanottingham.com

Museums & Galleries

Nottingham Industrial Museum
Wollaton Hall, Nottingham NG8 2AE
www.nottinghamindustrialmuseum.org.uk

National Justice Museum
High Pavement, Nottingham, NG1 1HN
0115 952 0555
www.nationaljusticemuseum.org.uk

City of Caves
Garner's Hill, Nottingham, NG1 1HF
0115 988 1955

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Museums & Galleries

The Museum of Nottingham Life
Brewhouse Yard, Castle Boulevard, Nottingham,
NG7 1FB
0115 8761400
www.nottinghamcastle.org.uk

Nottingham Contemporary Art Gallery
Weekday Cross, Nottingham, NG1 2GB
0115 948 9750
www.nottinghamcontemporary.org

Nottingham Castle Museum & Art Gallery
Lenton Road, Nottingham, NG1 6EL
www.nottinghamcastle.org.uk
Closed for refurbishment until 2020. View website for project details.

The Robin Hood Experience
94 Friar Lane, Nottingham, NG1 6EB
<http://www.robinhoodexperience.co.uk>
0115 947 4802

The University of Nottingham Museum
Nottingham Lakeside Arts, University Park,
Nottingham, NG7 2RD
0115 846 7777
www.lakesidearts.org.uk

Activities

Wollaton Hall & Park
Wollaton, Nottinghamshire, NG8 2AE
0115 876 3100
www.wollatonhall.org.uk

Nottingham Forest
The City Ground, Pavilion Rd, Nottingham
NG2 5FJ
0115 982 4444
www.nottinghamforest.co.uk

Nottingham Racecourse
Colwick Park, Nottingham, NG2 4BE
0115 958 0620
www.thejockeyclub.co.uk/nottingham

National Ice Centre
Bolero Square, The Lace Market, Nottingham,
NG1 1LA
0843 373 3000
www.national-ice-centre.com



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Activities

Nottingham Bowl
1 Belward Street, Nottingham, NG1 1JZ
0843 290 8916
www.nottinghambowl.co.uk

Walking Tours

Brackenbury's Britain
Richard Brackenbury, Historic Nottingham
07747 034893
<https://brackenburysbritain.co.uk>

Nottingham Tours
07941 210986
<https://www.ezekialbone.com/>

Pubs & Bars

Ye Olde Trip to Jerusalem
1 Brewhouse Yard, Nottingham, NG1 6AD
0115 947 3171

The Alchemist
11 King Street, Nottingham, NG1 2AY
0115 950 9416
<https://thealchemist.uk.com>

Alto
The Cornerhouse, Forman Street, Nottingham,
NG1 4DB
0115 6974 550
<https://altonottingham.co.uk/about-us/>

The Roundhouse
Royal Standard Place, Nottingham, NG1 6FS
0115 924 0120
<https://www.roundhousenottingham.com/>

Pitch and Piano
The Unitarian Church, High Pavement,
Nottingham, NG1 1HN
0115 958 6081
<https://www.pitcherandpiano.com/bars/nottingham>

Watson Fothergills
5-7 Castle Road, Nottingham NG1 6AA
0115 958 8195
<https://www.fothergillsnottingham.com/>

