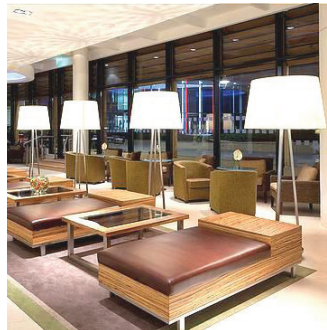




Holiday Inn Reading M4 Jct 10



Directory of Services



DEAR GUEST

On behalf of the team at Holiday Inn Reading M4 Jct 10, I would like to welcome you and to thank you for choosing our hotel.

We want you to make the most of your stay with us, which is why we have put together this comprehensive Guest Service Directory. Whether you are visiting us for business or pleasure, our staff are dedicated to providing the high quality service you have come to expect from Holiday Inn.

We invite you to take advantage of as many services as you like. If there is anything else you require, please contact a member of staff and we will do everything we can to ensure you enjoy your stay your way.

Nick Parry
General Manager



This hotel is independently owned and operated by Meridian Reading Ltd under License from IHG Hotels Ltd

HOTEL INFORMATION

Accommodation

- 6 Floors with 174 Bedrooms
- 36 Executive Rooms
- 3 Suites
- 9 Accessible Rooms

If you require any additional amenities in your room the Housekeeping team will be pleased to provide this on request.

Air Conditioning

Button 1: This button is used to lower the room temperature

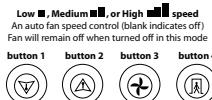
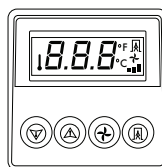
Button 2: This button is used to raise the room temperature

Button 3: Steps through the fan control levels as above

Button 4: On/Off control

If fan is in A (auto) fan coil will operate automatically when key

card is inserted. In all other fan speed settings fan coil will need to be switched on via button 4.



Food & Drink

The Hotel offers a wide selection of food and beverage options to suit all tastes. Try our stylish Monty's Bar with resident pianist, serving a selection of quality bar meals, an Authentic Indian & Thai Menu, and the best Afternoon Tea in the area! Alternatively the 2 AA Rosette Caprice Restaurant and Terrace is ideal for an exceptional meal in stylish surroundings - see the Food & Beverage section for more information.

Academy Conference & Banqueting Facilities

The Hotel has 8 state of the art, air conditioned meeting rooms, catering for between 2 to 260 delegates. Tailor-made day delegate and residential packages are available. Please contact reception by dialling 0 for a brochure, show-round, or to make a booking. Alternatively email events@hireadinghotel.com for more information.

Car Parking

The car park is located on the lower ground floor of the Hotel. CCTV cameras are in operation. The Hotel accepts no responsibility for any loss or damage caused to vehicles or belongings left inside vehicles in the car park. Car Park exit tickets are available from Reception. Kindly use the pay machine in the car park main lift lobby to settle any charges.

Car Parking Charges

- **Hotel Guests:**
Free for residents, from check-in time until 11.00 on the day of departure.
- **Conference Guests:**
Free up to 8 hours, and thereafter the normal tariff applies.
- **Visitors:**
Up to 4 hours free when spending a minimum of £10 per person on food or beverage or normal tariff applies.
- **Esprit Members**
Up to 2 hours free whilst working out in the Leisure Club with a valid members card, or normal tariff applies.
- **Normal Parking Tariff:**

Up to 1 hour	£ 1.00	Between 1-2 hours	£2.00
Between 2-3 hours	£ 3.00	Between 3-4 hours	£4.00
Between 4-8 hours	£ 7.50	Between 8-24 hours	£10.00
- **Lost Ticket** £40 payable at reception





Hotel Contact Details

Holiday Inn Reading M4 Jct 10

Wharfedale Road
Winnersh Triangle
Reading, Berks, RG41 5TS

Telephone Number: + 44 (0) 1189 440 444

Fax Number: + 44 (0) 1189 440 033

E: reservations@hireadinghotel.com

E: reception@hireadinghotel.com

W: www.hireadinghotel.com

HOTEL SERVICES

Airline Information/Tickets

For assistance with your travel arrangements please contact Reception. The nearest airport is Heathrow which is located 24 miles to the East of the Hotel. Driving time to Heathrow is approximately 25 minutes. There is a fast train to Gatwick Airport from Reading Station (approx 60 minutes)

Arrival /Departure Times

Check-in time is from 14:00 onwards. Guests are required to check-out by 11:00 on the day of departure. Should you require a late check-out please contact reception who will advise you of the availability and charge.

Business Services See Internet, Telephone and Business Services Section.

There is a Business Centre available in the Academy Reception located on the ground floor.

Car Hire

For assistance with car hire and chauffer services please contact reception

Chemist/Pharmacy

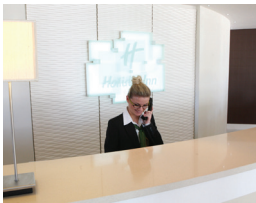
Please contact Reception for the details of our local Chemist.

Cots

Travel cots 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, American Express & Diners. It is our policy to authorise credit cards for the full amount of a guest's stay, including a further amount for extras, on check-in. Please be advised that when settling by debit card, it is our policy that payment for the entire stay will be taken upon 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 during a guests' stay by any guest or any guests staying in the room. When paying in cash, the full amount of the stay will be required on arrival and a £50 per day refundable deposit may be requested in addition to identity verification such as driver's license.



Dentist/Doctor

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

Dogs

The Hotel accepts assistant dogs. In addition we also accept small dogs up to 7.5 Kg in weight for a supplement of £10 per dog per night by prior arrangement. Kindly note that dogs may not be left alone in bedrooms and they are not permitted in the public areas. No other pets are permitted.

Do Not Disturb

If you do not wish to be disturbed please hang your Do Not Disturb door 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. In the interests of safety each of the guest rooms will be checked once during every 24 hour period, initially by phone and if no answer, by a visual room check.

Dry Cleaning/Laundry

This service is available Monday to Saturday (excluding Bank Holidays). For same day service laundry bags must be left at reception by 9am. The laundry will be returned by 19:00 on the same day and will be delivered to your room. Laundry bags and a price list are provided in your wardrobe.

Duty Manager

The Duty Manager can be contacted 24 hours a day via reception. To call reception dial 0 from your room.

Electricity Voltage

The Hotel's electrical supply is 220/240v. Adaptors are available for hire or purchase at reception.

Emergency

For emergency assistance please dial 555 or use the emergency button on your room phone.

- Fire: 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 Eskdale Road opposite the main Hotel entrance. If you discover a fire please activate the nearest break-glass point or dial 555 or press the emergency button on your room phone.
- Assisted Escape: We operate a system of assisted escape for disabled guests and visitors. Please contact reception who will provide more information.
- First Aid: First aiders are available, please contact reception.
- Emergency Lighting: In the event of a power failure, emergency lighting will come on throughout the building. Candles are not permitted in the bedrooms in the interest of safety.





'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.

Hairdryers

Hairdryers are provided in all Hotel bedrooms and are located on the wall adjacent to the mirror for easy access.

Hospitality Promise

Making your stay a complete success is our goal. Just let our Manager on Duty or Front Desk team know if any part of your stay isn't satisfactory. We promise to make it right or you won't pay for that part of your stay.

Ice

Ice is available from Monty's Bar. Please contact reception if you require ice to be brought to your room.

Local Attractions

Reception will be happy to help you with information on attractions around the Hotel and local area such as Legoland, Windsor Castle, Royal Ascot Racecourse, Henley, The Oracle Shopping Centre, Highclere Castle, Go Ape, Hampton Court and Bicester Village.

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 reimbursement for any postage charges.

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. Please note luggage storage can only be provided whilst you are a resident of the Hotel.

Mail and 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 do breakdown and require attention. Please contact Reception and one of our Hotel engineers 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.

Mini Bars

A fridge is provided in your room for your use. The hotel operates a night bar from time of main bar closure. Please contact reception for further assistance.



Newspapers

The Hotel's complimentary newspapers are available in the Hotel lobby. If you would like a specific newspaper delivered to your room this can be arranged at additional cost. Please inform reception of your requirements the night before you require a specific newspaper.

Pillows

At Holiday Inn we offer a choice of firm, soft, anti allergenic or natural fibre pillows. Please contact reception by dialling 0 should you wish to change your pillows.

Radio

The following radio stations are available on your television (subject to any channel changes).

No.	Channel	No.	Channel	No.	Channel
699	RADIO 1	708	BBC Asian Network	717	SMOOTH RADIO
700	BBC R1X	709	BBC World Service	722	talkSPORT
701	BBC RADIO 2	710	The Hits Radio	723	CAPITAL FM
702	BBC RADIO 3	711	KISS Fresh	724	Premier radio
703	BBC RADIO 4	712	KISS	726	Absolute Radio
704	BBC R5L	713	KISSTORY	727	Heart
705	BBC R5SX	714	Magic		
706	BBC 6 MUSIC	715	heat		
707	BBC RADIO 4 Ex	716	Kerrang!		

Reservations

Our reservations team will be delighted to make future reservations for you.

Opening Hours 09:00 -18.00 Monday to Friday

- Internal extension number 7209
- External Telephone number 0118 944 4209
- Email address reservations@hireadinghotel.com

IHG Rewards Club

IHG Rewards Club is a frequent guest loyalty programme, offering members the ability to earn points at more than 4,600 InterContinental Hotels Group hotels worldwide. Members have unparalleled levels of freedom and choice with points that never expire, no blackout dates on Reward Nights, and points that can be redeemed for free Hotel nights worldwide. There are three levels of membership: Club, Gold Elite and Platinum Elite. IHG Rewards Club is leading the industry in providing benefits to members.

Safety and Security

We would like to bring to your attention a number of features we have in place to enhance your safety and security. Please familiarise yourself with these as they could save your life in the event of a fire or other emergency. We have audible smoke detectors, emergency lighting, fire extinguishers in hallways and public areas, automatic fire doors, door deadbolts and secondary locks on windows. The full opening of windows has been restricted in the interest of safety.

May we also draw your attention to the Hotel Proprietors Act which states that Hotel proprietors cannot be held responsible for any valuables left unattended in guest rooms or in the bedroom safes provided. Further details are displayed at reception. A complimentary safe is provided in your room to store your valuable items during your stay. The Hotel accepts no liability for any valuables kept in bedroom safes.





Smoking

Smoking is not permitted in all public areas of the Hotel or in all designated non smoking rooms. The only exception is if you have been assigned one of our limited number of smoking bedrooms or if you smoke outside the Hotel on Eskdale Road. If you are found to be smoking in a non smoking bedroom you will be liable to a £75 environmental cleaning charge.

Taxi Services

Taxis can be booked via Reception. During peak rush hours it is advisable to book in advance.

Telephone See Internet, Telephone and Business Services Sections.

Television

The 32" Philips television in your room provides the following channels :-
(subject to any channel changes)

No.	Channel	No.	Channel	No.	Channel	No.	Channel
1	BBC 1	17	Really	32	Movie Mox	49	Jewellery Channel
2	BBC 2	18	4Music	33	ITV & 1	50	Market Place
3	ITV	19	Yesterday	35	QVC	54	Home
4	Channel 4	20	Darama	36	Create & Craft	55	5 Later
5	Channel 5	21	VIVA	37	price drop	61	True Entertainment
6	ITV2	22	Ideal World	38	Quest	70	CBBC Channel
7	BBC Three	23	Bid	39	The Zone	71	CBeebies
9	BBC 4	24	ITV4	40	Roacks & co 1	72	CITV
10	ITV3	25	Dave ja vu	41	Food Network	80	BBC News
11	Pick TV	26	G.O.L.D.	42	Travel Channel	81	BBC Parliament
12	Dave	27	ITV2 & 1	43	GEMS TV	82	SKY NEWS
13	Channel 4 & 1	28	E4	44	Channel 5 & 1	83	Al Jazeera Eng
14	More 4	29	E4 & 1	45	Film 4 & 1	85	RT
15	Film 4	30	5x	46	Challenge	87	COMMUNITY
16	QVC	31	5 USA	47	4Seven	170	ADULT SECTIONOFF

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.

Train Services



The Hotel is adjacent to the Winnersh Triangle station [Reading to Waterloo service] and is connected via a feature bridge directly outside the Hotel. Trains to Paddington via Reading take approximately 25 minutes or Waterloo in approx 60 minutes.

Wake-up Calls

Wake up calls may be programmed through your television set using the remote control. Press 'ALARM ON' on the Guest remote control to access the [Alarm] menu

[Alarm time]:	Sets the alarm time.
[Alarm status]:	Displays current alarm status.
[Alarm off]:	Selects [Yes] to cancel the alarm or [No] to keep the alarm enabled.

Note: When the alarm is  enabled the icon appears on the clock display.

Press  ALARM OFF on the Guest remote control to cancel the alarm,  the icon disappears from the clock display simultaneously.

Alternatively please contact Reception who will be pleased to provide you with a wake up call.



FOOD & BEVERAGE

Caprice Restaurant & Terrace

Situated on the ground floor the Caprice Restaurant offers two Rosette modern British Cuisine
Opening Times:

BREAKFAST

Monday to Friday	06.30 – 10.00
Saturday/Sunday/ Bank Holidays	07.00 – 11.00
All Day Dining	12.00 – 22.00

Monty's Lounge & Bar

Situated on the ground floor next to reception open daily during the following hours:-

Monday to Saturday	07.00 – 00.00
Sunday	07.00 – 23.00

Room Service

Room service is available 24 hours if you prefer to dine in the comfort of your room. The menu can be found on your desk. There is a £3.50 tray charge per order.

INTERNET /TELEPHONE AND BUSINESS SERVICES

Internet

There is a dedicated 100 MB high speed fibre optic internet service to the Hotel. You have Wi-Fi and wired internet access available in your bedroom and wifi is available throughout the entire Hotel. Internet access is charged at the below rates for each computer or device accessing the internet from a room, and the time purchased runs continually from the first log-in, regardless of time spent offline between uses.

1 hour	£ 3.50
4 hours	£ 6.50
24 hours	£ 10.50

Please follow these instructions to get online:

1. Select the "HI Reading" network (SSID) from your wireless device.
2. Open your Internet Browser and you will be automatically directed to the Holiday Inn Reading login page.
3. If you are a new user to the service, click New User and follow the instructions to create your username and password. Alternatively, if you already have a username and password - login on this page.
4. You can now browse the Internet, send and receive emails and connect to your corporate VPN.

Should you experience any problems please call reception.

Telephone

Internal Calls

To contact departments and services within the Hotel, simply press the pre-programmed keys on your telephone handset. Reception can be contacted 24 hours a day by dialling 0.

Dialling room to room

To call another guest room please dial 8 + Room number.





Telephone Charges

Please see an example of call charges per minute.

Structure	Per Min	Structure	Per Min	Structure	Per Min
Local	35p	Mobile	50p	Premium	£2.00
National	40p	Middle East	£6.50	USA/Canada	£4.00
Asia Pacific	£6.00	Russia	£5.00	Free Phone	£2.00 per call
Europe	£2.00	South America	£8.00	Int Free Phone	£2.00 per call

External Calls

1. Dial 9, for an outside line (do not wait for a dial tone)
2. Dial the area code
3. Dial the subscriber's number

International Calls

1. Dial 9, for an outside line (do not wait for a dial tone)
2. Dial 00, for international access [or 001 for USA/Canada] followed by:
 - a) The country code
 - b) The area code, omitting the 0
 - c) The subscriber's number

Country Codes

Argentina	54	Hong Kong	852	Norway	47
Australia	61	India	91	Pakistan	92
Austria	43	Ireland	353	Portugal	351
Belgium	32	Israel	972	Russia	7
Brazil	55	Italy	39	Saudi Arabia	966
Canada	1	Jamaica	1809	Singapore	65
China	86	Japan	81	South Africa	27
Cyprus	357	Korea	82	Spain	34
Denmark	45	Luxembourg	352	Sweden	46
Egypt	20	Malaysia	60	Switzerland	41
Finland	358	Mexico	52	UAE	971
France	33	Netherlands	31	USA	1
Germany	49	New Zealand	64		
Greece	30	Nigeria	234		

Wake-up Calls (See Wake Up Calls)

Wake up calls may be programmed through your television set using the remote control or by contacting Reception.

Message Retrieval

Your room phone is equipped with a voicemail facility. Please press the messages button on your telephone to retrieve any voicemail messages.

Fax Service

- Faxes may be sent or received via Reception.
- The Hotel's fax number is 0118 944 0033.
- The following charges apply to sending faxes:
UK - 50p per page, Europe & USA - £1 per page, Rest of the World - £1.50 per page
- There is no charge to receive faxes.

Business Services

Our Business Centre is located in the Academy Conference & Banqueting Centre on the ground floor.

Photocopying Charges

£0.50p/p Black & White or £1.00p/p Colour



ACCESS FOR ALL

The Holiday Inn Reading M4, Junction 10 understands that every customer has different needs and we aim to make our Hotel facilities available and accessible to all of our guests equally. In rare instances where this is not possible we will endeavour to offer a suitable alternative.

We offer a range of facilities for guests and visitors with disabilities including the following:

- Designated blue badge car parking.
- Accessible Facilities – accommodation, bar, restaurant, function suites & toilet facilities in public areas and leisure club.
- Menus available in large print/induction loop/Assistance dogs welcome.
- Vibrating Pillow pads/pagers to assist in the event of a fire alarm.
- On making your reservation please advise us if you have any access needs or contact our Reception team who will be happy to assist you.

Fire Evacuation

We have taken every precaution to ensure the safety and comfort of all our guests whilst in the Hotel. Please take a few minutes to familiarise yourself with the evacuation instructions on the back of the entry door. The Fire Assembly point is located on Eskdale Road opposite the main Hotel entrance.

We operate a system of assisted escape for disabled visitors. Please tell our receptionists of your requirements. We will explain our evacuation procedures to you.

ESPRIT FITNESS AND DERMALOGICA SPA

Our Esprit Fitness and Spa is located on the ground floor. Please follow the signs from the main reception lifts. Residents are invited to enjoy our 19m indoor pool, gym with the latest Life Fitness equipment, Sauna and Steam Room during the following hours.

Opening Hours : Monday to Friday 06.30 – 22.00
 Saturday/Sunday 07.00 – 22.00

Kindly note that guests are required to wear proper training shoes in the gym and bathing suits in the pool. Children aged 3+ are only permitted in the pool during the specific times below only and must be supervised at all times.

Leisure Club Children's Swimming Hours (Aged 3-15 years)
Monday to Friday 09.00 – 13.00 & 14.30 – 17.00
Saturday/Sunday 07.00 – 11.00 & 15.00 – 19.00

To book your Spa treatment please dial 7221.

Our experienced spa therapists are available daily until 22.00 for a relaxing hot stone or full body massage. Please see our full treatment list in your room.

3 & 6 monthly and Annual Memberships are available on request should you be interested.



www.holidayinn.co.uk

