



Check-in

Guests may check-in at any time between 15:00 to 20:00. Where guests arrive before 15:00 they are welcome to leave their bags with us and should their room be available they are welcome to check-in early. We do not have a permanently staffed reception, so we ask that guests provide us with their expected arrival time, this ensures that someone is available to greet them. If you are unexpectedly delayed and think that you might not be able to check-in before 20:00 please contact us, where possible we will do our best to provide you with a later check-in time.

As a minimum we need the following information:

- Guest surname
- Contact telephone number (ideally mobile)
- Email address

Generally, these will have been provided at the time of booking. Where this is not the case you will be asked to provide them. We normally ask for full payment in advance of your stay. Where this is not possible you will be required to do so on arrival.

Breakfast

We are an exclusively vegetarian Guesthouse, a vegetarian buffet style continental breakfast is served in the dining room.

Daily: 08:00 - 09:00

Should you require an early or late breakfast please let us know in advance, we can arrange a takeaway option for your convenience. If you have any special requests or dietary requirements please mention these to us and we will do our best to accommodate your needs.

Contacting us

If you need to contact us please press the bell located in the entrance hall at the reception desk, after 10pm this is for emergencies only. An on-call member of the Claridge House Team is resident overnight from 10pm to 8am.

Room Access

You will be provided with 1 access card per room. Please keep your card safe and take it with you when you go out. You are welcome to come and go as you please, but consider the other guests and keep noise to a minimum. Please ensure that doors are properly closed behind you. If you lose your card you will be charged a card replacement fee of £25.

In Your Room

Each room has been provided with Duvets, Pillows and Towels. In consideration of our guests who suffer from allergies, all beds are made up with synthetic duvets and pillows.

Hospitality Trays: all rooms have tea and coffee making facilities. Should you require additional or alternative supplies, please ask. The water from the cold-water taps in the bathrooms can be used to refill the kettle and is safe to drink. Filtered drinking water is available in the main lounge.

Toilet: Please do not flush anything other than toilet paper down the toilet. All other items should be put in a sanitary disposal bag before placing them in the bathroom bin.

Showers: All our showers are available in the en-suite rooms and easy to control. If you have any questions about the operation of your shower please ask at reception.

Cleaning

To prevent the unnecessary laundering of towels and to reduce our impact on the environment, we would ask you if you are happy to re-use your towels then do so. Should you require daily servicing of the room or any additional fresh towels please let us know.

Internet Access

Free Wi-Fi Internet access is available in all bedrooms and some reception rooms. The front lounge/music room remains a wifi free area, please respect other guests and use your devices discreetly. To connect please select 'claridgehouse01' or 'claridgehouse-01_EXT' on your device, the password is **restingtoday**

On Request

We endeavour to provide you with all the comforts of home, below is a list of things that are available to guests use on request.

- An iron and ironing board
- Hair Driers

Food and Drink

Please note that Claridge House is an alcohol and drug-free area. For alternative dining options, located in the surrounding areas are a good selection of pubs, restaurants and cafes within a short distance, offering a wide range of cuisines to suit different tastes and budgets.

Smoking

Smoking inside Claridge House is unlawful and is strictly prohibited from all areas of the property and its grounds.

Quiet Times

Claridge House is also a Quaker Retreat and Healing Centre. You can find out more information on these topics in the Retreat Section of this folder and in our Library in the Quiet Room. The Claridge House Team and guests observe twice daily optional Quiet Times for contemplation, meditation or prayer. You are welcome to join us at 09:45 – 10:00 and 16:45 – 17:00.

Parking

Private on-site parking is provided. Guests are advised that parking is entirely at your own risk and we do not accept any liability or responsibility for guest vehicles or contents.

First Aid Kit

A first aid kit is available at the reception area; please contact one of the Claridge House Team if you need to use it.

Check-out

You are requested to vacate your room by no later than 10:30 on your day of departure. Should you wish to check-out later, please let us know at least one day in advance so that we can confirm availability. Please note that late check-outs may be subject to a fee of £25, which will be added to your bill. If you are planning to stay in the area after you have checked out, we are usually able to store your luggage for the afternoon. If you would like to make use of this complimentary facilities please let us know on the day before your departure so that we can confirm arrangements.

Emergency Information

In the Event of the Fire Alarm Sounding

- Please evacuate the building calmly through the nearest fire exit route.
- Please do not stop to collect personal belongings.
- Make your way to the assembly point which is situated on the **MAIN LAWN** adjacent to the main house terrace.
- Where possible please close all doors behind you.
- Never re-enter the building for any reason unless authorised to do so.
- Do not take risks.
- Please note the floor plans displayed on the corridors on each floor.

In the Event of Finding a Fire

- Sound the alarm by breaking the glass at the nearest fire points which are located throughout the house.
- Exit the building and call **999** or **112** from any telephone and ask for the Fire Service.

The address of the property is:

**Claridge House,
Dormans Road,
Lingfield,
Surrey, RH7 6QH
Tel: 01342 832 150**

Accident & Emergency

In the event of a medical emergency call **999** or **112** and ask for an Ambulance. The address of the property is:

**Claridge House,
Dormans Road,
Lingfield,
Surrey, RH7 6QH
Tel: 01342 832 150**

The nearest hospital providing a Minor Injuries Unit is:

**Queen Victoria Hospital
Holtye Road
East Grinstead
West Sussex
RH19 3DZ
Tel: 01342 414000
Opening Times: 08.00am – 19.30pm**

The nearest hospital providing Accident & Emergency (A&E) services is 8.1 miles from Claridge House and is:

**East Surrey Hospital,
Canada Avenue,
Redhill,
RH1 5RH
Tel: 01737 768511**

Travel Information

By Train

From London Victoria catch the East Grinstead train to Lingfield. With notice, we are happy to collect guests from the train station (certain trains only).

By Car

From the M25:

Leave at Junction 6 (A22) following signs to East Grinstead. At Blindley Heath traffic lights turn left to Lingfield on B2029. At first mini roundabout in Lingfield go straight ahead, at second mini roundabout bear left. Follow directions below from Lingfield.

From M23:

Leave at Junction 10 following signs to East Grinstead. At the second roundabout turn left and follow the B2038 to Lingfield (cross one staggered junction, then cross the A22 at a roundabout). At first mini roundabout in Lingfield bear right, at second mini roundabout bear left. Follow directions below from Lingfield.

From Lingfield:

About half a mile out of Lingfield, past the racecourse on your right, go under a railway bridge with traffic lights. About quarter of a mile after the bridge, fork right towards Dormansland along Dormans Road. Claridge House is situated about 240 yards along on the left.

Taxis

Western Cars Ltd Tel: 01342 300 000 Web: www.western-cars.co.uk

Relyon Cars Tel: 01732 863800 Web: www.relyoncars.co.uk

Ivydene Cars Tel: 01342 835835

Car Hire

Many of these national vehicle rental operators are represented in Gatwick Airport:

Europcar
Car Rental Building
Gatwick Airport South Terminal,
Lower Forecourt Road,
RH6 0NP
Tel: 01293 569332
Web: www.europcar.co.uk