



RESERVE

BY WARNER HOTELS

A warm welcome to Runnymede on Thames.

We hope you have had a smooth journey to us and that you enjoy your stay. It is a pleasure to welcome you to the Runnymede on Thames Hotel.

There are just a few reminders and next steps to make sure you get the most out of your break with us:

- There is no password for access to the Wi-Fi available around the hotel – simply select **Warner_WiFi** from your device settings and it will connect automatically.
- Should you need to **contact** the **Front Office** from your room, simply **'Ask Alexa to call Reception'** and one of our team will be there to help – our desk is manned 24/7.
- Please visit the Front Office and **register a credit or debit card** against your room (*unless you have already completed this process prior to arrival*) and **always keep your purple key card holder with you** to be able to charge items to your room account. **Please note;** we set an **internal limit** on each room account of **£300** – should you notice you are nearing this level, please just visit the Front Office to pay off a portion of this account to continue spending.
- You will receive an email containing the most up to date copy of your **room account** each morning during your stay, the total amount will then be taken from the card registered on departure - **it is not required to visit the Front Office team to pay the bill. Part of a party?** Please visit the Front Office team during your stay to **register an email** for your account.
- **Member of Club Warner?** Your membership details will be printed on your Welcome card. Just show the team your card and your respective tier discount will then be applied to each transaction.
- **Fancy a newspaper?** These need to pre-ordered via the Front Office upon arrival and will be delivered directly to your room each day.
- On the morning of departure please **return your room keys to the Front Office via the Express Checkout.**
- To recognise our team's great service, a discretionary **10% service charge** will be added to your room account. If you'd like it removed, please contact the Front Office, the evening before you depart.

The health and wellbeing of our guests is a number one priority, as part of our duty of care to everyone that visits us, we would like to make you aware of rising cases of a common viral illness, known as Norovirus across the UK. The best way to protect yourself and others are:

- Always wash your hands after visiting the toilets, smoking and before visiting our dining venues.
- Please, let the Front Office team know if you or someone in your party has been unwell on the way to the hotel, or during your stay.

We'd love to hear about your experience with us. Scan the QR code on the back of your key-card holder on your smartphone or tablet. Once at home, you'll receive a follow-up survey about your entire stay if you've provided an email address while booking.

Sam Goss

Hotel General Manager