

**Access to
the hotel**

The front door is generally locked at 11.00 p.m. in the main season and early evening during the rest of the year. There is a blue electronic tag attached to your room key fob. If you hold the tag to the sensor beside the internal oak door handle you can let yourself in. If you are going out in the evening, please take your key fob and tag with you and just depress the rocker switch marked 'press to exit'. If the front door is locked on your return, please re-lock the door once you have entered the hotel. (To do this simply close the internal oak door. Then check the door is locked.)

Banks

There are no longer any Banks in Criccieth. In Porthmadog and Pwllheli the main banks are represented. There is a free cash dispenser in Criccieth outside Nisa by the main crossroads in the centre of the town, and inside the petrol station shop, Spar at the end of the high street going towards Pwllheli.

Bar

Situated on the ground floor to the left of the lounge.
If there are no staff at the bar, please go to reception for service or ring the bell on the counter.

Breakfast

Breakfast is served from 8.00 a.m. to 10.00 a.m., in the dining room. Please help yourself from the buffet to fruit juice, fresh fruit, yoghurt, cereals etc. The rest of your breakfast is served by our waiters/waitresses.

For breakfast there are no allocated tables, however we would ask you to kindly use a table that is set up for the same number of people as your booking for example if there are two of you not to use a table set up for 4 people. Thank you.

Check out

Check out time is by 10.00 a.m. Please vacate your room by this time. If a slightly later time is required, please discuss your requirements with reception.

Chemist

The nearest chemist is situated in the Pwllheli direction on Criccieth, High Street on the left-hand side, about halfway down. Open until 6 p.m. Monday – Saturday.

Credit Cards

We accept Visa, MasterCard, Maestro and Switch.

Dentist The nearest dentist is on Mona Terrace. Turn right outside the hotel and walk to the road end, turn right onto Mona Terrace and the dentist is halfway up the hill on the left-hand side.
Tel: 01766 522455.

Dinner Dinner is served from 6 p.m. The time of last orders depends on how busy we are but is generally between 8 p.m. and 9 p.m. Dinner is served in the Tonnau Restaurant.

A Menu can be found on the table in the entrance hall or by following the QR code on the desk in your room. Please book your dining time at reception. If you have any special dietary needs, please advise reception as soon as possible.

If you have pre-booked dinner kindly confirm with reception your preferred dining time.

Doctor The nearest doctor is at the Health Centre at the far end of Criccieth, High Street (in the Pwllheli direction) opposite the petrol station.
Tel: 01766 800 550.

Drying Room and Iron This is on the first floor opposite Room 16 (plain white door is the drying room). You will also find an iron and ironing board in this room.

Emergency If there is a real emergency in the night, please phone the hotel number (01766522547) and press 9 to call the emergency hotel phone number.

Fire Please familiarise yourself with the escape route from your bedroom ~ instructions on door.

As part of the building works a new fire alarm system was installed throughout the hotel. This system includes a smoke detector in every room. The flashing red light on the detector indicates it is working correctly. Please remember that the entire hotel is no smoking. Cigarette smoke will activate the alarms.

The assembly point in the event of a fire is the main lawn outside the front door of the hotel.

Gift packages If you would like us to arrange flowers, champagne or a cake please contact reception 3 days in advance.

Gratuities All gratuities are shared amongst the staff on a regular basis. Gratuities can be left at reception.

Hairdryer Every bedroom has a hairdryer. They are usually found in the chest of drawers.

Housekeeping Rooms are serviced every morning. Please place any towels you require changing in your bath/shower tray before your room is serviced. If you have any requests or special needs, please contact reception.

Hospital There are two small, non-emergency hospitals and a main hospital: Ysbyty Alltwen in Tremadog, Tel 01766 510010, Bryn Beryl in Pwllheli, Tel: 01758 701122 Main hospital, Ysbyty Gwynedd, in Bangor, Tel: 01248 384384.

Keys Except in the evening, when you go out please leave your room key at reception. On your day of departure kindly remember to hand your key in before leaving.

Laundry Please ask at reception for details of the nearest laundrette/dry cleaners. We can also arrange to have your laundry done but required a 48 hour turnaround.

Lift A lift is available to all floors. Please gently close both doors on leaving the lift, otherwise it cannot operate. The lift is turned on at 7.00am and is turned off at 10.00pm to avoid disturbing any other guests.

Luggage If you are travelling by public transport and require luggage storage etc please contact reception.

Also contact reception if you need assistance in carrying your suitcase to/from your vehicle.

Maintenance Please report to reception any maintenance issues.

Packed Lunches A packed lunch can be provided if required at an additional cost, please ask at reception for details. Please place your order before 7pm the previous evening.

Parking	There are no parking restrictions along Beach Bank, on the sea side of the road below the hotel or outside the Blue China Cafe. Beach Bank is one way – entry from the Blue China Cafe end and is quite narrow by the hotel. If you do park in the narrow section, please ensure that you do not block the road for other road users or the emergency services. You might wish to turn your door mirror in.
Hotel Car Park	Subject to availability, we have limited parking behind the hotel that can be rented by our guests. Cars are parked at the owner's risk. Please enquire at reception for availability and price. There is a nominal charge for using the car park, please discuss with reception.
Public Transport	There is a timetable for the local bus and train services at reception. Buses run regularly to Porthmadog and Pwllheli. Trains run from Pwllheli to Porthmadog, Harlech, Barmouth and several other destinations. The local bus and train companies no longer produce paper timetables. Please ask at reception if you require more information.
Pictures	The coloured pictures of Criccieth in the bar, restaurant and corridors were supplied by Andrew Kime Photography, based in Castle Gallery, 1 Castle Square. Tel 01766 590677. www.imagesofsnowdonia.com The old pictures of Criccieth and the frames were supplied by Oriol Hafan, 108 High Street, Porthmadog. Tel 01766 513217 The old pictures of the hotel came from a private collection.
Places to Visit	In your room there should be a guide published by North Wales Tourism. Please leave this guide in the room when you check out. There is also a good selection of leaflets in the entrance hallway, lounge and bar. Many are the same as in the above guide. On our web site www.caerwylan.com there is a page of links to local attractions. Reception also keeps a supply of circular local walks if required.
Post Box	The closest post box is up the hill to the right of the Hotel opposite Cadwaladers.
Post Office	There is no longer a Post Office in Criccieth, the closest one is in Porthmadog on the high street.
Shaver Points	All bathroom cabinets include a shaver point. If the shaver point is not inside the cabinet, it is on the right-hand side of the frame.

Shops There are a variety of shops along the High Street. Early closing is on a Wednesday but not during High Season.

Smoking The ENTIRE hotel, including THE BEDROOMS is non smoking. There is a minimum special cleaning charge of £50.00 per night in standard rooms and £100.00 per night in superior/executive rooms if this regulation is breached.

Taxi John and Sian Williams, Tel: 01766 522726, Mobile: 07760 228935. Booking available for 24-hour service. 4 – 8 seater with wheel chair access.

Alternatively ask at Reception for other available taxi firms.

Tea & Coffee making facilities All bedrooms contain a tea and coffee tray. Stock is replenished every day.

Tea and coffee (small charge) is also available in the lounge and bar during the day and early evening – please ask at reception if no staff in the lounge.

Television All rooms have digital televisions, which incorporate radios.

Toiletries These are provided in all bedrooms. If they are not displayed on the window ledge, they will be in your bathroom cabinet.

Wi-fi Free wi-fi is available throughout the hotel.

The network is Caerwylan Hotel – Guest.

Locate the network on your device, enter code: Beach01766 and follow the instructions.

In case of Emergency call 999 or 112 (same number for Mobile Phones). This covers Fire, Police, Ambulance, Coastguard, Cave & Mountain Rescue.

Tell the BT Operator which emergency service you need. The Operator will then connect you.

To handle your call effectively the emergency services will ask for specific information.