



Holiday Inn

Directory of Services





Dear Guest

On behalf of the Team at The Holiday Inn Corby/Kettering, I would like to offer a warm welcome and to thank you for choosing to stay with us.

We want you to make the most out of your stay, which is why we have put together this comprehensive Guest Service Directory.

Whether you are staying with us for business or pleasure, the team and I are dedicated to providing a high quality and relaxing experience, something that Holiday Inn prides itself on.

We invite you to take advantage of the many services on offer. If there is anything you require, please do not hesitate in contacting a member of the hotel team – who will do their best to ensure you enjoy your stay your way!

Regards
Martyn Hewitt
General Manager



Make the best of your stay by joining IHG Rewards Club today. As an IHG Rewards Club member, you can accumulate points or airline miles at over 3,650 hotels worldwide with every qualifying stay, plus you get to redeem them in a convenient way. Choose from many rewards - all conveniently available through online redemption or by phone..



Holiday Inn

Hospitality Promise

We want you to stay with us again and again

Our promise is that we will genuinely do all we can to make your stay as relaxing and enjoyable as possible. If for any reason, you think we have not lived up to this promise, we want to know about it.

Tell any member of my staff and they will do everything in their power to put it right straight away. If for any reason the situation has not been resolved, just contact me personally, or you can contact a member of Our Team Email opsmgr@hicolorby.com

This is our commitment to you.





Holiday Inn

Phone directory

Inhouse Telephone numbers

Outside line	9
Reception	0

For room to room calls, just dial 5 then room number

You can send and receive fax messages. Please hand your message in capital letters to the reception desk.

Our fax number is 01536 400767

Telephone Call Pricing Structure

United Kingdom

Local 35p - National 65p - Mobile £1.50p - Special Services £3.00
0500+,0800+,0808+,144+ £1.95 Fixed rate per call after 60 seconds

International

USA & Canada 95p

Western Europe & Finland, Czech Rep, Slovakia, Hungary, Greece £1.25

Australia & New Zealand, Former Yugoslavian states, Albania,

Bulgaria, Iceland, Turkey £1.75

Rest of the world £3.00

Satellite £10.00

00800+ £1.00 Fixed rate per call after 60 seconds

Wi-Fi

Free high-speed internet available throughout. Please log on and follow the instructions.





Holiday Inn

Our Open Lobby services

Breakfast

There is no better way to start the day than our fantastic breakfast buffet - quality fresh food, lots of choice and a great space to enjoy it in. As well as plenty of hot and Continental options.

Our Open Lobby breakfast buffet is available between:

Monday to Friday 6.30am – 10.30am,

Saturday/Sunday 7.00am – 11.00am

All Day Dining

We know that mealtimes can go out of the window when you travel - with our all-day dining menu you can order great quality, wholesome food whenever it suits you. Our philosophy is all about that home-from-home feeling, so there are plenty of much-loved classics on offer and you can eat them wherever you want throughout the open lobby space.

Our All-Day Dining Menu is available between:

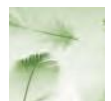
Monday to Sunday 11.00am – 10.00pm

Take-in or room service

We've re-invented room service. With Take-in, you can phone in an order for anything you like from our all-day dining menu, you get a call when it is ready and pick it up from the To Go Café. This way you get it while it is hot and eat it where you like - in the lobby area, in your room or on the move. Alternatively, we also deliver to your room for a small surcharge of £3.50.

To Go Café

Whether you are rushing out the door and need breakfast on the move or you fancy a midnight snack, you can always grab something quick and easy at the To Go Café. 24/7 there is a great range of refreshments available including Starbucks coffee, cold drinks, snacks (with sandwiches, salads and soups available to order).





Holiday Inn

Bar

The bar is a friendly, welcoming space where you can relax throughout the day, whether you are enjoying breakfast over the papers, stopping in for a quick lunch or having an evening glass of wine.

Have Fun

Need to unwind at the end of a busy day or just have a few minutes to waste while waiting for a taxi? There's table football. We even have board games if you are in the mood for something a bit more traditional.

Media Lounge

With the comfy sofas, TVs and free Wi-Fi, our Media Lounge space is more like a living room than a hotel lobby. It is a place for relaxing and socialising, informal meetings and going online to check in with home or the office - whatever you feel like doing.

Pop-up Lounge

The Pop-Up area can be used to eat and drink, relax, or play interactive games. You can also use the space for informal meetings and can plug-in your laptop for presentations.

Connect

Connecting's easy with free fast Wi-Fi throughout the open lobby space. And if you need to do something like print off your boarding pass, you can use remote printing. We really have thought of everything.

Travel Accessories

Forgotten to pack something like your toothbrush, an adaptor or painkillers? No problem - we have a stock of travel essentials available at the shop area next to the front desk.





Holiday Inn

Our services

Meeting Facilities

Whether you are planning a presentation, a board meeting or even an interview, our comfortable, well-equipped air-conditioned meeting rooms mean you can conduct your business in affordable style. Please contact Reception for more information, a Show- round, or to make a booking. Alternatively, email: events@hicolorby.com for further information.

Airline Information/Tickets

For assistance with your travel arrangements please contact Reception.

Arrival / Departure Times

Check-in time is from 3.00pm onwards. Guests are required to check-out by 12.00 on day of departure. Should you require a late check-out please contact Reception who will advise you of the availability and charge.

Business Services

Connecting's easy with free fast Wi-Fi throughout the Open Lobby space. Guests can use our computer at the E-bar or plug in their own, remote printing is available through the printer at the front desk.

Car Hire

For assistance with car hire please contact Reception.

Car Parking

Parking at the hotel is free of charge to all hotel guests. Please register if required.

Chemist/Pharmacy

Please contact Reception for details of our local chemist.



Our services

Children

Holiday Inn® hotels are committed to providing family-friendly travel options, and we are always ready to welcome you and yours. Kids ages 18 and under stay for free when sharing their parents' room, which means it's easy to bring the crew along for some fun. *

Up to four kids ages 12 and under eat free any time of the day in any Holiday Inn on-site restaurant. Our kids' menu features a variety of kids' favourites, which means your little ones will be full and happy. Up to four kids ages 12 and under eat free any time of the day in any Holiday Inn® hotel. **

Kids Stay Free* – Up to 2 children* stay free when sharing a room with up to 2 adults, where maximum room occupancy laws allow. Baby cot is complimentary while rollaway bed may be chargeable

Kids Eat Free* – For registered guests only. Available for children* when ordering for breakfast, lunch & dinner in the hotel's dine-in restaurant from the Kids' Menu** and when accompanied by at least 1 adult who is registered as a hotel guest and who must order at least one main course from the full priced menu. Limit 4 children per dining family. Not available with room rates negotiated for groups of 10 or more rooms, travel industry rates or employee rates.

Cots

Cots and bedding are available free of charge for use during your stay, subject to availability. Please contact Reception for more information.

Credit and Debit Cards

We accept MasterCard, Visa and American Express. It is our policy to authorise credit cards for the full amount of a guest's stay, including a nominal amount for extras on check-in.

We reserve the right to debit a guest's credit card with any changes omitted in error at the time of check-out, when a guest fails to settle their total bill on departure or charges for any damage caused in the hotel.



Our services

Dentist/Doctor

Should you require the assistance of a Doctor or Dentist please speak to reception, who will be able to provide the contact details.

Dogs

This is a dog friendly hotel dogs are allowed in guest rooms only, not in public areas.

Do Not Disturb

If you do not wish to be disturbed, please hang your Do Not Disturb hanger outside your door. If a Do Not Disturb door hanger is displayed, we will respect your privacy and your room will not be serviced. However, in the interests of safety, we will make contact every 24-hour period, initially by phone and if no answer, by a visual room check. If you are staying multiple nights, you can even get IHG rewards club points by us not cleaning your room!

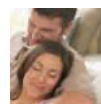
As a courtesy to other guests in the hotel who may be sleeping, please keep the noise to a minimum.

Door Entry – Late Night

Please ring the doorbell after 12.00pm to alert the Night Porter. Room key / or res detail cards must be shown for authorised entry.

Dry Cleaning/Laundry

This service is available Monday to Friday (excluding Bank Holidays). For same day service laundry bags must be left at reception by 8.30am. Laundry will be returned by 7:00pm on the same day and will be delivered to your room. Laundry bags and a price list are provided in your wardrobe. Dry Cleaning is a next day service.





Holiday Inn

Our services

Forgotten Something

If you have forgotten any of the following items: Shaving cream, disposable razor, comb, cotton wool or cosmetic pads, toothbrush or toothpaste, sewing kit, nail file, female sanitary items or shower cap then please contact reception. We will be happy to give you a replacement with our compliments.

Golf

Information about the local golf club is available at the Reception desk.

Hairdryers

Hairdryers are provided in all guest bedrooms.

Ice

Ice is available from the Bar on a complimentary basis, just ask a member of the team if you need any. Please contact Room Service if you require ice to be brought to your room.

Information

Please call Reception staff for any assistance or general information.

Iron & Ironing Boards

An iron and ironing board is located in your wardrobe.

Key Card Wallet

Please always carry this. Items cannot be charged to your bill without the wallet as your signature requires verification.

Lost & Found

The hotel accepts no responsibility for guest items left in the hotel. When contacted, we will however, make every effort to locate lost items and return them to you subject to a postage and packaging charge.



Our services

Luggage

Luggage trolleys are available in the hotel lobby. Please contact Reception should you wish to leave your luggage for a few hours after check-out time. Luggage storage is only be provided whilst you are a resident of the hotel.

Mail & Postage

Reception will be happy to post any items for you. The cost of postage will be added to your room bill.

Maintenance

From time-to-time things can break and require some attention. Please contact Reception and our hotel engineer will attend to the problem. In the unlikely event that we are unable to repair the fault during the same working day we will offer you an alternative room.

3D Health & Fitness Club

Open between 6.30am and 9.00pm Monday to Thursdays, 6.30am and 8pm Fridays and 8.00am and 8.00pm over the weekend to hotel residents. You will be asked for your key card and must sign in at the desk. A wide range of classes are available.

Pampered & Polished

We have our own beauty rooms that offer a range of treatments. Please ask at reception for details and any available booking slots.

Newspapers

Complimentary access to the latest news is available via the Press Reader app. Free download required via Apple / Android stores,



Pillows

At Holiday Inn we offer a choice of firm, soft, anti-allergenic or natural fibre pillows.





Holiday Inn

Our services

Reservations

For worldwide reservations with the IHG family of hotels please call 0800 40 50 60. You may also visit our website www.holidayinn.co.uk

Room Key

Please provide your signed room key card when wishing to purchase any food or beverages. All guests will be asked to sign a receipt for all purchases.

Safes

Our executive bedrooms have in room safes for your safety and security.

Smoking

The Smoke Free Regulations & Health Act 2006 prohibits smoking of tobacco products in public areas and places of work. This means that smoking is not permitted.

Should you be in breach of these regulations, the hotel reserves the right for any member of staff to ask you to comply. If you smoke in a bedroom, and/or tamper with the smoke detection device in the ceiling the hotel reserves the right to charge you £50 towards the cost of damage or cost of de-odorising your bedroom.

Taxi Services

Taxis can be booked via the tablet at reception which is linked directly with the local taxi firms. During peak rush hours it is advisable to book in advance.

Train Services

The closest train station to the hotel is Corby. Please contact reception for specific train times.





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Our services

Used Towels

To help us protect the environment please place used towels on the floor to indicate you wish to be provided with a clean supply. Towels placed on the rack will not be changed.

Wake-up Calls

Please contact reception to book any wake-up calls.





Holiday Inn

Emergency services

Emergency

Should you have or discover an emergency, please contact reception immediately.

Emergency Evacuation

We have taken every precaution to ensure the safety and comfort of all our guests whilst in the hotel. Please familiarise yourself with the fire evacuation instructions, including directions to your nearest emergency exit, displayed on the back of your entry door. In the event of the fire alarms being activated please leave the building via the nearest escape route.

- Under no circumstances should the lifts be used to evacuate.
- Do not stop to collect personal belongings.
- Assemble at the evacuation point on the front of the main car park.

If you discover a fire, please activate the nearest break-glass point or press the emergency button on your room phone.

Assisted Evacuation

We operate a system of assisted escape for disabled guests and visitors.

Please contact reception who will provide more information.



Emergency services

Emergency Lighting

In the event of a power failure, emergency lighting will come on throughout the building.

Please note candles are not permitted in any bedroom in the interest of safety.

Fire Alarms

Our fire alarm is tested at 11.00am each Monday however should the siren continue to sound, please make your way to the nearest exit and to the fire assembly point outside the hotel, to the front of the main car park.

Data Protection

We recognize that privacy is an important issue, and any personal information collected is securely held whilst you are our guest, once this information is no longer required any documentation will be destroyed. For full information regarding our guest privacy policy please contact the General Manager.

From time to time we will send our guests information about our products and services, please ensure you tick the box regarding receiving information on your registration card should you wish to receive information from us.





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