



The Ickworth

SUFFOLK

Frequently Asked Questions

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 from 12noon on day of arrival until 12 noon on day of departure.

What leisure Facilities do you have?

The Ickworth has a 15-metre swimming pool, a tennis court, and four treatment rooms. Your stay includes access to our spa facilities, with a heated indoor pool and steam room to enjoy. The adult-only Spa Garden, featuring a horsebox sauna, outdoor hot tub and relaxation area, is included when you book a treatment or can be booked separately for an additional charge.

What are the Treatment Rooms opening times?

Daily from 9.30am-6pm.

What activities are there for children to do at Ickworth?

In our garden, you can find a trampoline, Garden with a host of outdoor play equipment, children's play area and a tennis court. Inside the hotel, you'll find our library with a host of storybooks and games. On the lower ground floor, you'll find our Blue Room with PlayStations, pool table and table football. Don't miss out on our movie showings in The Old Kitchen. You

Our Ofsted-registered crèche is the perfect playground for children aged 3 months up to 8yrs.

How does your baby-monitor facility work?

Only available if staying in main hotel, not available in The Dower House or Butler's Quarters.

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?

There is no restriction for children swimming in the pool they do just need to be accompanied by an adult at all times. The swimming pool is open from 9am-7pm. We offer adult only swim times from 10-11am and 3-4pm.

What ages are pamper treatments available for?

Our range of junior treatments is available for those aged over 8 years. Those having treatments who are under the age of 16 must be accompanied by adult aged 18 and over.

What are the crèche timings for supervised sessions?

Weekdays term time - Monday to Friday, sessions run from 9.30am to 11.30am, with afternoon family activities available to book.

Weekends and school holidays - Supervised sessions run from 9.30am to 11.30am and 2.30pm to 4.30pm.

Do you accept dogs?

We welcome the whole family, we accept well behaved dogs at a charge of £25 per night. Just let us know if you need any dog bowls and beds.

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
- Potty
- Bathroom step
- Baby bath
- Kids toilet seat
- Bed guards
- High chairs

Do you offer Parking?

We offer complimentary parking at the hotel.