



# MOTTRAM HALL

*Cheshire*

## Welcome to Motttram Hall

Wonderfully exclusive, never intimidating, beneath our grand demeanour lies the warmest of welcomes.

Majestic views of the rolling Cheshire plains act as the perfect backdrop for our Georgian mansion. With sweeping manicured lawns and groomed gardens, lush parkland and an ornamental lake, it is clear that we are the finest hotel resort in Cheshire.

We hope you have a wonderful stay.

### **USEFUL TELEPHONE NUMBERS**

Reception .....	0
Housekeeping.....	189
The Claret Jug.....	573
Golf Pro-Shop.....	572
Outside Line.....	9
Room Service .....	140



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## Dining

If you fancy a relaxed snack or meal, The Claret Jug is currently open for Breakfast, Lunch or Dinner

Booking recommended, dial 573 from your bedroom phone.

Open 7am – late

## Golf

Set in 270 acres of stunning Cheshire parkland, Mottram Hall is the picture perfect backdrop for your golfing exploits.

Why not take advantage of our par 72 Championship course that is a tale of two halves.

The front nine is set on lush meadowland, where as the back nine weaves its way through undulating woodland. The course, designed by former PGA captain Dave Thomas, is a challenging but rewarding.

We can tailor society or corporate packages for those looking to mix business with pleasure.

Not got your clubs? We have a fantastic range of hire clubs available whether you're right or left handed, male or female. We also have buggies to hire if you'd prefer an easier round on the legs. Or if you don't have time for a full round, we have an eight bay driving range where you can finely tune your swing with one of our PGA professionals.

For more information call the Golf Shop on 572 from your bedroom phone.

## Conferences and Meetings

### CONFERENCE & MEETINGS

Our purpose-built Conference & Events facilities offer the perfect setting to bring your team together. With the capacity for 180 theatre style and self-contained Conference Hub, you won't find a more inspiring meeting location. Our experienced team are on hand to ensure that you enjoy the most successful of events, whatever your requirements.

### SPECIAL EVENTS

From family occasions to charity balls, private dining and corporate events; our team will work with you to ensure that you will have a truly memorable event.



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### WEDDINGS

A fairytale wedding venue, exclusive to one wedding a day with opulent reception rooms, spectacular grounds, mouth-watering catering and personal, professional service: everything you need for your special day. Get in touch with our dedicated Wedding Co-ordinators to help you turn your dreams into reality today. Telephone number to view our event facilities: 0 from your bedroom phone.

## Out and About

There's plenty to explore in and around Mottram Hall. You could simply take a moment of two to walk around the gardens and admire the flora and fauna. Or, stretch your legs a little further with a walk on the 270 acres of Mottram Hall's exquisite estate.

### WALKS AND TRAILS

We can provide details on suggest routes, ranging from 1/2 a mile to 4 miles, across woodland or countryside and through undulating trails or historic towns and villages. Local highlights include the 12th century Norman Chapel and the 18th century Prestbury Hall.

### LOCAL CULTURE

Within a short drive of Mottram Hall guests can discover the Silk Museum in Macclesfield, housed in magnificent old Sunday school built in 1814.

The National Trust's Quarry Bank Mill, with its fascinating heritage machinery and 18th century 'Secret Garden'?

## A-Z of Hotel Services

### AIRLINE & RAIL RESERVATIONS - DIAL 0

Concierge will be pleased to deal with any enquiries.

### ANIMALS

Animals are not permitted in the hotel with the exception of assistance dogs.

### BEDDING - DIAL 189

If you would prefer sheets and blankets instead of a duvet, our Housekeeping team will be happy to change the bedding for you.



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### BUSINESS CENTRE - DIAL 0

Please contact Reception for any business services such as photocopying, faxing or printing. Please be aware a charge will apply for these services.

### CAR PARKING

Car parking is available in the hotel car park including dedicated disabled parking bays please display your badges. All vehicles are parked at the owner's risk.

### CHECK-OUT

Guests are requests to vacate their rooms by 11am. Should you wish to leave later in the day, arrangements may be made through Reception dependant on availability and for a small charge.

### COTS/CRIBS - DIAL189

Baby cots/cribs are available from Housekeeping.

### CHILDREN

Children up to 4 years of ages stay free of charge when sharing a room. Food is charged separately. Conditions apply and further information is available from Reception.

### COFFEE AND TEA MAKING FACILITIES

In your room you will find complimentary tea and coffee making facilities. Additional supplies are available from Housekeeping or Reception.

### CORKAGE

We would respectfully remind guests that they are not permitted to bring alcoholic beverages into the hotel for consumption on the premises.

### CREDIT AND DEBIT CARDS

We accept all major credit and debit cards.

### DIETARY REQUIREMENTS - DIAL 140

Our Restaurants and Room Service menus offer a variety of options to cater for many different dietary requirements.



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### DRY CLEANING & LAUNDRY - DIAL 0

The hotel operates a same day service, five days per week (Monday to Friday except public holidays). To take advantage of the same day service garments must be left with the Reception before 8.30am – please contact Housekeeping to arrange collection. A garment bag is located in your room.

### DOCTOR / AMBULANCE

Should you require medical assistance please contact Reception on 0. In an emergency dial 999.

### DRESS CODE

Mottram Hall does not enforce a dress code within public areas. However, it is appreciated if an approach towards smart casual wear is adopted in the evening.

### EXPRESS CHECKOUT

For your convenience, we offer an express checkout facility. If you have checked your bill and left credit card details behind then simply post your key card and Key card holder in the Express checkout post box as you leave and we will charge your card and send the receipt on to you.

### ELECTRICITY

The voltage in your room is 240v A/C and will run all normal appliances. Bathroom shaving sockets have a dual 240V/110V facility for electric razors only.

### EMERGENCY EXIT

A full detailed exit plan is located on the back of your bedroom door. For further information please speak with Guest Services.

### FIRE

Please note a continuous siren means you should evacuate the building through your nearest fire exit and make your way to the fire assembly point. Please study the Emergency Fire Procedures on the back of your bedroom door and locate your nearest exits. There is a fire alarm test every Monday at 4pm.

1. If you discover a fire, raise the alarm by breaking the glass on the nearest fire alarm.
2. On hearing the fire alarm leave the building at once, quickly and calmly by the nearest available route. Escape routes are indicated by green signs. Do not stop to collect personal belongings.
3. If you suspect that there is a fire on the other side of the door, do not open it.



MOTTRAM HALL (elevators), use staircases.  
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4. Do not use lifts

5. Crawl low in smoke. Fresh air will be at floor level. If you encounter smoke or fire at floor level, turn around and use another exit. Take your key so you can go back to your room if you cannot use the exit.

6. When clear of the building, proceed to assembly area located at the flag poles at the front of the hotel.

7. Do not re-enter the building.

8. Guests with disability likely to affect their own safety in the event of an evacuation please inform Reception on check in.

#### FIRST AID - DIAL 0

Qualified first-aiders are available to offer assistance when needed. Please dial 0 for Reception.

#### GARMENT PRESS

All rooms are fitted with an iron and board. The Concierge is also able to assist with your pressing needs.

#### HAIRDRYERS

These are located in the Wardrobes.

#### HOUSEKEEPING - DIAL 189

Our Housekeeping team will respect any 'Do Not Disturb' signs. However, if you require any additional items during your stay do not hesitate to call the Housekeeping team on 189. Between the hours of 7am and 6pm after this dial 0 for reception. If you require your room cleaning during your stay please ensure the 'Do Not Disturb' sign is not left on the outside of your door. Management has the right to enter guest rooms at any time. Please note there will be a minimum charge of £100 for any rooms which need to be taken out of service due to damage by the guest.

#### LOST AND FOUND PROPERTY

All items are recorded and kept by the Housekeeping department. For assistance, please dial 0. You are respectfully requested to check your room thoroughly before your departure to ensure that all personal belongings have been removed.

#### MESSAGES

Messages will be delivered by hand directly to your room.



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### NEWSPAPERS - DIAL 0

If you would like to have a newspaper delivered to your room please contact reception on 0.

### POSTAGE

All items are delivered to your room on receipt. Any outgoing mail should be handed to Reception.

### PORTER – DIAL 0

If you require assistance with your luggage please contact the Concierge.

### SAFETY AND SECURITY

Whilst stringent security measures are in place, the hotel cannot be held responsible for loss of theft of personal property left unattended in your room or public areas. We strongly recommend;

1. Use the dead-lock on your guestroom door.
2. If you do not wish to be disturbed, use the 'Do not disturb' sign on the door of your room, also advise the Operator.
3. Be sure that your door closes completely when you leave the room. Check that the lock has engaged by pushing the door.
4. When answering the door, please identify the person before opening the door. All doors are equipped with a viewing lens for your safety. If you have any doubt or problems, call for assistance on 0
5. Lock your car whenever you park and do not leave valuables in the car.

### SHOPPING

Wilmslow town centre, with a good selection of shops and restaurants, is within a 10 minute drive from the hotel. If you are looking for a wider range of shops we recommend The Trafford Centre, one of the largest shopping centres in the UK, just a short drive away.

### SMOKING

Mottram Hall operates a no-smoking policy in all our bedrooms. Anyone found to be smoking will be charged an additional fee of £250 for deep cleaning. Our fire alarms are very sensitive and a charge of £500 will apply for any false alarms caused by smoking in hotel.



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### TELEPHONE

For information on telephone call tariffs from your bedroom phone please see the tariff rate card provided in your bedroom.

### TAXIS - DIAL 0

Taxis can be pre-booked through the Concierge. Please contact Concierge for approximate charges.

### TELEVISION AND RADIO

The television and radio in your room can be controlled either manually or with the remote control provided. When on stand by, press a number and the television will turn on. Please refer to your TV set for a full list of channels available.

### TRAIN SERVICES

Our nearest train station is Wilmslow which is on the main line from Manchester Piccadilly to London Euston

### TOILETRIES - DIAL 0

We can provide additional items you may have forgotten to bring at an additional charge. These include bathrobes, toothbrush, toothpaste, cotton wool, razors, shaving foams, sanitary items.

### WAKE UP CALL - DIAL 0

To book an alarm please contact Reception on 0.

### WIRELESS INTERNET CONNECTION

We offer free unlimited Wi-Fi throughout the hotel in bedrooms and public areas. If you are experiencing connect issues or require more information please contact Nevada Guest Internet Support on 0330 202 0530 (fair usage limits apply; terms and conditions are available on our website).





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## Green Charter

At Mottram Hall we strive to ensure your stay with us is a brilliant experience, we understand that we also have a big responsibility to the environment. That's why we are committed to our Corporate Social Responsibility Charter. It is quite a mouthful but simply what it means is, when it comes to the environment, we're the good guys! Simple ways you can help us help the environment:

**Conserve energy:** Please switch off any lights you aren't using and if the heating is on, save energy by ensuring windows are closed.

**Give the car a break:** There are loads to see and do locally, so why not ask Reception for some great local walks or a public transport timetable.

**Shop local:** If you're lucky enough to have time to take it some shopping whilst you are with us, ask about the local market, malls or shopping centres.

**Reduce, Reuse, and Recycle:** We dispose of any recyclable rubbish responsibly. **Be Water Wise:** Water is a very precious commodity so please don't waste it.

**Don't throw the towel in:** Washing and drying towels is one of any hotels biggest energy uses so please only use the towels you need.

**Respect nature:** We promote responsible use of the countryside so please refrain from littering, guard against fires and use footpaths and cycle-ways