



Hotel Services

A - Z

AIR CONDITIONING

All bedrooms are air-conditioned. Please refer to the operating instructions below:

- Switch on on/off button
- Press mode button cooling (snowflake shape)
- Press fan button to speed required – one black wedge low, three black wedges high
- To adjust temperature, press buttons marked “too cool”, “too warm” – cooling range 18 - 21°C
- To turn off, press the on/off button
- There is no need to press any other buttons

If you require an electric fan, please contact Reception.

ARRIVALS

Rooms can be accessed from 3.00pm on date of arrival.

BANQUETING FACILITIES

The Hotel has five air-conditioned suites catering for 10 persons up to a maximum capacity of 180 persons for a seated reception. For details, please dial “0” to speak to our Conference & Events Department.

BARS AND LOUNGE

The hotel has two bars. The Garden Bar adjoins the Garden Restaurant and is situated on the 1st floor. The Lounge Bar is on the ground floor, opposite Reception

A bar will be open between 9am and midnight Monday-Sunday.

BATHROBES

(ACCESSIBLE ROOM, EXECUTIVE, DELUXE, DELUXE GARDEN, JUNIOR SUITE AND SUITE ROOMS)

Bathrobes are for your use whilst at the hotel, should you wish to purchase a bathrobe the cost is £45.00 via Reception. Bathrobes (executive and suite rooms) missing from the room will be charged at £45.00 per robe.

Independently owned and run since 1931

The Bromley Court Hotel, Bromley Hill, Bromley, Kent, BR1 4JD | T: (020) 8461-8600 | E: enquiries@bromleycourthotel.co.uk
www.bromleycourthotel.co.uk

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CONFERENCE FACILITIES

The hotel has 9 dedicated air-conditioned rooms, ranging from interviewing and up to a maximum capacity of 150 persons theatre style. For details, please dial “0” to speak to our Conference & Events Department.

CREDIT CARDS AND CASH

The following credit cards are accepted: American Express, Visa, MasterCard.
Guests may also settle accounts by cash.

CUSTOMER FEEDBACK

We welcome feedback on your stay; you can add a review via:

 enquiries@bromleycourthotel.co.uk

However, if you have any problems, our Duty Managers are here to help. Please dial “0” to speak to Reception.

DAMAGE

Any damage that may occur during a guest's stay will be charged. A charge will be allocated to any damage to the carpet, bathroom and bedding. Any other damage not listed, e.g. soiling of bedding or soft furnishings will be charged accordingly.

DEPARTURE

Guests are asked to vacate their rooms by 11.00am. If an extended departure time is required, please dial "0" to speak to Reception. There may be a charge for this.

ELECTRIC HEATERS

All rooms have full heating with independent thermostatic controls. However, if you need supplementary heating, please dial "0" to speak to Reception.

EMERGENCY

Press the Emergency please dial “0” on your telephone handset.

ENTERTAINMENT

Within two miles of the Hotel, Bromley town centre has the Churchill Theatre, Vue Cinema, The Glades shopping centre which also includes The Pavilion leisure centre, nightclubs, restaurants and numerous bars. Please dial "0" to speak to Reception.

enquiries@bromleycourthotel.co.uk

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FIRE

Please ensure you are familiar with the fire instructions on the back of the bedroom door.

HARD OF HEARING

Please notify Reception so that we are aware in the event of the fire alarm sounding, or for general communication. We can provide a DEAF GUARD to place under your pillow, which will wake you upon the fire alarm going off. Please dial "0" to ask Reception.

HOUSEKEEPING AND ROOM CLEANING

A room cleaning service is provided for our guests Monday - Saturday between 8.30am - 3.00pm and Sunday between 10.00am - 4.00pm. If the guest has a "Do Not Disturb" sign on the door a note will be put under the door after 2.00pm. Fresh towels and tea/coffees can always be requested via Reception.

INTERNET

Complimentary wireless connection is available in all bedrooms and public areas. To connect laptop, mobile or tablet device:

- Enable wireless network connection
- Select "Bromley Court Hotel Wi-Fi"
- Open browser and follow prompts.

IRON

There is an iron available in your bedroom wardrobe however if you require a steam iron for your room, please dial "0" to speak to Reception.

KEY CARD

Your Key Card (along with your signature card) must be shown in the Restaurant and Bars if the charge to go on your account. The facility is only available to guests with confirmed bookings and who have pre-authorized their card with Reception, which entitles them to the appropriate key card which reflects this.

LAUNDRY AND DRY CLEANING

The Hotel offers a "same day" service. Laundry and dry cleaning handed to the Housekeeper before 8.30am will be returned the same day at 4.30pm. You will find a laundry list with prices in the wardrobe. There is no service on Monday, Saturdays, Sundays or Public Holidays. Please dial "0" for laundry collection before 8.00am. The Hotel will not accept any liability for damage or loss to garments as a result of offering this service. All matters must be taken up with the laundry company direct.

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LEISURE CENTRE/FITNESS SUITE

Situated on the Ground Floor the Leisure Centre features a gymnasium and steam room. Opening times are 6.00am - 10.00pm.

There are no attendants and children under 16 must be accompanied by an adult. The Hotel will not accept liability for any injury sustained whilst using the facility.

LOST PROPERTY

Contact the Housekeeper between 8.00am - 3.00pm or the Duty Manager outside these times. The Hotel cannot be liable for items left in guest bedrooms.

LUGGAGE STORAGE

Luggage can be stored and collected at Reception; this facility is available 24 hours.

MAIL

Incoming mail will be held at Reception.

MESSAGES

Any messages received during your stay will be kept at Reception.

PHOTOCOPIES

This facility is available 24 hours and charged at 0.25p per A4 sheet. Please ask at Reception.

PORTERAGE

A full porter service is available 24 hours. For assistance, please dial "O" for Reception.

RESTAURANT

Breakfast

Is served in the Garden Restaurant which is situated on 1st floor. The times for breakfast are as follows: Monday - Friday 6.30am - 9.30am
Saturday, Sundays, and Bank Holidays 7.30am - 10.00am

Garden Restaurant

The Garden restaurant is open 12:00-21:30 Monday-Sunday serving lunch, dinner and afternoon tea.

Afternoon Tea

Afternoon tea is available 12:30-17:30 daily in the Garden Restaurant.

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Reservations are highly recommended at all times. Please dial 0 or 8715 to make your reservation.

ROOM SAFES

Room safes are available in all rooms.

SERVICES

For additional items such as blankets, towels, pillows, toiletries and coffee/tea, please dial "0" for Reception.

SMOKING

Please be advised that all bedrooms are non-smoking. Any person found to be smoking or vaping in a bedroom will be charged £350.00. This is for the in-depth cleaning that will need to be undertaken. Your cooperation is appreciated. Smoking or vaping is also not permitted within the Hotel.

STAFFING

The Hotel and Reception is staffed on a 24-hour basis.

TAXIS AND TRANSPORT

Taxis may be booked through Reception. Trains to London (Victoria) leave Bromley South Station approximately every 15 minutes. It is advisable to book a taxi the night before in order to avoid delays.

TELEPHONE CHARGES/DIALLING INFORMATION

Dialling information: For outside calls, press 9 followed by the number. For International Country Codes, Credit Card or Toll-Free calls please telephone Reception. Call charges are per minute and below is a guide to the charges:

Local

0.28p

National 0.28p

EU Countries 0.42p

USA 0.35p

Australia

Mobile

0.84p

1.96p

TELEVISION/RADIO

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Our televisions offer a broad range of channels on Freeview. To see channels press "Guide" on your remote control. For quick use: Television channels press page button up. Radio channels press page button down.

TOILETRIES

A limited selection of emergency items are available to purchase from Reception, such as razors, shaving foam, toothbrushes, toothpaste, combs, sewing kits and shower caps.

VALUABLES

Please do not leave valuable items in your bedroom, deposit them in your room safe or the Hotel Main Safe located in Reception.

The Hotel will not accept any liability for items left unattended in the guest bedrooms.

WAKE-UP CALLS

If you would like an alarm call in the morning please advise Reception the night before.

WEB SITE

www.bromleycourthotel.co.uk

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