

A Very Warm Welcome...

Wallett's Court is a place to spend time sleeping, eating, drinking, & relaxing combining a welcoming atmosphere with food that is carefully sourced and prepared, served by caring people genuinely interested in our guests happiness. We strive for a calm, safe & happy environment for all, a fair profit for the owners, and a rewarding place to work for the **Wallett's Court** Team.

We do not pretend to be anything other than a place to sleep in comfort, a place to enjoy food and drink sourced and prepared with care or a place in which to relax & be happy.

Remember... Your Happiness is our Ultimate Goal

If it's not happening for you, We'd love to know straight away to put things right...

'We really do hope you enjoy your time as our guests at **Wallett's Court.**'

Gavin Oakley, Part-Owner
-on behalf of The Oakley Family Partnership & the entire Team at **Wallett's Court**

' THE INSIDERS GUIDE TO WALLETT'S COURT '

The information contained within this folder is here to ensure your time with us at **Wallett's Court** is a great experience,
if you have any special requests or queries, please do not hesitate to contact one of our team and we shall do our very best to help...

CONTENTS

Page 1	-	WELCOME & CONTENTS
Page 2	-	FOR YOUR INFORMATION
Page 3	-	A LITTLE MORE INFORMATION
Page 4	-	TELEPHONE INSTRUCTIONS
Page 5	-	ROOM SERVICE MENU
Page 6	-	ROOM SERVICE DRINKS
Page 7	-	PLACES TO VISIT & WALKING IN WHITE CLIFFS COUNTRY
Page 8	-	OUR ENVIRONMENTAL RESPONSIBILITIES

If you require any copies of the information contained within this folder we will be more than happy to provide them at Reception.

Newspapers

Order newspapers at Main Reception before 2300 hrs.
They will be delivered in the breakfast room at 0800 hrs.

USEFUL TELEPHONE NUMBERS

EMERGENCY NIGHT MANAGER - 0

POLICE/FIRE/AMBULANCE - 999

DOCTOR/DENTIST/MINOR INJURIES, BUCKLAND HOSPITAL DOVER 9AM – 9PM - 01304 201624

ACCIDENT & EMERGENCY KENT & CANTERBURY 01227 766877

TOURIST INFORMATION - 01304 205108

TAXI - STAR, DOVER - 01304 202027

TAXI - SANDWICH CARS - 01304 614157

BT DIRECTORY ENQUIRIES – 118500

REMEMBER... DIAL 9 FOR AN OUTSIDE LINE

A LITTLE MORE INFORMATION...

THE SPA, THE RETREAT & THE OXIDE FITNESS STUDIO

Open 0700 – 2100 hrs

Dial '0'

Indoor Swimming Pool, Sauna, Steam Room, Hydrotherapy Spa, Fitness Studio and Treatment Rooms.

No Children under 16 years before 0900 hrs or after 1900 hrs in the Spa.

No Children under 16 years allowed in the Fitness Studio.

A number of treatments are available please see the Therapy Menu or ask reception for further details.

Please sign in at The Spa Reception and read all safety notices before using the facilities.

Tennis Court, (Croquet and Petanque – Summer months only)

Hire rackets, clubs and balls from The Main Reception.

CONCIERGE SERVICES

Ferry Timetables and Tickets

Train & Bus Timetables

Taxis, Hire Cars, Cruise Ship & Airport Transfers

Theatre & Cinema Tickets

Gardens, Historic Houses and Castles

Eurotunnel & Eurostar Services

Local Attractions and Events

Florists, Retail Therapy

Pubs, Bars & Restaurant bookings.

Please test our team, we really do love a challenge!

Internet, Fax, Email & Photocopying

Please ask at reception for details of how to send and receive faxes

Fax Tariff (per sheet): £0.25 Local, £0.50 National, £1.00 International. Photocopying Tariff (per sheet):£0.25

Check your Email? or access the Internet.

There is a computer and printer available for guests use in The Library

There is no charge for internet use. please ask at Reception for further details.

DVD FILMS RENTAL

We have a selection of DVD movies available to watch in the comfort of your bedroom on display in the Library, please ask at Reception for further details.

This is complimentary please enjoy (popcorn not included!)

Laundry

A next day laundry service is available please use the laundry bags provided and deliver to reception before 1100 hrs for next day service.

Price List: Shirts and Trousers £5.00 Small Items £2.00.

Dry Cleaning – Nearest Dry Cleaners – Elms Vale Laundry, Pencester Road, Dover.

Ironing – There is an iron and ironing board in your wardrobe.

Extra Linen/Blankets

Some extra linen is available wrapped in your room (in or on the wardrobe).

Extra blankets, pillows, duvets, sheets can be obtained from The Main Reception.

Fire Evacuation Procedure

Please read all safety notices and be sure of the quickest and safest exit route..

TELEPHONE INSTRUCTIONS

For an Outside Line...First Dial '9'

Reception 0700 – 2300 hrs **Dial '0'**

The front desk is manned by a dedicated member of staff.

EMERGENCY Night Manager 2300 – 0700 hrs **Dial '0'**

The Night Manager is available between the above hours **IN AN EMERGENCY ONLY.**

Telephone Charges - For a 5 minute call to the following destinations:

	Day	Evening	Weekend
Local	0.75	0.50	0.50
National	1.75	1.00	0.75
Mobiles	7.00	5.00	5.00
EEC West 4.00	6.00	5.00	
USA/Canada	7.00	6.50	6.50

Price in UK Sterling (**Charges are Approximate**)

FREE WIFI

Please contact reception for a FREE PASSWORD

If you have any trouble connecting, please feel free to call the ORBIS

Speedway Guest Support Line:

01209 202099

8am-8pm Weekdays 10am-6pm Weekends & Holidays

Room to Room calls Dial 3 followed by the two digit room number (e.g. 3 03 for room 3)

WAKE-UP CALLS

Please dial '0' and ask reception to set an automatic wake up call BEFORE 11PM

After this time you must set an alarm call from your room.

To do so follow these instructions:

1. LIFT HANDSET
2. DIAL the hash key (#) followed by **341** (YOU WILL HEAR A BEEP ON PRESSING 3 AND A BEEP ON PRESSING 1)
THEN ENTER THE TIME IN THE 24 HOUR FORMAT (e.g. 0700 FOR 7am)
3. PRESS THE **RECALL** BUTTON (OR **FLASH** ON SOME PHONES) (YOU WILL HEAR A MUTED BEEP)
4. REPLACE THE HANDSET - your alarm is set!

W A L L E T T ' S R O O M S E R V I C E M E N U

'GRAZE' ALL DAY IN THE COMFORT OF YOUR BEDROOM...

BREAKFAST		Served 7.30am-9.30am (10am at Weekends)	
CONTINENTAL BREAKFAST	freshly baked hot croissants with jam		£5.00
FULL ENGLISH BREAKFAST	fried egg, bacon, sausage, mushrooms, tomatoes, black pudding & fried bread		£5.00
served with tea or coffee, fruit juice, toast & preserves			
BRUNCH		Served 9.30am-12pm	
CROISSANT & JAM			£2.95
DANISH PASTRY			£2.95
BACON BUTTIE			£5.95
SANDWICHES		Served 12pm -11pm	
Cream cheese, chives & watercress		all	£5.95
Hebridean salmon & cucumber,			
English ham & mustard			
Roast beef & horseradish			
all served with a mixed leaf salad on white or brown bread...			
SMALL DISHES	Served 12pm - 5.30pm	SIDES	Served 12pm - 5.30pm
Lamb meatballs with a manchego filling in a smoked paprika & tomato sauce	£5.95	Boulaugere potatoes	£3.95
Home-smoked salmon, capers, shallots & brown bread	£5.95	Potato Bravas with spicy sauce	£3.50
Honey & rosemary glazed duck leg, pickled red cabbage	£6.95	Skinny chips	£3.50
Chicken liver parfait red onion marmalade & crusty bread	£5.95	Seasonal vegetables	£3.95
Grilled mackerel escabeche & new potato salad	£5.95	Selection of warm breads, roast garlic & olives	£4.50
Houmus, vegetable crudités, with charred pitta bread	£5.95	SWEETIES	Served 12pm - 5.30pm
Fried whitebait with saffron aioli	£5.95	Pecan pie & Ice Cream	£4.95
Corn-fed chicken braised coq au vin style	£6.95	Ice cream or Sorbet	£4.95
DINNER MENU	Served 5.30pm - 9pm	AFTERNOON TEA	Mon - Sat 12pm - 5.30pm Sundays 2.30pm - 5.30pm
Please see The BIG Menu & Choose from there:		VERY HIGH TEA	14.95
ONEs = £5	Amuse Bouche	A selection of finger sandwiches, Homemade cake	
TWOs = £10	All Starters*	Scones with Cornish clotted cream, homemade jam & lemon curd	
THREEs = £30	All Mains*	A choice of teas	
FOURs = £10	All Desserts*	CELEBRATION TEA	20.95
		A selection of finger sandwiches	
		Homemade cake	
		Scones with Cornish clotted cream, homemade jam & lemon curd	
		A choice of teas	
		A glass of champagne	
		LIGHT TEA	7.95
		Homemade scones with Cornish clotted cream, homemade jam & lemon curd	
		A choice of teas	

*Some supplements apply
All courses will be delivered at once

Please Note - A £5.00 tray charge is applied to all food orders.

HOW TO ORDER

1. DIAL '0' (Please be patient, if it's a bit busy we may be on another call)
 2. TELL US WHERE YOU ARE & WHAT YOU'D LIKE & WHEN YOU'D LIKE IT
- WHEN YOU'RE DONE WITH EVERYTHING PLEASE CALL US ON '0' AND WE'LL COLLECT YOUR TRAY...

W A L L E T T ' S R O O M S E R V I C E D R I N K S

H O T S T U F F

COFFEE	Long, Espresso, Cappuccino, Latté	£1.95
TEA	Clipper Fair Trade, Assam, Earl Grey, Organic Decaffeinated, Green Tea	
HOT CHOCOLATE	Chamomile, Peppermint, Wild Berry Or Lemon & Ginger Fair Trade Organic	£1.95 £1.95

W I N E S

		175ml glass	75cl bottle
House White	1. Soleus Organic Sauvignon Blanc 2007	£4.75	£17.50
Chablis	11. Chablis 2008, William Fèvre	£6.50	£27.95
Australia	15. Yering Station Chardonnay 2006	£6.75	£29.95
House Red	2. Soleus Organic Merlot	£4.75	£17.50
Australia	70. Peter Lehman My Word Is My Bond Shiraz	£6.00	£23.95
House Champagne	3. Henriot Brut Soverain NV	£8.95	£45.00

Ask to see our full Wine List for over a hundred more wines...

B R E W S & B O T T L E D B R E W S

		½ Pint	Pint
Draught Lager		£2.25	£4.50
Bottled Beer	Leffe Blonde,, Hoegaarden Blanche	330ml	£3.50

S O F T S , S P I R I T S , W H I S K I E S , L I Q U E U R S & P O R T

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Soft Drinks	Coca Cola, Diet Coke, Tonic, Slimline Tonic, Lemonade	£2.00
	Canadian Dry, Bitter Lemon, Orange, Grapefruit, Pineapple, Tomato	£2.00
	Ginger Beer, Victorian Lemonade, Mandarin & Seville Orange Jigger.	£2.00
Mineral Water	Wallets Well Sparkling & Still	£2.00
£4.50 Bottle		

Sherry	100ml	Barbadillo Fino, Amontillado & Pale Cream	£4.50
Spirits	35ml	Bombay Sapphire, Smirnoff, Pimm's No 1, Bacardi, Campari, Martini	£3.25 + mixer £4.50
Whisky	35ml	Bell's, Famous Grouse, Canadian. Club, Jack Daniel's	£3.25 + mixer £4.50
Malts	35ml	Lagavulin, Oban, Talisker, Laphroaig, Glenivet, Macallan	£4.95
Liquers	35ml	You name it...	£3.50
Port	75ml	Warre's 1994 LBV	£5.50
Cognac	35ml	Planat Reserve VSOP	£4.50
Armagnac	35ml	Bas Armagnac VSOP	£6.00

Ask to see our full Bar List for the complete range...

Places to Visit

Canterbury - 20 minutes drive

The Cathedral city where Christianity began.

A lot of culture, a little shopping.

Sandwich – 20 minutes

A wealth of medieval houses, antiques and a town walk on the old ramparts.

Dover Museum and Roman Painted House, Dover Market Square - 10 minutes

An award winning museum with the latest archaeological find “The Bronze Age Boat”.

100 yards along the road is the unique Roman Painted House which is home to many interesting Roman artefacts and models of a Roman Villa.

Walmer and Deal Castle - 15 minutes

Unusual Castle and a quaint seaside town. Ideal for a stroll along the promenade or an ice cream on the end of the pier.

Dover Castle (Open 9am-5pm) - 10 minutes

Perhaps the most complete and impressive fortification in Britain with a wealth of interest to keep you busy for hours.

Samphire Hoe – 15 minutes

The Folkestone side of Dover Harbour a mile or so up the A20 is the newest part of England below the Cliffs formed on the spoils of The Channel Tunnel. Note the flora and fauna, enjoy a cup of tea in the great outdoors and maybe return via Dover seafront for a stroll around the harbour and Wellington Docks

Calais, France – 45 minutes by Sea Cat or 1 hour 15 minutes by Ferry.

A short sail away is France for a little shopping. We can recommend Le Channel for lunch in Calais or perhaps just a glass of wine at a pavement café and back in time for dinner at Walleth's Court. Ask at reception for sailing times and charges.

Walking in White Cliffs Country

A St. Margaret's Bay Wander

Approximately 60 minutes to The Beach and Back

From Walleth's Court go right out of the drive, down the hill. At the end of the road turn right for the centre of the village keep going straight along the high street to The Beach with great views of the White Cliffs. On the way you may like to visit The Bay Museum and The Pines Gardens.

A Trip around The Lighthouse

Approximately 90 minutes to The Lighthouse and Back

From the centre of the Village keep going straight along the high street until you can see the sea in front of you. Turn right along Lighthouse Road or St. Margaret's Road to get to The Lighthouse and to walk along the cliff path to Dover. To walk to Dover this way should take around 3 hours.

To Kingsdown along The White Cliffs.

Two Hours plus drinking time!

We recommend driving to the top of the cliffs for this walk, as the walk along the cliffs is 'the best bit'...

Take your car from Walleth's Court go right out of the drive, down the hill. At the end of the road turn right for the centre of the village keep going straight along the high street. Drive to the top of Bay Hill where you will see the sea ahead, turn left along Granville Road all the way to the Dover Patrol Memorial at the end. Park here and walk to Kingsdown, keeping the sea on your right. Reward yourselves with a Pie and a Pint at The Rising Sun or The Zetland Arms on the beach.

For further local information please ask any member of staff to test their knowledge for travel information, local walks and places of interest to visit.

-Please ask at reception if you require a copy of these directions to take with you-

Our Environmental Responsibility

At Walleth's Court, we constantly challenge ourselves to provide the right environment for our guests and staff team. To achieve this, we rely heavily on external resources, such as water, energy, waste-recycling services, wholesome food products, eco-friendly cleaning materials, detergents, and laundry services. In fact, we depend on the very same items we use in our homes, but in greater volumes. We also realise the need to protect our natural environment and, as such, we place huge importance on the management of these precious resources. Over time, we have been implementing policies and systems designed to reduce the impact we have on our natural environment.

Water Conservation

We continue to reduce the volumes of water used by the introduction of fittings and equipment that eliminates the excessive use of water. These measures include water-efficient showerheads and toilet cisterns. We also use collected rainwater in appropriate circumstances and of course use our own well water.

Energy Conservation

In 1998, we installed a new technology in the form of combined heat and power systems in our spa. This has had the effect of retaining and reusing the heat which otherwise would be lost in the generating of electricity. The positive consequences of this are that there is a reduction of carbon into the atmosphere by the more efficient use of energy. In addition to this, we have signed up to the Hospitable Climates Programme (sponsored by the British Department of the Environment) to meet the EU targets for reduction of greenhouse gases.

Recycling

Launched in 2006, our waste management programme directs our waste from landfill towards "Reduce, Re-use and Recycle". We are now extracting glass, cardboard, newspapers and aluminium cans from our waste streams and have invested in state-of-the-art equipment for the on-site treatment of organic waste which is prepared and passed for composting.

Smoke Free Zone

Since 1st January, 2006, smoking is prohibited in all indoor areas at Walleth's Court.

The primary purpose of the prohibition is to afford protection to staff and the public who are exposed to harmful environmental tobacco smoke. We respectfully ask all our guests to comply with this request.

You could help too by doing the following...

Turn off all lights when leaving your room.

Turn off the TV when leaving your room. Remember, leaving a TV on standby uses energy too.

If your room is hot, turn the heating down (or ask us to) before opening windows.

If your room is cold, check for open windows. Get under the covers...

Don't throw/take away the glass water bottles, we recycle and re-use these.

Place towels that need changing in the bath/shower. If you wish to re-use towels place them on the towel rails. (We use plant based cleaning products with rapid biodegradable materials throughout the hotel.)

Save water... When was the last time you shared a bath?

Please don't flush non-biodegradable materials (use bins provided for nappies, sanitary towels etc.)
We have our own waste water treatment system which filters and re-introduces water into the water table.

Thanks ever so much for helping to achieve our environmental goals.

Gavin Oakley, Part-Owner
-on behalf of The Oakley Family Partnership & the entire Team at **Walleth's Court**