

## A Warm Welcome to Lakeside Coastal Village.

It's our pleasure to welcome you and we very much hope you enjoy your stay with us. With more experiences, great dining and live music, there's a lot to look forward to.

**Please take time to read some information on the back of this letter and you can find a site map inside.**

### REMINDER:

Please keep your blue "charge card", as pictured below, with you at all times to charge items to your room account.



## Here are a few reminders and next steps to make sure you get the most out of your break:

- Should you need to **contact Reception**, call **02392 463976** from 7am to 6pm. Outside these hours, please call **07971159812**.
- There is no password for access to the free Wi-Fi – simply select **"Warner-Wi-Fi"** on your device.
- Please visit reception to **register a credit or debit card** against your room and always keep your blue room card with you. After 24 hours, your account will be placed on hold if you haven't registered a card. We set **an internal limit** on each room account of **£300** – should you notice you are nearing this amount, please just visit reception to pay off a portion of this account.
- You will receive an email containing the most up to date copy of your room account each morning, the **total amount will then be taken automatically**

on departure from the card registered. Please see reception to verify your email address on file.

- Member of Club Warner? Your **membership details will be printed on your room card** and applied to each transaction when you present your card. If your tier is not shown on your room card, please visit reception.

- **Our friendly team have been busy preparing for your arrival to ensure that you have everything you need to settle into your room. The housekeeping team will be back to refresh your room on the second full day of your break. If you require any additional teas, coffees, milk or towels in the meantime, please visit our reception team who will be delighted to supply these for you.**

- On the morning of departure, please return your room key to reception or pop them in the drop box along the lake. **Check-out is at 10am** unless you have booked a late check-out.
- The health and wellbeing of our guests is our top priority. Please let Reception know if you or someone in your party has been unwell on the journey here or during your stay.

**We hope you have a thoroughly relaxing and enjoyable holiday.**

**Gail Jones - General Manager**