



Welcome to The Kings Arms Hotel,

where we trust you will have a comfortable and pleasant stay.

The Kings Arms offer a selection of fresh and stylish rooms to suit your business or leisure needs. Escape the daily grind, take a break and do as little or as much as you want in Berwick and the surrounding areas.

EXPLORING BERWICK AND THE SURROUNDING AREAS

Located on Hide Hill in the centre of Berwick upon Tweed, a historic coastal town and the northernmost town in England, The Kings Arms is only a short walk from the town's main train station as well as shops, restaurants and attractions which include the old walls that surround the town, the old castle ruins as well The Maltings Theatre & Art centre. The surrounding areas and attractions include Alnwick Castle & Gardens, location of Hogwarts in the Harry Potter films which is only a 40-minute drive and Holy Island is only a few miles outside of Berwick.

If you require any suggestions on great places to visit, please ask a member of our helpful and friendly reception team.

On behalf of the entire team, we sincerely hope you enjoy your visit. If anything is not up to standard or disturbing your stay please let us know and we will take care of it. Have a fabulous stay and we look forward to welcoming you back soon.



Please let us know what about your experience here at The Kings Arms Hotel by leaving us a review on Facebook, Booking.com or TripAdvisor!

Reception is open 24 hours, 7 days a week therefor should you need any assistance at all please do not hesitate to let us know. Check in is from 15.00 pm and check out is up to 10.00 am.

Parking

Unfortunately, the hotel does not offer their own car parking facilities. We advise guests to make use of the free car parking facilities nearby. For long term car parking, we recommend the Quayside car park a short walk down the hill through the archway. This car park is free all day, every day and is secure enough to park in.

The parking bays outside of the hotel are restricted to **1-hour maximum stay between 9:00am and 5:30pm**. Outside the hotel is a disc zone where you must display a parking disc at all times which can be retrieved from the disc dispenser on the street beside the bank next door. They are a one off charge of £1 and can be used repeatedly. Parking outside of the above stated hours is fine and free of charge.

The Kings Arms Hotel cannot be held liable for any parking charge notices which may occur.

Bicycle storage is available within the building, please ask a member of staff for more information.

Motorcycles can be parked on hotel grounds free of charge, please ask a member of our team for more information.



If you require more information regarding parking, please do not hesitate to ask a member of our team.

Wi-Fi

Free access to Wi-Fi is available. You can connect to the KingsArmsHotel network using password Mldxudh4

We request that all guests vacate their rooms no later than 10am.

Fancy a lie in?

Unfortunately, we do not offer this service or early check in at the moment due to COVID-19.

Linen

The Kings Arms is interested in helping protect the environment, so if you do need your towels replacing during your stay please leave them in your bath/shower. This will help us cut down on the waste we produce.

Smoking Policy

The Kings Arms operates a full hotel **non-smoking** policy. Guests are advised that any rooms smelling of smoke following departure will be charged at £75.00 per room to cover the cost of additional cleaning and deodorising.

ACCESSING THE BUILDING

The French doors at the hotel entrance will be locked between the hours of 11pm and 7am.

To gain entry to the building between these hours, you are able to use your room key according to the operational instructions printed on the back of the card – just as you would to enter your room.

Should you experience any issues, or find the main set of doors locked, please ring the doorbell at the main entrance and we will come and help you.

Please do not panic if the door alarm sounds, this is only indicating that the door has not closed properly behind you.



For disabled access, or to simply avoid the steep steps at the front doors, you can enter and exit the building through the archway to the right of the main entrance.

NOTICE TO ALL GUESTS STAYING AT THE KINGS ARMS

Please take a moment to read our fire regulations

Please be aware of your location within the hotel and know your safest and nearest fire exit in case of a fire. If in doubt, please contact reception.

If the fire alarm does sound you must vacate the building immediately. Guests are advised to evacuate via the nearest fire escape (unless unsafe) and remain as calm as possible during evacuation. The fire assembly point for guests is outside Foxtons wine bar which is directly opposite the hotel. If you happen to discover a fire yourself, please raise the alarm (if staff not aware) and dial 999 immediately. There are signs behind every bedroom door. If you discover a fire, please tell reception immediately and call 999.

Smoking

Smoking is strictly forbidden, this includes electronic cigarettes and all kind of smoking devices, in all the guest bedrooms and public areas within the Hotel.

Contrary to advising you about our policy on smoking, if we discover evidence of smoking in the rooms, a penalty of £75 will be charged to the card provided on booking each time. This penalty is non-negotiable.



If we should discover further evidence of smoking, you may be refused custom and asked to leave the premises.

Designated smoking areas are located near the rear garden and at the front of the Hotel.

GUEST ADVISORIES

External and internal noise

The hotel politely asks that guests keep internal noise to a minimum and please be considerate of other guests. We ask that guests do not play excessively loud music and/or television after 11pm. We advise that any guests who feel they are being disturbed to please call reception. As the Kings Arms Hotel is an old and historic building, noise will travel.

Any guest who is doing any of the above will have it brought to their attention, and if it continues the hotel reserves the right to remove any disruptive guests, and the police may be informed if another guests or member of staffs' safety or property is at risk.

Music from the Kocktail King Bar will be turned down low at 11pm.

The hotel cannot accept any responsibility for external noise, either from the street or surrounding bars and restaurants.



Lost property

If a guest's item is left inside the room on departure or around the hotel, the hotel can post the item to the given address at the cost of the guest.

The hotel is not responsible for loss of valuables.

Cancellation policy

Our cancellation policy is 48 hours prior to the date the guest is due to check in. If a cancellation is made outside of our cancellation policy, we reserve the right to change the provided card for the full cost of the stay.

Disabled access

The hotel is accessible for a person with disabilities via the side gate next to the front main entrance leading to our courtyard. We advise that the Kings Arms Hotel does not have any rooms which are specifically designed for disabilities. The hotel staff do their utmost best to make sure that any person with disabilities, be it physical or mental impairment, are well looked after and catered for. If guests feel that they may need assistance during their stay are advised to talk to reception, this can be done in a more confidential place if a guest does not wish to discuss it during check in at the hotel lobby.



Adjoining facilities

The hotel invites guests to make use of the attached facilities. Please find at the front of this book the opening times for the Ivy 43 restaurant, Kocktail King Bar and Dickens Lounge Coffee Shop (currently closed due to COVID-19)

Shower/Bath use

The showers are operated via 2 turning knobs. One is responsible for water pressure, and the other is responsible for the water temperature. Both knobs are operated by turning them. If you require any further assistance please ask at reception. The bath tabs on the left-hand side are to open the shower or the bath and the ones on the right-hand side to regulate the temperature.

No Pets are allowed inside the hotel rooms. We allow pets inside our walled garden, which can be accessed via the Ivy 43 restaurant or the outside courtyard.

Alcohol and illicit drugs

Consumption or possession of illicit drugs inside the hotel will lead to your immediate removal from the hotel, and police may be informed. Any guest who appears to be under the influence of illicit drugs, or heavily intoxicated through alcohol consumption, can be refused access to the hotel, be it during check in or during their stay.



Phone Use

Every room has a telephone which can be used for internal calls only.

If you would like to call another room, please dial 9 and reception will transfer your call to the desired room. Telephones inside rooms cannot be used for external calls. In a genuine emergency, the hotel will allow guests to use the reception phone free of charge. In less urgent cases, the hotel will still allow guests to use the reception telephone but at a cost of 20p per minute.

Damages, breakages and antisocial behaviour

If we find damage or breakage to anything inside the room on departure, guests will be charged. The hotel reserves the right to charge the card provided for damages or breakages of any hotel property. This also applies to antisocial behaviour from hotel guests inside of the hotel or adjoining facilities. A full breakdown of these charges are enclosed for your consideration.