



# Welcome

GUEST DIRECTORY



THE ROYAL CRESCENT

HOTEL • SPA • DINING

BATH

The Royal Crescent Hotel & Spa occupies houses 15 and 16 of the famous Royal Crescent, one of the finest achievements of Georgian architecture. The central house, number 16, can be distinguished by its paired columns and rounded window.

Built between 1767 and 1775, the Royal Crescent was created by John Wood, the Younger. It had been designed by his father shortly before his death, leaving his son to complete the work.

The history of the hotel is a chequered one. After World War II, numbers 15 and 16 became boarding houses. In 1974 a local consortium bought them and created a one-star hotel. After restoration, the hotel re-opened in June 1979.

Each room was restored, and each suite was named after iconic former residents of Bath or the Royal Crescent.

In 1983, The Pavilion was restored. This was followed by the completion of The Dower House in 1986. In 1997 the entire hotel underwent a major refurbishment programme, including the opening of The Bath House.

On 30th March 2012, Topland acquired the hotel, and thanks to a meticulous restoration project and multimillion pound investment, the remarkable building has been returned to its former glory and is heralded as a 'British icon reborn'.



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## Hotel Proprietors Act 1956

### Loss of or damage to guests' property

Under the Hotel Proprietors Act 1956, an hotel proprietor may in certain circumstances be liable to make good any loss or damage to a guest's property even though it was not due to any fault of the proprietor or staff of the hotel.

The liability however:

- a) Extends only to the property of guests who have engaged sleeping accommodation at the hotel.
- b) Is limited to £50 for any one article and a total of £100 in the case of any one guest, except in the case of property which had been deposited, or offered for deposit, for safe custody.
- c) Does not cover motorcars or vehicles of any kind, any property left within a vehicle, or live animals.

This notice does not constitute an admission either that the Act applies to this hotel or that liability thereunder attaches to the proprietor of this hotel in any particular case.

## Non-Smoking Policy

All of our rooms and suites are designated non-smoking.

Please note that smoking in any room or suite will result in a supplementary charge.



## Bedroom Safe Operation

Locking the safe once your items are inside:

- Press the red button located on the inside of the door.
- The front display panel will show 'SET CODE'
- With the door open, enter any code between 3 and 8 digits. Confirm your code by pressing the 'START' button. You will hear a beep confirming your code has been accepted.
- Lock the safe by closing the door and turning the knob anticlockwise.

Opening the safe:

- Press the 'START' button.
- Enter your unique code of between 3 and 8 digits.
- Press the 'START' button.
- Turn the knob clockwise and open the door.



## Telephone & Internet Access

Wireless internet access is available by joining the 'Royal-Guest' Wi-Fi network and entering a valid email address.

To call between rooms, dial 32 followed by the room number.

Example: dial 3210 for Room 10, or 3207 for Room 7.

Calls from the hotel can be made by dialling the area code and number. Calls are charged per minute. International calls, and calls to mobiles, cost more.

As a guide:

- Calls to a UK landline/mobile from 5p/40p per minute
- Calls to a European landline/mobile from 20p/£1 per minute
- Calls to the ROW landline/mobile from £1.60/£3 per minute

## Television Guide

A comprehensive TV guide is available by pressing the 'GUIDE' button on the top section of your TV remote control.

Should you need assistance, please contact Reception.



## Montagu's Mews Restaurant, Bar & Terrace

Our award-winning, 3 AA Rosette restaurant, and one of the best restaurants in Bath! Over the last few years, our team of chefs have worked closely to develop the synthesis of innovative cuisine within this rich architectural setting.

### Opening Hours

|                    |                                                                                                                                                                                                          |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Breakfast:         | 7am to 10.30am                                                                                                                                                                                           |
|                    | In Room breakfast orders may be placed by completing the breakfast card, which is placed on your bed at turn-down, and hanging it on your door before retiring. Alternatively, please call Room Service. |
| Lunch:             | 12.30pm to 4.30pm                                                                                                                                                                                        |
| Afternoon Tea:     | 12.30pm to 4pm                                                                                                                                                                                           |
| A la Carte Dinner: | 5.30pm to 9.30pm                                                                                                                                                                                         |
| In Room:           | 11am to 10pm & 10pm to 11am                                                                                                                                                                              |

For table reservations, please contact Reception.



## Concierge

“Golden Key” concierges – members of the renowned Les Clefs d’Or society - work together with integrity, professionalism, co-operation and by sharing information. In our concierge team we are fortunate to have not one but two Golden Key concierges, Mark and Gerry, who will be pleased to assist you with transport, limousine services, sightseeing tours, entertainment options and more.

**Concierge can be contacted on Ext. 2126**

### No. 1 Royal Crescent Museum

An 18th century townhouse designed by John Wood the Younger, which forms part of The Royal Crescent masterpiece. The museum showcases fully restored parlours, bedrooms and staff quarters as they might have appeared when it was first built.

### The Roman Baths

In the centre of the city and beside the 11th century Abbey, the Roman Baths are a unique part of England’s history dating back to 50BC. The original baths and temples are exceptionally well preserved.



## The Spa

Set within the gardens, the unique ambience of The Spa is designed for relaxation and pleasure. The Spa offers a combination of treatments and therapies available by appointment from 10am to 5pm daily. The Fitness Room is located within The Spa.

The Spa is open:

- 7am to 9pm Every day, including Bank Holidays

To enjoy the spa facilities to their fullest, we encourage guests to arrive at least 30 minutes before closing time.

The Spa is open, and treatments are available, to guests aged 16 years and over. Children 15 years and under may use the pool during school holidays only, subject to availability and when accompanied by an adult, between 9am to 10am and 4pm to 5pm daily, (please check applicable dates, pre-booking is required and managed on a first come, first served basis by our spa reception team).

The Spa can be reached on Ext. 2014



## Children

We have great pleasure in welcoming children of all ages to The Royal Crescent.

From complimentary cots for toddlers to extra beds and sofa beds for young adults for a supplement and a selection of child-friendly menu items, we can ensure that guests of all ages are able to relax in comfort. Ask our concierge team for their family-friendly day out recommendations.

Children 15 years and under may use the pool during school holidays only, subject to availability and when accompanied by an adult, between 9am to 10am and 4pm to 5pm daily, (please check applicable dates, pre-booking is required and managed on a first come, first served basis by our spa reception team).

### Babysitting

We use a reputable local agency with fully qualified and DBS-checked babysitters. We would be grateful for as much notice as possible to reserve a babysitter.

Please contact Reception to organise a babysitter.



## Pets

Pets are welcome at The Royal Crescent for which a supplement will be charged, based on a maximum of two pets per stay.

Our dedicated 'Pet Friendly' rooms – all of which are deep-cleaned between stays - enjoy direct access into a private courtyard or our one acre of secluded gardens.

We kindly request that pets are always kept on a lead whilst within the hotel grounds. Pets are welcome in the main bar area, Alfie's lounge and The Drawing Room, but not in the restaurant, The Spa or spa garden.

## Dry Cleaning & Laundry

A dry-cleaning list and bag are provided in your wardrobe.

Articles received before 8am Monday to Saturday will be returned to you by 8pm the same evening.

Articles received on Sunday will be returned to you by 8pm on Monday.

For laundry collection, please contact Reception.

## Steam Pressing

The following steam pressing service is also available:

|                |     |                |     |
|----------------|-----|----------------|-----|
| Wedding dress  | £50 | Evening gown   | £30 |
| Two-piece suit | £25 | Blazer/jacket  | £20 |
| Shirt          | £8  | Trousers/skirt | £5  |



## Shoe Shining

Please call concierge to request shoe-shining and then place your shoes outside your door before retiring and they will be returned to you by 7am.

## Front Door Access

For security reasons the hotel front door will be locked after 11pm. For access to the hotel between 11pm and 7am, please ring the doorbell and a member of our night team will be happy to open the door for you.

## Checkout Time

Checkout time is 11am. You may be able to enjoy your room past 11am at the hotel's discretion. A charge may apply, please contact reception for more details.

If you would like to linger a little longer, the hotel will happily store your cars and luggage while you continue to enjoy a spa treatment, the rest of the hotel's facilities or a wander into town.

Please contact concierge to arrange.



## Turndown Menu

To make you feel at home, we have soft mattress toppers, sleep kits with earplugs and an eye mask, plus a wide selection of pillows to choose from:

### Orthopod:

The orthopaedic foam adapts to your body's position, allowing a restful night's sleep.

### Featherdown:

An all-natural filling ensures a comfortable night as you can tailor the pillow's firmness.

### Breathe Easy:

A temperature-regulating pillow for the perfect night.

### Uba firm:

An extra-firm pillow for additional support.

### V-shaped:

A pillow offering the ultimate neck and shoulder support

To request any of the above, please contact housekeeping.



## Sustainability

The Royal Crescent Hotel and Spa is committed to protecting the environment and to supporting our local community. We are proud to have achieved the Gold EcoSmart accreditation, an internationally recognised sustainability programme designed specifically for the hospitality industry. You can read about our Corporate Social Responsibility and Sustainability activities on our website here: [www.royalcrescent.co.uk/sustainability-and-csr](http://www.royalcrescent.co.uk/sustainability-and-csr)

As part of our sustainability drive, we aim to reduce natural resource usage across the hotel. We hope that you will help us by being part of the process.

### Room Amenities

Our Jo Loves toiletry bottles and other external packaging are fully recyclable; Jo Loves products are also vegan and Eco pure certified.

We offer bottled water as standard in guest rooms. If you would prefer to drink tap water to reduce the environmental footprint created by the process of producing bottled water, please call reception and they would be delighted to arrange for a jug of chilled tap water to be brought to your room



### Towels and Sheets

If you are staying with us for multiple nights, our housekeeping team will change your bed sheets every other day instead of daily, as this helps us to reduce water and energy use. If you would prefer your sheets changed daily, please let us know.

If you would like your towels changed daily, please place your used towels in the bathtub or shower. Otherwise, we will simply tidy your towels on the rail for you.

### Room Temperature

To help us to monitor and control energy wastage, all our rooms are set to the standard temperature of 21° Celsius prior to arrival. You are of course very welcome to change this temperature during your stay.

### Green Spaces and Sustainable Activities in Bath

Bath has some beautiful green spaces to explore, including Victoria Park which is right on our doorstep!

We highly recommend Bath's six-mile Skyline Walk, which starts in the city and takes you out into the countryside, offering stunning views over Bath and the surrounding hills. Bath is also beautiful to see from the water – you can hire a paddleboard at scenic Pulteney Weir or perhaps book a river boat trip. Electric bike hire is also an option – just ask our concierge and they can help with the arrangements.

If you would like to explore the city on foot then there are some fascinating themed walking tours available – including Jane Austen, Bridgerton and even Ghost-themed tours!

For more ideas, check out our “50 Things to Do” leaflet, which includes a section titled “10 things you can do in Bath without a car”.

### Sustainable Transport

If you would like to make use of public transport during your visit to Bath, do check out Travel West’s public transport guide, which includes details on local Car Clubs, Charge Points, Park & Ride, Train Stations, Rider Tickets and Taxi Ranks:  
[journeyplanner.travelwest.info/routes/region/1](https://journeyplanner.travelwest.info/routes/region/1)

Bath & Northeast Somerset Council supports tackling the impact of travel on our climate and aims to meet its goal of carbon neutrality for Bath and Northeast Somerset by 2030.

Further details are available here:

[travelwest.info/news/join-bath-north-east-somersets-journey-to-net-zero](https://travelwest.info/news/join-bath-north-east-somersets-journey-to-net-zero)

