

Tivoli Guesthouse Customer Information Sheet 2018



Tivoli Guesthouse
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Terms & Conditions

Please read our Terms & Conditions carefully. This will save time and avert any possible problems. By booking accommodation with us you are acknowledging that you have fully read, understood and accepted these terms. If you have any queries in relation to these terms and conditions please do not hesitate to contact us.

Deposits & Payments

A 50% deposit per room is required to secure your booking. All deposits must be received within 14 days of your reservation which will be confirmed via email or post. Room allocations cannot be guaranteed without the receipt of a deposit.

Deposits can be made by direct bank transfer or over the telephone with a credit/debit card. Balances can be paid by cash or card on arrival or departure. Deposits are non refundable on cancellation unless cancelled by the management.

Checking In & Out Times

Checking in time is from 12.00 midday to 20.00hrs - Customers may check in earlier or later by prior arrangement with the management. Rooms are strictly to be vacated by 10.00 am on the day of departure. Night shift workers can make alternative departure times by prior arrangement.

Privacy

We will never share your details with other companies or 3rd parties. Details submitted to us are for the sole use of Tivoli Guesthouse in establishing room availability. Once you have a booking confirmation your details will be removed from our systems, unless otherwise instructed by yourselves.

Keys

Keys are to be handed in promptly on your departure. Failure to return keys (lost or otherwise) will incur a replacement charge.

Damages

All damages must be paid for in full prior to departure.

Your Security

Whilst we take every possible care for your security (lockable bedrooms) and provision of a safe environment, the management cannot accept liability for loss or theft of personal belongings nor personal injury.

Fire Procedure

In the event of discovering a fire sound alarm or when alarm is heard vacate building immediately. Meeting point is at Washington Square opposite the guesthouse.

Etiquette - What we expect from you

All guests are expected to respect the privacy and comfort of other guests and are respectfully asked to keep noise to a minimum after 10.00pm. Please be aware that all doors are self closing fire doors. Please do not let doors slam shut - there may be night shift workers trying to sleep by day or people who have to get up early for work in the morning and therefore may retire in the early evening.

You are reminded that we operate a strict No Smoking policy.

Breakfast Times

Breakfast times are between 07.00 and 08.00 Mon-Fri and from 08.00-09.00 at weekends. Alternative breakfast times are available by prior arrangement with the management.

Dietary Requirements

We strive to cater for all diets including vegetarian or vegan, diabetic and gluten free. We ask customers with specific requirements to let the management know in advance so that provisions can be bought in. Take away breakfasts can also be provided by prior arrangement.

Packed Lunches

Packed lunches can be provided by pre-order. These consist of; 1 x Sandwich, 1 x Fruit Drink, 1 x Savoury (Cheese & Onion or Sausage Roll) 1 x Piece of Fruit, 1 x Packet of Crisps, 1 x Chocolate Biscuit. Packed Lunch Cost £7.00

Places to See

The Rum Story - 27 Lowther Street, Whitehaven | 01946592933 | <http://www.rumstory.co.uk> | Mon-Sat, 10.00-4.30
Beacon Museum - West Strand, Whitehaven | 01946 592302 | <https://thebeacon-whitehaven.co.uk> | Tues-Sat, 10-4.30
Rose Hill Theatre - Moresby, Whitehaven | 01946 692422 | <https://www.rosehilltheatre.co.uk> | Mon-Fri, 10-5
Gaiety Cinema - Tangier St, Whitehaven | 019467 48507 | <http://www.gaietycinema.co.uk> | Mon-Fri, 5-11 WE, 12-11
Muncaster Castle - Ravenglass CA18 1RQ | 01229 717 614 | <http://www.muncaster.co.uk> |

Places to Eat

Zest - Harbour Front, 8W Strand, Whitehaven | <http://www.zestwhitehaven.com> | 01946 66981 | Everyday 11:30-9
Vagabonds - 9 Marlborough St, Whitehaven | <http://www.thevagabondpub.co.uk> | 01946 66653 | Mon-Thu, 5-11 WE, 12-11
Casa Romana - 132 Queen St, Whitehaven | <http://www.casaromanauk.com> | 01946 591901 | Mon-Sat 11:45-9, Sun Closed

Takeaways

Jasmin Palace - 108 Duke St, Whitehaven | 01946 695141 | Everyday 4-11
Akash Tandoori - 3 Tangier St, Whitehaven | 01946 691161 | Everyday 5-12
Chattanooga - 5 Duke St, Whitehaven | 01946 67770 | Everyday 1:30-12

Local Pubs

Puncheon - 7 Chapel St, Whitehaven | 01946 691140
The Vine - 69 Market Place, Whitehaven | 01946 693632

Local Taxi

White Line 01946 66111

Parking

Like many historic towns in England such as York, Oxford and Ambleside - Whitehaven was designed and built prior to the arrival of motor cars. And like other guesthouses in the town centre The Tivoli has no parking provision of its own. However there are car parks in the close vicinity of our premises just a few minutes away. You are of course free to offload your luggage at the road side. Ring ahead with your approximate time of arrival and we will be happy to take your cases to your room.

Public parking is available at Schoolhouse Lane and Quay Street South.



The multi storey car park at Swingpump Lane is only available at Weekends. On street parking restrictions commence from 08.30 until 18.00 You can park for 1 Hour and No Return using the Council 'Parking Clocks' provided by us.

For clients who are cycling the Coast-To-Coast and wish to leave their vehicles for several days we can put you in touch with local businesses who charge reasonable rates for longer term parking.

How to find us by road

From Junction 40 on the M6 take the A66 in the direction of Keswick/Workington. As you get closer to Workington you will encounter a roundabout directing you Whitehaven A595 1st exit. When you get to Whitehaven follow the sign for town center. This is an unusual junction where the road forks and you have to give way before crossing the carriageway of the on coming traffic. As you enter the town center you will enter a one way system. Stay in the right hand lane. After you pass a church on your right hand side the road turns 90 degrees to the right and divides into three lanes and is controlled by traffic lights. Keep in the right hand lane and turn right at these traffic lights. You will now enter a shopping parade called Lowther street.

Proceed slowly as Queen Street is only 25 metres on your left hand side just after an estate agents called Grisdales. Turn left here and proceed down Queen Street, continue past the Whitehaven News office and the Tivoli Guesthouse is 25 metres on your left hand side.

Travelling from the Barrow road, on the A 595 heading north, as you approach Whitehaven you will encounter a set of traffic lights and a sign directing you to turn left for the town centre. As directed turn left here and you will be heading downhill directly into the town center. Continue down this road to a set of traffic lights, carry on through these lights. As you approach the next set of lights the road divides into two lanes, keep in the right hand lane and continue through them. As you proceed, again the road divides into two lanes as you approach another set of lights and again keep in the right hand lane. Go straight ahead through these lights and you will now enter a shopping parade called Lowther Street. Now follow the instructions in the paragraph above.

How to find us by rail

From the station, at the main road, turn right and follow this road for 10 or so minutes in a contrary direction to the flow of traffic. After you have passed Argos and a shop called B&M's some 25 metres take the first road on your left. This is Queen Street and you should see two pubs, one called the Anchor on the left and Barra Jacks on the right. Walk between these two pubs and up Queen Street for about 25 metres and the Tivoli Guesthouse will be on your right on the corner of Cross Street.

Location Map

Google Maps: <http://bit.ly/2BtybHf>

