

# WELCOME TO COMBE GROVE

In line with government guidelines our usual Guest Folder has been removed from rooms, however here you will find some key information relevant to your stay. If you cannot find what you need here, please call reception who will be more than happy to help you.

## RECEPTION

Please dial 0 for reception. The Team can help with room service, any important item you may have forgotten to pack or room gifts that you might like to order to enhance your stay.

## TELEPHONE CALLS

Dial 9 for an outside line. Calls are charged at standard rates for local and international calls and will be added to your room bill for payment via card on departure. To dial another room, please press 5 followed by the room number you require.

## STAYING SAFE

We ask all guests to maintain 2 metre social distancing at Combe Grove, and at a minimum 1+ metre where 2 metres is not practical. You will find hand sanitisers around the hotel and we ask that masks are worn in public areas in line with government guidelines.

## RESTAURANT

In order that the Team can uphold social distancing, we ask all guests pre-booked for breakfast, lunch, afternoon tea and dinner. As our table numbers are reduced to keep everybody safe, we are unable to offer as many covers as usual and we apologise if a desired time is not available. Rest assured the Team will do their best to accommodate all bookings, but if you are unable to eat with us at Combe Grove, reception have a list of local places that are open for dinner bookings.

Breakfast	7.30 am - 10.00 am	Lunch	12 pm - 3 pm
Afternoon Tea	2pm - 5 pm	Dinner	6 pm - 8.30 pm

## DRINKS AND SNACKS

The bar is open between 8 am and 10 pm during your stay for drinks and bar snacks. No drinks can be served after 10pm in line with current government guidelines.

## PAYMENTS

In order to minimise contact, we are asking all payments for drinks and snacks are made by card when ordering from the bar. Additional items such as room gifts or activities that are not prepaid with your booking will be added to your room bill and we ask that you pay for these on departure by card.

## HOUSEKEEPING

Prior to arrival, bedrooms are deep cleaned and sealed to give guests reassurance that they are the first to enter their room. With your safety in mind, we have taken the decision not to service rooms once guests are in residence, so there will be no room cleaning during your stay while we maintain social distancing. You can of course request fresh towels or amenities during your stay. Please call reception to request clean towels and these will be delivered to your door, or simply leave dustbins outside of your room to be emptied. All rooms undergo a rigorous, enhanced cleaning between guest stays, and you can read more about Covid Secure Policy on our website.

## DEPARTURE

Check-out is from 11am on your departure day, unless you have pre-arranged a late check-out.

## SMOKING POLICY

With a focus on wellness, the entire 64-acre estate is a non-smoking site and we are grateful to our guests for refraining from smoking whilst on the grounds. A fee will be incurred if any room is unable to be let due to smoking. Thank you for your cooperation.

## GETTING AROUND

We encourage you to roam the 64-acre estate and enjoy the nature on our doorstep. You can pick up a map from reception to help you find your way around. If you are feeling active, Bath can be accessed on foot. We are a short walk from the National Trust Bath Skyline Walk which navigates Bath and affords wonderful views from a number of viewpoints. Please ask at reception for more information.

## TAXI

V cars is the taxi company that operates from Bath Spa Station. They can be contacted on 01225 444 444. The journey from Combe Grove to central Bath is around 10 minutes and should cost around £11. Reception will be happy to help you arrange a taxi.

## TRAIN AND BUS

Bath Spa Station is 30 minutes away by bus. From here you have easy access to Bristol and beyond. The Bath Bus Company runs a tourist service called the Skyline Tour. The hop-on-hop off service that can be picked up from bus stop N close to Ralph Allen School, which is a short walk from through the estate to the Claverton Road entrance, turning right at the main road.

## EXPLORE THE ESTATE

The emphasis here is on wellness and nature and we actively encourage guests to roam the entire estate, being respectful of any animal dwellings you may come across during your wandering. Verges and grass areas are purposely left to wildflower to encourage pollinators. We are serious about our role as custodians of the land here and employ a mixture of traditional and innovative practices that encourage biodiversity and increase productivity. The newly planted market garden supplies chef with ingredients to create wholesome menus for guests and soon he will reap the rewards of the edible forest. Do stop and say hello to members of our Estate Team that you will see working the land during your stay.

## TENNIS

In line with government guidance we are able to safely open both our indoor and outdoor tennis courts. Should you wish to book, our Team will be happy to help. Please dial 0 for reception who will be able to let you know if there is availability. A private one-to-one tennis coaching session can be arranged for staying guests with Combe Grove tennis coach Craig. These cost £50 per session and can be booked via reception.

## FITNESS CLASSES & SWIMMING

We are currently running socially distanced classes in the Club and lane swimming in both the indoor and outdoor pools. All leisure activities need to be pre-booked so that safe numbers can be maintained. If you have not booked in advance of your stay, please leave your details with reception as often cancellations mean spaces become available. If you would like further information about the The Club, you can contact them direct by dialling 200 direct from your room

## CLUB OPENING TIMES

Monday – Friday	7am - 8pm
Weekends and Bank Holidays	9am - 7pm

## CHILDREN'S SWIMMING HOURS

Monday – Friday	9am – 10am
Sunday	3.30 pm - 6pm

## TOURIST ATTRACTIONS IN BATH

For the latest information about tourist attractions in Bath, we recommend visiting [visitbath.com](http://visitbath.com) online, where you will find prices and opening times of the main tourist destinations in Bath.