



Dear Guest,

We wish you a very warm welcome to the H Boutique Hotel and look forward to making your time here as enjoyable and comfortable as possible.

Please refer to this booklet for any important information regarding the hotel and surrounding area.

If you have any further questions, concerns or special requests, please do not hesitate to visit Reception or contact them on your guest phone.

IMPORTANT INFORMATION

Check out time is 10:00.

If you wish to arrange a late check out time, please contact Reception. Additional charges apply.

Breakfast is served to the room between 8:15am – 10:00am.

Peak times fall between 9:00 and 10:00. Please allow extra time during breakfast service at these times, due to higher demand.

Arrangements for an earlier or later breakfast can be made if required, please do so by contacting Reception.

The wi-fi Network: H-Boutique_Guest

Password: appletr33



ROOM CONTROLS

TV – our televisions are programmed to receive all Freeview channels. Turn on the tv using the remote control and select the channel panel from the start menu. Press the ‘CH List’ button on your remote to browse through channels.

Heating/Cooling – the white panel located next to the entrance of your room can be set to your desired temperature. To start, press the on button which will turn green when in use. Press the top left-hand button to select the setting and the middle circular panel to set the desired temperature. The control for the heated towel rail in your bathroom is located underneath, when the light shines blue this is off. To turn on, press the power button and then press the +/- to set the heat. Please contact Reception if you have any issues.

Lighting – The lights in your room are controlled using a regular dim-switch panel. The light on the bathroom mirror is controlled using a motion sensor. To turn this on/off please pass your hand under the right-hand side of the mirror to activate/deactivate.



HOTEL STORY

The building previously housed The Bakewell Hotel in the 1980s, headed by Terry and Margaret Proctor, and was managed by Helen Hartley, one of our current directors. Upon the closing of the hotel in 1991, Helen opened the Bakewell Pudding Parlour, which still operates today on the same site, selling a variety of delicious homemade pastries, freshly made sandwiches and cakes. Of course, the famous Bakewell Pudding and Bakewell Tart have been produced on site for many years – why not pop in to the shop to discover the difference and sample this local treat for yourself? Helen later expanded her business to open H's Wine Bar, with the coffee shop and restaurant housed in the same location as you will currently find both outlets.

The family decided to follow in their father's footsteps and launch The H Boutique Hotel. The brand was fashioned, with luxury accommodation, fine dining and attentive service at the heart of the customer experience. In 2017, renovation works began to restore the building back to its former hotel glory. The H Boutique Hotel with restaurant, bar and 10 boutique rooms, had its grand opening in May 2018.

The 'H' theme runs throughout the hotel with each room named after a local area, such as Hope and Hathersage. Ideally located in the centre of Bakewell, surrounded by the stunning Peak District National Park, you can discover the beauty behind the room names for yourself.



CORPORATE SOCIAL RESPONSIBILITY

RECYCLING

At the H Boutique Hotel, we aim to cut down on our waste as much as possible. Our team separate materials and recycle paper and cardboard in a nearby recycling station. We also have a private company to collect other recyclable refuse, to prevent as much waste as possible from entering landfill.

In order to avoid any unnecessary wastage, we attempt to purchase items for the hotel on a need's basis. We also get through a lot of paper, so keep a pile of scrap paper to the side of our Reception desk, that we can reuse before recycling.

FOOD SOURCING

We aim to supply our food from local suppliers and businesses, to reduce food miles and their associated environmental costs. In addition to supporting local businesses, we source our meat products from New Close Farm butchers in Bakewell. By securing our produce from a local sustainable and welfare-conscious farm, we are able to promote an ethical supply chain.

ENERGY REDUCTION

Our heating and air conditioning system is energy efficient, so its saves on energy bills and most importantly reduces energy consumption. When not in use, we aim to limit our electricity usage by switching off lights and other equipment, to reduce our impact on the environment.

If you have any suggestions for how we can enhance our corporate social responsibility, then please let us know at Reception.

A to Z

A

AFTERNOON TEA

Featuring a selection of freshly made finger sandwiches, homemade scones served with strawberry preserve and clotted cream, a homemade Bakewell Pudding and our cakes of the day. For total indulgence, add a glass of prosecco. The Coffee Shop serve Teas from 12:00 to 17:00, and can be reserved in advance by contacting Reception on your guest phone or ordered directly to your waiter.

AIRLINE RESERVATIONS

If you require any airline reservations, a member of the Reception team will be happy to help you with your arrangements.

AIRPORT

We are approximately 34.2 miles to Manchester Airport, 42.7 miles away from East Midlands Airport and 46.6 miles from Robin Hood Airport Doncaster Sheffield.

ACCESSIBLE ROOMS

Please let us know in advance if you require an accessible room, and we will allocate the room to ensure your comfort.

B

BATH MATS

Please ask at reception if you require a non-slip bath mat.

BANKING FACILITIES

The closest cash machine and bank facility is the NatWest Water St Branch, open Monday to Friday 09:00 – 16:30, closed on Sundays. The branch has special opening times: Opens at 10:00am on Wednesday and closes at 12:30pm on Saturday.

BANQUETS, CORPORATE MEETINGS, PRIVATE PARTIES AND RECEPTIONS

Please enquire at Reception for further details.

BARS

Our Bar stocks a fine selection of beverages, wines and spirits. Or if you prefer, then a nice setting to read a newspaper and enjoy a coffee.

BEAUTY

There are several beauty salons in Bakewell. We recommend Tansy Beauty in central Bakewell, for a range of beauty treatments. Call them on 07540779429.

BIKE HIRE

Local bike company MTB&B offer a service which delivers mountain bikes to your location, which you can rent for a single day or for a longer hire period. Call 01663 735484 to enquire into their full range of bikes. Alternatively, call Hassop Station on 01629 810588 to hire bicycles to ride along the Monsal Trail, for a fun day out.

BLANKETS

We anticipate that you will have a very comfortable sleep with us, however if you require extra comfort please ask Reception to supply you with blankets.

BREAKFAST

Breakfast is served in the Coffee Shop on the Ground Floor from 08.00 until 10.30 Monday to Sunday. If you wish to have Breakfast served in your room, then please contact reception to arrange this the night before. There is an additional room tray charge.

BUSINESS SERVICES

We regret that we do not allow guests to use our office systems, however, Reception is happy to print any documents provided by email.

C

CAR HIRE

Please ask at Reception for further information.

CAR PARKING

Due to our central location, we do not currently have any free car parking spaces. There are a number of pay & display car parks in Bakewell, including the adjacent Granby Road car park.

We also offer Derbyshire Dales parking permits for guests. Ask at Reception for price information on these and for any other car parking related queries. Please note that owners of vehicles park in any public car park at their own risk.

If your stay includes a Sunday night, please enquire at Reception for the best available parking spaces on a Sunday night and Monday morning – much of the adjacent car park is closed at 5am on Monday morning due to the famous Bakewell Market. Our team at reception are more than happy to help and show you the best available parking at this time.

CARE AND ATTENTION

Please be assured that everybody at The H Boutique Hotel is determined that you enjoy your stay, however, you are welcome to contact the duty manager if you require any further assistance throughout your stay.

CHECK OUT TIMES

To allow us to have rooms ready for arriving guests, we ask that you vacate your room by 10.00 am. If you would like to leave later then please ask at Reception and we will try to accommodate your request. A late checkout charge will be charged to your account. If you require us to store your luggage then do let us know.

CHEMIST

The nearest location to purchase any pharmaceutical items is Boots, situated across the road from The H Boutique Hotel on Granby Road.

CHEQUES

We no longer accept cheques at The H Boutique Hotel.

CINEMAS

The closest cinema facility is the Cineworld Movie Theatre in Chesterfield. 08712002000.

CHURCH SERVICES

The Bakewell Parish Church performs Sunday services at 11.00 and 18.00. The Methodist Church has its Sunday service at 10:30, call them on 01629 812135. Alternatively, Reception will be able to locate the closest place of worship for your religion.

COMMENTS

Comments on your stay are very much appreciated; please take the time to leave feedback online. Feel free to email us at reception@theboutiquehotel.com, this feedback is also welcomed on Trip Advisor to help us constructively improve for our guests in the future.

CANDLES

Candles are not permitted for use in your bedroom or bathroom. Guests found using them will have them confiscated.

D

DENTAL EMERGENCIES

If you require a dentist, please contact Reception. If you prefer to contact the dentist directly, our local dentist is Smith Dental Surgery located in this building on the first floor or alternatively call them on 01629 812066.

DEPARTURES

We wish you a safe departure from the hotel, if we can assist you with onward travel directions or calling a taxi then please let Reception know.

DIETARY REQUIREMENTS

Our Head Chef at The H Boutique is keen for all of our guests to feel at home, if you do have any dietary requirements then they will be pleased to assist.

DINING

At The H Boutique Hotel, we are dedicated to meeting your needs as best we can. Please inform us of any requests you have from the kitchen and we will do our best to ensure that you're not left feeling hungry.

DIRECTIONS

Just let Reception know your next destination, and they can print onward directions for you along with up to date travel news to avoid congestion.

DOCTOR

If you feel unwell, please call Reception who can contact a doctor for you if necessary. If you wish to contact them directly, the local doctor is Bakewell Medical Centre, 01629 816636

DRY CLEANING AND LAUNDRY

Unfortunately, there is not a local company who can service dry cleaning at short notice. If you are staying for a considerable period of time, we suggest you contact Clean Sheet Laundry in Bakewell on 01629 813311, to query their services.

E

EARLY DEPARTURE

If you need to leave the hotel early, then let us know so that we can coordinate and have your account ready at Reception.

EARLY MORNING CALLS

To set a wake-up call, please contact Reception who can organise a call for the next morning.

EMAIL

If you would like to have an email sent to the hotel, then please use reception@theboutiquehotel.com.

F

FIRE

Detailed plans of your escape route are on the back of your bedroom door. Please make sure that you know the most direct route out to the Fire Point, Granby Road Carpark, before you retire for the night.

If you discover a fire, please do not try to tackle a fire yourself. Make your way to the fire point, as detailed below.

Please note that by law we are required to test the fire bells once a week. We do this at 10.00 am every Tuesday and should last for 20 seconds.

FIRE POINT = GRANBY ROAD CARPARK

FLORIST

Unfortunately, there is no florists in Bakewell. The closest shop is Darling Buds in Baslow 01246 583999. Alternatively, there is Robert Young Florists in Matlock, 01629 580253.

G

GAMES

We are very happy to lend you some games to play. We have some classics like Cluedo, scrabble and dominos amongst others. Please ask at Reception for what is available. We ask that you bring them back personally.

GARAGES

The closest garage for petrol and diesel is the Co-op filling station located on the left on Haddon Road, as you head towards Rowsley. As well as the Jet petrol station close by on the right. If you require specific dealerships then Reception will be able to source the closest for you.

GOLF

We have the Bakewell Golf Club nearby. They can be contacted on 01629 812307.

GUEST SUPPLIES

If there is something you forgot to pack or wish you had, please call Reception.

GYM FACILITIES

Unfortunately, we do not currently have a gym at The H Boutique Hotel. Should you require one, the nearest is a short walk away in the Bakewell Swimming Pool. 01629 814205.

H

HAIRDRESSERS

There are several hair salons in Bakewell, we recommend Victoria Hutchinson & CO. To make a hair appointment then telephone them directly on 01629 814624.

HAIRDRYER

You should find a hair dryer within the wardrobe of your room, if you do not then please contact Reception.

HEALTH & SAFETY

We take your health and safety extremely importantly, if you have an accident or cause for concern then please do let the duty manager know at the time.

HORSE RIDING

The Buxton Riding School 01298 72319.

HOTEL TOURS

We are all very proud of The H Boutique Hotel, if you would like us to show you around then please ask at Reception and they will organise a guide.

I

ICE

Please contact Reception, by pressing the correlating button on your guest phone. We will arrange for some ice to be brought to your room.

INTERNET ACCESS

Broadband is available in every bedroom and public area at no charge via wireless connection. We are pleased to offer this for free. To sign into the Wi-Fi named 'H-Boutique_Guest', use the password 'appletr33'.

INCIDENTS

In the event of an incident, please contact Reception or the Duty Manager on '0'. The nearest minor injury unit is the Whitworth hospital in Darley Dale, if you wish to contact them directly the number is 01629 580211. In any case, please notify a member of staff if you are taken ill or injured.

IRONING

An iron and ironing board are located in your wardrobe for your convenience.

K

KEYS

We use a key card system at The H Boutique Hotel. In the event that you lose your key or find other guests then please let Reception know. Please return this on check out.

L

LATE CHECKOUT

If you wish to check out later than 10:00 please contact Reception to arrange this. We will be able to extend the time subject to availability and at a small charge.

LEISURE FACILITIES

We are yet to build a leisure facility at The H Boutique; however, Reception will be pleased to find the closest facility based on the specific sport that you would like to do.

LIBRARY

The local library is a short walk from the hotel, off Granby Road. It is Bakewell Library, contactable on 01629 812267.

LUGGAGE

We would be pleased to store your luggage, simply contact Reception to arrange.

LUNCH

Lunch is served in the Bar Lounge area every day of the week, with a menu to suit either a light sandwich lunch or three courses, as well as an option for Afternoon tea.

M

MAIL

Please deposit your post at Reception by 15.00. It is collected Monday to Friday.

MAPS OF AREA

Please visit Reception for local area information. If we don't have this to hand, we are happy to use the internet to find places of interest.

MESSAGES

Any messages received on your behalf will be taken to your room, unless you request an alternative.

MILK (Fresh Milk Available)

Let Reception know if you require fresh milk and we will be pleased to deliver it to you.

MINI-BAR

There is a fridge in your room, stocked with complimentary waters. If you would like to enjoy a drink in your room then please call Reception, and they will be pleased to organise for it to be delivered for you. This will however incur a tray charge.

N

NEWSAGENTS

Unfortunately, there are no newsagents in Bakewell. A selection of newspapers and magazines is available from the Co-operative supermarket next door, or the Spar on Granby Road.

NIGHTLIFE

As well as our fully-stocked bar on the ground floor, Bakewell has several bar and pub facilities. Please ask at Reception for any recommendations. If you are interested in the night club scene there are venues further afield in Matlock, Chesterfield and Sheffield.

O

OPTICIAN

The Eye Place on Matlock Street, call 01629 813603 or visit to arrange an appointment.

P

PHOTOCOPYING

Photocopying can be completed: Black & White A4 15p per copy

POST OFFICE

The closest post office facilities are located inside the Spar store on Granby Road.

PACKED LUNCHES

Let us know in advance if you require a packed lunch, and we shall organise it for the next day.

R

RAC

The telephone number for the RAC is 08705 722722

RAINY DAY ACTIVITIES

There are plenty of things to do on a rainy day; Reception will be able to advise you depending on whether you require it for families with Children. Alternatively, you can have a look at our local attractions section for some ideas.

RESTAURANTS

Reception will be able to advise you of restaurants in the nearby area.

ROOM SERVICE / IN ROOM DINING

Our Bar Lounge menu is available to you via room service. If there is something you really desire that is not on the menu then please ask. Please contact Reception using the corresponding button on your guest phone. Tray charge of £3.00 for room service.

RUNNING/WALKING ROUTES

In the heart of the Peak District there are a number of walking and running routes to cover. We recommend a walk along the Monsal Trail, which you can extend by following the River Wye to the nearby village of Ashford. For more information on walking and running routes please visit Reception and we can advise the best route to suit your interests.

S

SAFE DEPOSIT/VALUABLES

Room safes are located in the wardrobe. Please see the instructions stored in the safe for details on set-up.

SHOPPING

There are a number of small independent shops in Bakewell, for a wider selection visit Peak Shopping Village in Rowsley or Chesterfield.

SMOKING

It is against the law to smoke anywhere inside the premises. We also prohibit the use of electronic cigarettes, also known as e-cigs, inside The H Boutique Hotel. This is to ensure that we provide a smoke and vapour free environment for all of our guests and colleagues. A CHARGE WILL BE ADDED TO YOUR ROOM IF EVIDENCE OF SMOKING IS FOUND OF AN EXTRA NIGHT STAY (at your current rate).

SPORT/OUTDOOR PURSUITS

We can arrange for most outdoor pursuits in advance, which is particularly popular for large groups. Alternatively, Reception can advise you of sports locally.

T

TAXIS AND TRANSPORT

Reception can book taxis or chauffeur cars; just let them know your destination and time of departure.

TEA AND COFFEE FACILITIES

Within your room will be Tea and Coffee making facilities, if you require additional items then please let Reception know so that we can arrange further items.

THEATRES

Visit the Opera House in Buxton, 01629 72190. Alternatively, the Pomegranate Theatre in Chesterfield, 01246 345222.

TELEPHONE

Telephone calls from in room phones are free of charge.

To call from room to room, insert '130' before a one-digit room number and '13' before a two-digit room number.

1 – Haddon	6 - Hopton
2 – The H	7 - Hayfield
3 – Hardwick	8 - Hassop
4 – Hartington	9 - Hope
5 – Hathersage	10 - Howden

TOOTHBRUSH/TOOTHPASTE

If you have forgotten to pack your toothbrush or toothpaste, then please ask at Reception who will purchase the necessary items to accommodate your needs.

TRAINS

The nearest local train station is Grindleford Station, which is part of the Northern Railway line with direct trains to Sheffield and Manchester. For a wider regional service, visit Chesterfield Railway Station. If you require advice on train times then please ask at Reception and they will research them for you.

TURNDOWN SERVICE

If you require a turndown service of your room each night, please contact Reception.

U

UMBRELLAS

We lend Umbrellas to our guests on a complimentary basis, but it is always appreciated if they are returned either back to the Reception or in your bedroom.

USEFUL TELEPHONE NUMBERS

It’s difficult to identify useful telephone numbers, however, our team has highlighted some of the more frequent requests and what may be considered to be essential.

Emergency services – Police, Fire and Ambulance	(prefix9) 999
<i>(If you have an emergency situation, please inform the Duty Manager)</i>	
NHS Direct	0845 4647
Chesterfield Royal Hospital	01246 277271

Taxi Numbers

Pacman Travel	07971 400015
Bakewell Taxi Service	017866661188
Hudson’s Private Hire	07715668861
Pete’s Taxi	07701000129

W

WEATHER REPORT

On our Reception screen you will find the daily weather forecast, alongside any relevant travel news.

WINES

We offer an excellent choice of wines from around the world, if you would like any assistance with a choice then we would be delighted to recommend.