



We warmly welcome you to Guestling Hall Hotel. We want you to feel right at home in our unique country setting. A few pointers to help you enjoy your stay. Please do not be afraid to ask for anything!

Communal areas and main sitting room

Please feel free to use the sitting room or other communal spaces. There is a cinema screen in the main sitting room, to book a slot or find out when the next film will be shown please ask at the reception. Please also feel free to use any of the board games and books available.

Feeling cosy

If you feel chilly and would like the fires lit, then please do ask at the reception. Extra blankets and heaters can be provided on request. Alternatively, if there is a warm spell and you would like a fan, then we can provide this.

Tea and coffee

A kettle, along with tea, coffee and milk is provided in your room. You can drink the water from the taps, glasses are provided.

Take-aways

We would prefer it if food was not delivered to the house. We have an excellent chef. Pre-booked food and snacks can be provided from our menu throughout the day.

The Gardens

If you would like to take advantage of the beautiful gardens, then please feel free. There are seating areas dotted around the grounds and in the wooded area around the pond (for your safety, please stay away from the edges of the pond). There are blankets to keep off the chill and chair coverings available. If you are settling in for a while with a good book, then you can request for the fire in your sitting area to be lit. Snacks and drinks can also be served to you outside.

The Swimming Pool

We have a small swimming pool and sauna. Guests are permitted to use these. The pool is to be used at the guests own risk and children under 16 must be accompanied at all times. The sauna is for adult use only. The pool is open from 7am – 8pm. It is an air heated pool.

Laundry emergencies

If you have any urgent laundry requirements, please contact the manager.

Internet & technical queries

If you have any technical issues, then please do let us know. We do not supply any power invertors.

Wi-Fi name: Guestling Hall

Wi-Fi password: 123456789

Dining at the Hall

We are fortunate to have four areas to dine in. The orangery, the formal dining room that seats six, the African room that seats four and snacks can be taken in either the sitting room or main lobby (and weather depending, outside).



Picnics

We would love to prepare a picnic for you to take on a local walk or to have on the lawn. Please pre-book with a member of staff.

Meal Times

The cook will make you an amazing breakfast and is available to provide snacks and meals throughout the day. Either ring the main number for the receptionist or ask the staff on site. We have a bespoke menu, please remember to pre-book.

Alternatively, there is a national chain pub a few metres up the hill from the house.

Breakfast: 8:00am – 10:00am

Afternoon Tea: 3:00pm – 5:00pm

Evening Meze: 6:00pm – 7:30pm

Check in and check out times

Check in: 2pm

Check out: 11am

Overnight

From 10.30pm the main door will be locked. Please use your key fob to enter the hotel after this time. Overnight there will always be a member of staff in the building. In an emergency please ring **01424 814664** to get in contact with a member of staff.

Items available on request

If you require any of these items, then please buzz us:

- Iron
- Ironing Board
- Extra Pillows

CCTV

For your safety there is CCTV in operation 24/7 around the hotel.

Safes

Each room has a safe for you to store valuable items.

Data protection

Please see our data protection policy on our website, alongside our other documentation.

Recycling & the environment

At Guestling Hall Hotel, we take recycling and our environmental footprint seriously. Please use the recycling facilities around the hotel where possible. Reuse – reduce – recycle.

Smoking

The premises are strictly non-smoking. Those who wish to smoke should do so outside.

Address

Guestling Hall Hotel

Rye Road, Guestling, Hastings, TN35 4LP

Telephone

01424 814664



Keys

Upon arrival you will be given your keys which will include:

- a room key
- a fob for the front door
- your safe key

Local transport information

247 Taxi Company - Call 01424 247247

Town Trip Taxi Company - Call 01424 447070

Bus stop adjacent to the White Hart, Guestling Green – two minutes' walk from the hotel. Route number 100 will take you to either Hastings station/town centre or Rye station. For a more comprehensive bus timetable, please look online.

What's happening locally

Please enquire at reception or speak to the team to find out what's happening in the local area or for recommendations.

Alcohol

The hotel has an alcohol license, but can only serve people who are 18 years old and over. We may need to ask for ID, please do not take offence!

A little nightcap before bed

There will be a glass of brandy or whiskey available for residents (over 18) in the sitting room from 9pm, please do help yourself to a glass before bed!

Reviews

We would appreciate it if you could take the time to post a trip advisor review about your stay with us. We hope you enjoy your stay with us.

Emergency Information

For minor injuries, a first-aid kit is kept at the reception desk at the bottom of the main staircase.

For serious injuries or medical problems

If there is an emergency the Fire Service, Ambulance or Police can be contacted by calling **999**. If you have a medical problem that is not urgent but require advice, please call 111.

Nearest Hospital (10 mins drive)

The Conquest Hospital, The Ridge, Hastings, TN37 7RU (4.5 miles) 0300 131 4500.

Nearest Pharmacy (5 mins drive)

Laycock Pharmacy, 494 Old London Road, Hastings, TN35 5BL. 01424 436778

Emergency Dentists - 01424 850792.

Appointment phone line live from 6.30pm to 10.30pm with appointments between 7.00pm to 9.00pm.

Fire Assembly Point

Please familiarise yourself with the fire exit route plan positioned by the door of your hotel room. If the fire alarms sound when you are in or around the hotel premises, please follow the fire exit route to the fire assembly point, which is in the main car park. If you discover a fire, please press the nearest fire buttons around the hotel & immediately inform a member of staff. Do not attempt to tackle the fire yourself.

& finally... the Hall has a story

Guestling Hall recently opened in July 2020 following a complete renovation. Prior to this renovation the building was used for many years as a boarding house for students at Buckswood School and before that it was a popular youth hostel for many decades.

If you have any special requests or require assistance, please contact us at the reception or call us on **01424 814664** and we will endeavour to meet your needs. We hope you will enjoy your stay with us.