

It's a pleasure to welcome you and we very much hope you enjoy your stay with us at Norton Grange a Warner village. With new experiences, great dining and live music, there's a lot to look forward to.

Room accounts and payments:

- If you have not already done so, please visit reception to register your Debit/Credit cards for cashless payments and to always keep your Room Card with you to charge things to your room account. You can see your room statement at any time login on www.mywarnerstay.co.uk through your browser using your room account number provided on your room card.
- MEMBER OF CLUB WARNER? Your membership details will be printed on your room card, if it isn't please ask at reception for it to be added. This will enable your respective tier discount to be applied with each purchase, as it cannot be applied retrospectively.

Housekeeping

- Our friendly team have been busy preparing for your arrival to ensure that you have everything you need to enjoy your stay. The Housekeeping Team won't service your room the day after you arrive, however they'll be back to refresh starting from the second Full day of your stay. In the meantime, we've left a selection of extras including teas, coffees, biscuits and sugars so you have everything you need. If you do need anything else, please ask at reception they'll be happy to help.

Checkout Process:

- If you have asked for emailed bills daily, they will be emailed daily to you around 6am with your final one on departure day. If you opted for printed bills you can collect from Reception when you go for breakfast on your departure day.
- We will automatically debit payment from the card you have registered when we run our checkout process so no need to queue, just drop your key to Reception or the wishing well by 10am on departure day, unless you have paid for late check out.
- Please return your key to reception on departure.

We hope you enjoy your dining and entertainment experience with us:

- Please arrive at the restaurant promptly from the times you have booked.
- If you are interested in the **VIP EXPERIENCE** or a reserved table for your evening entertainment, please see reception to find out if there are any slots left or ask about **TABLE ONLY VIP**.

Feedback:

- Guest feedback is important to us and we would love to hear about your experience with us, where we've excelled or how we could improve. Once home you will receive a **follow-up survey** about your entire stay, if you've provided an email address at booking, this will enable you to share your views with us.
- You can also leave us a review on trip advisor Just Visit tripadvisor.co.uk/review it and look for Norton Grange Yarmouth.

What are the leisure club opening times and how do I book for Leisure activities?

The leisure club is open from **08.00am until 6pm**. To book an activity please visit the leisure club website club reception up near the swimming pool. Towels and Lockers are provided. **Last swim 5.15pm.**

What to do if I cannot open my room safe?

Please speak to reception who can arrange for one of our team members to meet you in your room to help.

What are my dining times?

Please scan your QR code to see your times, Coach guests please see the board in reception.

Where can I buy newspapers or toiletry essentials?

Newspapers on sale daily, for any essential items you may have forgotten ask at reception.

Where can I find local attractions information?

These are available in our Foyer. Please help yourself.

What if I need to charge my electric vehicle?

There are two car charging ports near the check in hut in the main car park for guest use only.

Where is the nearest bus stop and what are the bus times?

The bus stop is on your immediate right-hand side outside the site. The Route 7 bus runs to Yarmouth/Newport from our side of the road every half hour and from across the road it runs towards Freshwater and The Needles. Bus timetables are available from the Foyer. If you have a bus pass issued in England, you can use it on the local bus.

The Breezer bus is an open top sightseeing bus, and bus passes **cannot** be used on this service, but concessionary fares are available.

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Please call **01983 760323** if you need reception.
Our wish for you is to have a restful and much deserved holiday.

From **Norton Grange Management team**