



PENMAENUCHAF  
DOLGELLAU

“Croeso”

Welcome to Penmaenuchaf.

In this pack provides you will find information about your room, our facilities and the surrounding area and, of course, you can ask at reception if you would like any other information. Our staff have great local knowledge and are always willing to help with suggestions of places to go and things to see.

Reception is open from 8am - 10pm. In case of an emergency at night please dial 01341 212121 from your mobile and you will be directed to the on site Night Porter.

We hope you enjoy your stay at Penmaenuchaf.

Penmaenuchaf Hotel  
Penmaenpool  
Dolgellau  
Gwynedd  
LL40 1YB



**PENMAENUCHAF**  
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**Breakfast**

Monday to Sunday, including bank holidays 8am - 10am

Continental breakfast can also be served in your room at these times, please order the night before.

**Lunch**

Monday - Sunday 12 noon - 2pm

Packed lunches can be supplied, please order the night before.

**Afternoon Tea**

Monday - Sunday 3pm - 5pm

Booking essential.

**Dinner**

Monday - Sunday 7pm - 9pm

We recommend reserving your table for dinner in advance to avoid disappointment.

**Reception**

Please dial 01341 212121 from a mobile telephone to reach Reception.

**Late Return to Hotel**

Please make arrangements at reception if you are returning after 11.00pm.

**Fire Precautions**

Please read the instructions displayed in your room.

There is a fire practice at 11.30am each Monday.

**Departure**

Check out is between 8am- 11am.



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## SOME USEFUL INFORMATION

**Alarm Call** - Please ask at reception should you require an alarm call.

**Beach Towels** - Beach towels are available to collect from Reception.

**Bedding** - If you should require extra blankets, pillows or a hot water bottle, please contact reception.

**Croquet** - Try your hand at croquet on the lawn, equipment and rule card available from Reception.

**Departure** - Check out is between 8am- 11am. If you would like an earlier checkout, please let us know in advance and we can arrange this for you. We are here to assist with help to bring your luggage from your room to your car.

**Dress code** - the Dining Room dress code is smart casual.

**Fishing** - Penmaenuchaf holds a limited number of permits with the Dolgellau Angling Association which our residents may use free of charge. The permits cover twelve miles of fishing for sea trout, trout and salmon on the rivers Mawddach and Wnion and Llyn Cynwch. Sea fishing is also available nearby the hotel. Before fishing please ensure that you have your NRA license and are familiar with the rules on our permits. Please ask at Reception for an information pack.

**Flowers, chocolates, champagne** - We would be pleased to arrange a surprise for a loved one if you would like a bouquet of flowers, box of chocolates or bottle of wine delivered for a special occasion.

**Golf** - Aberdyfi and Royal St David's golf courses are both nearby, Abersoch, Nefyn and Porthmadog are all in easy driving distance from the hotel.

**Hairdryers** - There is a hair dryer in a black bag in your wardrobe.

**House Keeping** - Our House Keeping team will service your room during the day between 10am and 4pm.

**Internet** - Complimentary wi-fi is available throughout Penmaenuchaf. To join the "penhall" network your password is **salmonfishing**.

**Iron and Ironing Board** - These can be found in your wardrobe.

**Keys** - Please leave your keys with Reception when leaving the hotel for the day.

**Late Return** - For entry to the hotel after 11pm please ask for directions to the Garden Entrance.

**Laundry** - Please ask at Reception for a laundry list to fill out and return it with your items for a twenty four hour turnaround.



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**Lost Property** - Should you leave anything in the hotel please let us know as soon as possible. Any unclaimed lost property will be held for three months and then donated to charity where appropriate.

**Menus** - Menus are available for lunch, afternoon tea and dinner. A vegetarian choice is included every day for each course of the menu. Please let us know of any dietary requirements.

**Mini Bar** - All bedrooms are equipped with a refrigerator, in which you will find mineral water and fresh milk. Please contact Reception if you would like top ups or any additional drinks to be placed in your mini bar.

**Mobile Phones** - Please be considerate to other guests when using your mobile phone. For the comfort of all our guests, mobiles are not allowed in the restaurant.

**Picnics** - If you are going exploring we would be pleased to provide you with a packed lunch. Please place your order with Reception the night before.

**Riding/ Pony Trekking** - There is trekking and tuition available for all levels at a stables just ten minutes from the hotel. Should you wish to progress at nature's pace it's the perfect way to see some beautiful countryside, and a beach ride is not to be missed.

**Room Service** - Room service is available from 8am to 10pm and the menu can be found in this folder. Continental breakfast order forms are in this folder and should be completed and handed to Reception the previous evening.

**Shoe Cleaning** - If you require any shoes to be cleaned, please leave them outside your room by 10pm to be collected. They will be returned to you by 11am the following day.

**Smoking** - We have a strict no smoking policy at Penmaenuchaf, which meets the law against smoking in enclosed places in Wales. It also recognises the wishes of most of our guests and customers as well as our staff. We respectfully request that you do not smoke in the bedrooms, on balconies or terraces. Our smoke detectors are very sensitive and if it is found that the room has been affected by smoke a deep cleaning charge of £75 will be debited from the credit card used to make your booking. If you wish to smoke, a box to dispose of your cigarette is located next to the front door of the hotel.

**Tea and Coffee** - Tea and coffee making facilities are provided in your room and further supplies are available – if you require top ups please let us know. Otherwise we will replenish stocks daily.

**Television** - There is a remote controlled colour television in each bedroom. All televisions have been pre-programmed and the channels can be accessed by selecting with the TV remote control.

**Valuables** - If you have any valuables please leave with our Reception staff who will put them in the safe.



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**Walking** – There is a wealth of walking opportunities in the immediate area as well as further afield in the National Park. Please ask one of our locally based team who will be happy to help you plan your adventures.

**Wet Clothing** - Drying facilities are available for wet clothes and muddy boots - please ask Reception for assistance. Outdoor wear, fishing tackle and other kit can be left adjacent to the Reception office.

**Wildlife** - As you may be aware, Penmaenuchaf is a designated Site of Special Scientific Interest due to it being home to five different types of bats as well as a breeding roost of the brown long-eared bat and the endangered Lesser Horseshoe bat. In the summer months, during the evening and night, these friendly creatures are leaving their roosts in the lofts and going out in search of food. They may, inadvertently or being inquisitive, find themselves inside the house. Don't be alarmed! They will eventually fly out again.

During summer you may well notice the comings and goings of our returning swallows which nest in the front porch to raise their chicks. We are privileged each year to see these fledglings grow and leave the nest. Venture along the estuary towards the coast among wetlands and woodlands to see dippers and flycatchers, warblers and woodcock.

The beehives in the grounds provide us with delicious Penmaenuchaf honey for your morning toast as well as a limited supply of jars which are available to purchase and take home.

### **YOUR WEDDING AT PENMAENUCHAF**

Located in stunning South Snowdonia, Penmaenuchaf creates the perfect backdrop for your special day.

The Hotel is licensed for Civil Wedding ceremonies and we can hold weddings for up to fifty guests. We will work with you to compose an entirely bespoke event based on your individual preferences and requirements.

With exclusive use of the house, its fourteen bedrooms and the grounds, your unique occasion will be made unforgettable.



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## **EMERGENCY INFORMATION**

### **Safety Information**

Parents of children should be aware that we have ponds and streams on the property and that children should be accompanied by an adult at all times.

In the interests of safety, we kindly request that all guests respect the speed limit of 5mph on the drive and around the hotel.

If you need anyone during the night please call 01341 212121 from a mobile telephone. Our on site Night Porter will be more than happy to assist.

Police: Dolgellau Police Station, Barmouth Road, Dolgellau, LL40 2YT 01492 517171

Doctor: Caerffynnon Surgery, Springfield Street, Dolgellau , LL40 1LY 01341 422431

Dentists: Cader Dental Practice, Cader Road, Dolgellau, LL40 1RJ 01341 421021 / Eirlys Dental Practice, Dolgellau County Hall, Bridge Street, Dolgellau, LL40 1AU 01341 421717

Optician: Eleanor Davies Optometrist Ltd, Plas Yn Dre Street, Dolgellau LL40 1AD 01341 423773

Pharmacies: Rowlands Pharmacy, 3 Eldon Square, Dolgellau LL40 1PS 01341 422404 / Boots Pharmacy, Queen's Square, Dolgellau LL40 1AL 01341 422471

### **Before retiring to bed:**

- Please ensure that you know the nearest means of escape
- The nearest fire alarm call point and how to use it
- All doors to and from corridors are to be closed.

### **In the Event of a Fire**

#### **If you discover a fire during the day**

- Leave the room ensuring the door is shut behind you
- Operate the nearest fire alarm If you hear the Fire Alarm
- Go immediately to the nearest fire assembly point which is in the car park

#### **If you hear the fire alarm during the night**

- Do not get fully dressed, put on a dressing gown & shoes.
- Make sure all the others in your room are awake
- Go to the assembly point in the car park
- **DO NOT STOP TO COLLECT PERSONAL BELONGINGS**