



CORNWALL

## Frequently Asked Questions

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### **What are your check in and check out times?**

Check in time is from 3pm and check out is at 11am although you are welcome to use the hotel facilities either side of these times.

### **What leisure Facilities do you have?**

The spa at Fowey Hall has a 12 metre indoor swimming pool, with sea views, a hot tub, steam room, horsebox sauna and four treatment rooms.

### **What activities are there for children to do at Fowey Hall?**

In our garden, you can find a climbing frame, a tyre swing, a zip wire and a trail. Inside the hotel, you will find our Library with a host of storybooks and board games. Head down the hallway and you'll find our blue room with table tennis, table football and consoles. Don't miss out on our movie showings in our cinema room. Our Ofsted-registered Four Bears Den is the perfect playground for children up to the age of 8. There are toys galore, art equipment, dressing up clothes. There are also wellies, fishing nets and buckets and spades - and don't forget to ask reception for crab bait on your way out!

### **Where is the nearest beach to Fowey Hall?**

Readymoney Cove Beach (10-15 minute walk) – Readymoney Cove is a south-east facing sandy beach to the south of the harbour town of Fowey. It is sheltered by cliffs close to the mouth of the River Fowey Estuary and bounded, on one side, by the medieval part of Fowey and, on the other, by St Catherine's Castle. A seasonal dog ban applies on this beach.

### **How does your baby-monitor facility work?**

You may take advantage of our video baby monitors to allow you to enjoy some time together alone to relax and unwind while having the peace of mind that your little ones are safe and sound. Pop down to reception and we will provide you with the video monitor, you simply plug this into your room before you settle your little one down and then we provide you with a handset that you keep with you so that it allows you to keep an eye on your little one.

A £150 deposit will be applied to your bill, which will be refunded on return of the monitor and handset. Please note that handsets must be kept with parents at all times and unfortunately cannot be monitored by our team.

### **Does your swimming pool have restrictions for children?**

The swimming pool is open from 8am -8pm with adult-only swim times from 8-9am and 3-4pm daily. Children under the age of 16 years old do need to be accompanied by an adult at all times.

### **What ages are pamper treatments available for?**

Our range of junior treatments is available for those aged over 6 years. Those having treatments who are under the age of 16 are required to have their treatment in our dual treatment room alongside a responsible adult aged 17 and over.

### **What are the crèche timings for supervised sessions?**

Our supervised sessions run from 9.30am - 11.30am and 2.30pm - 4.30pm (Please note afternoon session not available Monday to Thursday term time).

### **Do you accept dogs?**

We welcome the whole family, we accept well behaved dogs at a charge of £25 per night. Please check with our reservations team for bedroom suitability. Your four legged friend will receive dog bowls, blanket and treats in the room on arrival.

### **What do you provide in your rooms for children?**

No need to bring extra luggage, we have it covered with all these items that can be provided:

- Bottle steriliser
- Bottle warmer
- Cot
- Nappy bin
- Nappy changing mat
- Mini cooler
- Potty
- Bathroom step
- Baby bath
- Kids toilet seat
- Bed guards
- High chairs

### **Do you offer Parking?**

We offer complimentary parking at the hotel.

### **Do you have car charging points?**

Yes, please do bring your own car lead to charge your car.