



GUEST SERVICES

&

LOCAL INFORMATION

from

A to Z

GENERAL INFORMATION

AN A to Z OF SERVICES AND USEFUL FACTS

ACCOUNTS

Your account may be paid by cash or with an approved corporate account. We also accept the following credit cards: **American Express, Delta, Diners Club, Eurocard, JBC, Mastercard, Maestro, Switch and Visa.**

ADAPTORS

Your room is equipped with a universal powerlead with 3 multifunctional sockets that allow the use of international plugs. There are also 6 USB ports. Please note this device does not convert voltage which is 220\240 volts.

ADDRESS

The address of the hotel is **The Regency Hotel, Queens Promenade, Douglas, Isle of Man, IM2 4NN.** The telephone number is (+ + 44) (0) 1624 680680, the fax number is (+ + 44) (0) 1624 680690.
E-mail: mail@regency.im

AIRPORT INFORMATION

Airport information Telephone 821600 www.gov.im/airport

AIRPORT TRANSPORT

A public bus runs from the bus stop opposite the hotel to the airport every 15 minutes (travel time approximately 40 minutes). Please check with reception for departure times.

BANKING SERVICES

All the major British banks are located in the Douglas business district. General opening hours are 09:30 to 16:30 from Monday to Friday. The Isle of Man Bank in Regent Street is also open on Saturday from 09:30 to 13:30. All banks are closed on Sundays and Public Holidays.

BAR

The hotel bar is open for residents and restaurant guests all week from 11:00 until 00:30. The bar serves a very comprehensive range of wines, beers and spirits and has a collection of malt whiskies, fine old brandies and armagnacs.

BARBERS SHOPS\HAIRDRESSERS

Douglas has a number of good hairdressers. Please ask reception for an appointment.

BLANKETS

All our beds have the finest down filled duvets with Egyptian cotton duvet covers. However, if you prefer to use sheet blankets please contact reception.

CANCELLATION

If you need to cancel your booking, please advise us as soon as possible. A cancellation fee may apply.

CAR RENTALS

We are happy to assist with car rentals either self drive or chauffeur driven.

CASINO

Douglas has one casino located in the Palace Hotel some 500 yards from the Regency Hotel. The Island does not require the normal U.K. period of 24 hours before you can take up membership. A proper identification (passport or drivers license) is required.

CHECK OUT TIME

Please vacate your room by 12 noon. If you require a very early or a later check out, or if you wish to extend your stay, please inform reception and they will do their best to help.

CHILDREN

We have two family rooms available for parents with children. Baby cots can be provided (subject to availability).

CHURCH SERVICES

Below is a list of churches by denomination, stating name and address and regular main service on Sunday:

CHURCH OF ENGLAND

St. George, Upper Church Street, Douglas

Sunday Service: 10:30 am

St. Thomas, Finch Road, Douglas

Sunday Service: 11:00 am

St. Matthew, North Quay, Douglas

Sunday Mass: 9.00 am, Solemn Mass: 10:30 am

St. Peter, Church Road, Onchan

Sunday Service: 9.00 am, Communion: 11.00 am

METHODIST CHURCH

Promenade Methodist Church, Loch Promenade, Douglas

Sunday Service: 10:30 am

ROMAN CATHOLIC CHURCHES

St. Mary of the Isle, Hill Street, Douglas

Mass: Sunday 11.00 am, 7.00 pm

St. Anthony, Ridgeway Street, Onchan

Mass: Sunday: 9.30 am, Saturday: 5.00 pm

SALVATION ARMY CITADEL: Lord Street, Douglas, phone: 672742

CINEMAS

Palace Cinema, Central Promenade, Douglas. Telephone: 627777

Broadway Cinema (Villa Marina), Harris Promenade, Douglas, Telephone: 600555

CONFERENCE FACILITIES

Whether you require space for a business meeting, social event, discussion group or syndicate, The Regency has excellent facilities including a board and training room and a fully air-conditioned private dining room. If you wish to discuss your requirements in detail please ask for the manager during office hours.

CREDIT / DEBIT CARDS ACCEPTED

American Express, Delta, Diners Club, Eurocard, JBC, Mastercard, Switch, Visa and Maestro

CURRENCY

You may pay with U.K. pounds or Manx pounds. All major banks in Douglas are able to exchange foreign currency if required.

DATE OF DEPARTURE

If you wish to change your departure date, please contact reception at the earliest possible opportunity.

DENTIST\DOCTOR

There is a Doctor's clinic at **Palatine Health Centre**, Strang Corner Field, Braddan, Telephone: 623931 who will treat temporary residents. Some overseas visitors may incur a charge if there is no reciprocal arrangements with their country and the United Kingdom. In an emergency it is advisable to go to **Noble's Hospital, Braddan**, Telephone: 650000.

Should you require a Dentist in an emergency, **Tracey Bell Clinic**, Kensington Road, Douglas, Telephone: 613323, will see visitors.

DIETARY REQUIREMENTS

If you have any special dietary requirements our chef will be pleased to discuss them with you. Please speak to our staff about any food allergies and intollerances that you may have. We are happy to advise you regarding ingredients.

DRY CLEANING/LAUNDRY

We operate a same day dry cleaning and laundry service provided that your laundry bag is left with reception **before 9:00 am**. This service is available from Monday to Friday only, not on Saturday, Sunday or public holidays. Laundry will usually be returned by approximately 6:00 pm.

ELECTRIC CURRENT

The electrical supply to the rooms is 220/240 volts at 50 Hz. Bathrooms are equipped with dual voltage shaver sockets 220/110 volts. Please use these only for electric razors and take care to use the right voltage for your particular electric razor. Please do not attempt to plug any 110 volt equipment into any of the room sockets. Apart from the fire risk, your equipment may be damaged.

EMERGENCY

Please read the **Safety and Security** instructions in your room. Your room is fitted with a smoke/heat detector. A siren will alert you to an emergency. In this case please make your way to the **assembly point** on the promenade opposite the hotel as quickly and quietly as possible. Please **do not** use the lift.

EVENTS

Please check website: www.visitisleofman.com

EXTRA BLANKETS AND PILLOWS

These are available from housekeeping. Please call reception. Feather pillows are available on request. Pillows provided in our guest rooms are Non-Feather Pillows!

FACILITIES (IN THE HOTEL)

The hotel is particularly well set up for business guests and has a full range of facilities, these include:

- Luxury boardroom to seat 14 executives, board room table**
- Multipurpose training room\boardroom for 18 executives,**
- Boardroom table**
- Theatre style 30 delegates**
- LCD Data Projector**
- Multi-media P.C. and laser printer (located at reception)**
- WiFi**

FACILITIES (IN YOUR ROOM)

Flat screen television with a selection of digital channels including radio channels ~ Wifi
Mini-bar with free soft drinks ~ Built-in safe ~
Tea and coffee making facilities ~ Hair dryer ~
Heated towel rail ~ Iron and Ironing board

SOME ROOMS AND SUITES ALSO OFFER

Stereo system with CD player
Magnifying mirror ~ Bathroom scales ~ Bathrobes ~ Air-conditioning.

FIRE PRECAUTIONS

For your own safety please read the **Fire Precaution** card located in your room.

FOOD ALLERGIES & INTOLLERANCES

Please speak to our staff about the ingredients in your meal when making the order.

GOLF COURSES

The Isle of Man is a golfer's paradise. There are 9 courses on the Island and they are very welcoming to visitors. Please ask reception for assistance.

HAIRDRESSING AND BEAUTY TREATMENTS

Douglas and Onchan are well supplied with hair stylists and beauticians. Please ask at reception and they will be pleased to make an appointment at the closest reliable establishment.

HAIRDRYERS

All rooms are equipped with a hairdryer.

HORSE TRAMS TO THE TOWN CENTRE

The delightful Victorian horse trams run between Derby Castle and The Villa Marina during the summer. There is a stop opposite the hotel. The timetable is available at reception.

IRON/IRONING BOARD

Every room is equipped with a steam iron and an ironing board.

KEYS AND LOCKS

Please remember to hand in your keys at reception when you leave the hotel. Reception is manned 24 hours a day, so you do not need to worry if you are returning very late. For added security in your room all locks can be deadlocked from the inside at night and can only be opened from outside by a high security emergency key held by the manager.

MINI-BAR

Every room is equipped with its own mini-bar with complimentary still and sparkling water.

MOBILE PHONES - VISITOR INFORMATION

Please visit the Manx Telecom website:

www.manx-telecom.com/support/mobile. Or dial the Manx Telecom help line: 624624

MUSEUMS

The **Manx Museum** in Douglas and the **House of Manannan** in Peel are open all year round, every day: 10 am - 5 pm. The Manx Museum has free admission and offers an excellent opportunity to explore the treasures of the Island's past and present. Most other museums and sites are open from Easter until October.

NON-SMOKING POLICY

The Regency Hotel is a non-smoking hotel.

OUTSIDE LINE

Just dial the number you require, there is no pre fix for an outside line.

There is a Manx Telecom telephone directory in every room containing a full listing of national and international dialling codes.

PARKING

Parking outside the hotel is free. A parking disk is required for some areas of the promenade. Parking disks are available at reception. There are 2 electrical charging points for cars opposite the Hotel and also 2 disabled parking spaces. A motor cycle parking area is next to the hotel.

PAYMENT FOR ACCOMMODATION

We accept all major credit cards and authorised company accounts. **We do not accept personal cheques.**

PHARMACIES

There are a number of well stocked pharmacies within 20 minutes walking distance of the hotel. The nearest are:

Karsons Pharmacy, 1 Main Road, Onchan	Telephone 615150
Boots the Chemist, 14-22 Strand Street, Douglas	Telephone 616120

PHOTOCOPIES

Photocopies can be made for you at reception. There is a charge of 20p per copy.

POINTS OF INTEREST

The reception stores a selection of tourist information, timetables and maps and our staff would be happy to assist you.

POST AND POSTAL SERVICES

Incoming mail will be placed in the pigeon hole with your keys in reception. Outgoing mail may be left at reception for posting. Manx postage stamps are available from reception. United Kingdom stamps can be obtained from the Post Office in Strand Street, Douglas.

PRESIDENTIAL SUITE

This stunning suite is situated on the fourth floor and comprises a master suite and additional bedroom. Special features of the suite are: superb sea views, luxury bathroom, flatscreen 42 inch television and DVD player and stereo system with Bang & Olufsen CD player and Dolby Sensorround sound, some superb original water colour and oil paintings and a number of other exciting features.

PRESSING

Every room has an iron and an ironing board.

See **Dry cleaning and laundry** section for outside service.

RECEPTION COMPUTER

There is a fully internet (DSL) enabled PC with access to a printer in the hotel lobby. It offers several office applications and the ability to connect USB storage devices and print files.

Please note the use of the PC is complimentary. Printouts will be charged at 20p per page.

THE PRINTING OF BOARDING PASSES IS FREE OF CHARGE

RECEPTION STOCKS

The following useful items are available from reception:

Batteries ~ A4 paper ~ Shoeshine ~ Shower caps ~ Shaving kits
Dental kits ~ Sewing kits ~ Local stamps ~ Matches
~ Umbrellas ~ Tourist information ~ Bus and Train
timetables ~ Maps ~ Parking discs ~ Envelopes.

RESTAURANT



The iconic L'expérience Restaurant is now located at the Regency Hotel. The Restaurant team is delighted to welcome you to one of the island's most loved restaurants. Come along and enjoy a little taste of France.

RESERVATIONS ON 676000 (Ext. 350 only internally).
www.lex.co.im

RESTAURANT OPENING HOURS

Breakfast: Monday to Friday 07:00 until 09:30
Saturday, Sunday
& Bank Holidays 07:45 until 10:00

A Continental breakfast can be ordered in the Bar until 11.30 am

Lunch: 12.00 - 14.00 Thursday, Friday, Saturday,
(Home made soup & sandwiches are available for Hotel Residents all day)
Dinner: 18.30 - 21.30 (Monday to Sunday - Sunday & Tuesday limited menu
for residents only)

ROOM MAINTENANCE

Please contact reception if anything in your room is not functioning correctly. We will rectify it at the earliest possible moment, if not immediately.

ROOM SERVICE

A full room service menu is available during restaurant service hours. Please dial 350 for today's restaurant menu and specials.

SAFE

All rooms are fitted with a safe. The instructions are on the safe door. Please note that the hotel will not accept any responsibility for loss of valuables from the guest rooms.

SHOPPING

Douglas is well serviced by a number of high street shop and supermarket chains. Tesco, Marks & Spencer, Boots, W.H. Smith, Waterstones are amongst the major players and they are almost all in the immediate centre of the town. Most are open 6 days a week for normal shopping hours of 9 am to 5.30 pm.

Sunday hours are limited mostly to late morning opening 11.00 am and early closing 4.30 pm. The Strand Street area of Douglas has a number of excellent, small specialist gift shops, tea and coffee shops. At the north end of Strand Street there are two shopping centres, The Strand Centre and Tower House.

A trip out of Douglas to **St. John's** to visit the **Tynwald Mills** shopping centre is well worth while.

SIGHTSEEING

Guided tours with the "**Blue Badge Guide Association**" can be arranged through reception.

TASTE OF MANN

When dining in the Regency or any other restaurant on the island watch out for the delicious Manx queenies and Tanrogan scallops when in season. Loaghtan lamb and Manx beef and pork is available in many places and well worth trying. Last but not least sample the famous Manx Kippers. The Regency Hotel offers kippers for breakfast.

TAXI SERVICES

Taxis can be arranged at short notice, please be aware of peak times such as between 8:00 - 9:00 am, 4:30 - 6:00 pm and when ever there are inclement weather conditions.

N.B. If you require transport to the airport early in the morning, please ask reception to order a taxi the night before.

TEA AND COFFEE MAKING FACILITIES

Complimentary tea and coffee making facilities are provided in your room. If you require extra supplies please contact reception. Fresh milk is available on request.

TELEPHONE

Your room in the Regency Hotel is equipped with a SIP phone with unlimited FREE phone calls to Manx, U.K. and Channel Islands landlines.

PLEASE DIAL "0" TO CONTACT RECEPTION

NO PRE FIX NEEDED FOR AN OUTSIDE LINE - just dial number required

The hotel number is: + 44 (1624) 680680 and the fax number is: + 44 (1624) 680690.

TELEPHONE CHARGES

Example: charges for a 5 minute call:

Local calls: FREE

U.K. & Channel Islands: FREE

U.K. & IOM mobile phones: £ 0.30

Europe landline: £ 0.15

Europe mobile phones: £ 1.00

Please note that these prices are an illustration of a selection of typical calls that you may choose to make and the prices are subject to change from our external service provider and are not to be taken as definitive.

TELEVISION

Every room is equipped with a flat screen television. A wide range of channels are available including BBC1, BBC2, Border (ITV), Channel 4 and a selection of digital channels including radio channels.

Some rooms and suites are equipped with Smart TVs featuring Web Browsing, BBC iPlayer, YouTube and many more apps. Instructions can be found on a stand up sign next to the Television set.

TICKETS for the Gaiety Theatre and the Villa Marina

The Gaiety Theatre, on Harris Promenade close to the city centre, is a charming theatre with a decidedly Victorian atmosphere. Not far away is the Villa Marina Concert Hall and Conference Centre. Ticket Hotline for both venues: **694555**. For online booking use www.villagaiety.com. Tickets can also be obtained at the Isle of Man Welcome Centre (Tourist Information) at the Sea Terminal.

TIME ZONE

Greenwich Mean Time.

TOILETRIES

The following toiletry items are available from reception, free of charge: shaving kits, toothbrushes, toothpaste, sewing kits.

TOURIST INFORMATION

Brochures, timetables and maps are available from reception. The local **Tourist Information** (Isle of Man Welcome Centre) is located in the Sea Terminal and has a comprehensive selection of information about the Island. Their telephone number is: **686766**.

TRAVEL AND TOURS

Reception will be happy to assist you with any travel or touring arrangements.

UMBRELLAS

Umbrellas are available from reception.

VALUABLES

The hotel provides personal safes in every bedroom. See safe door for instructions.

VICTORIAN TRANSPORTATION

One of the greatest charms of the Isle of Man is its wealth of beautifully maintained Victorian transport. The horse tram stops opposite the hotel and runs throughout the summer. The Isle of Man Steam Railway runs from the central station close to the quay to the south of the Island. The Electric Railway runs from Derby Castle Terminus (3 minutes from the hotel) to Ramsey via Laxey. From Laxey the Snaefell Mountain Railway runs to the top of Snaefell. There is an enchanting miniature railway running through Groudle Glen to the cliff enclosures that used to house polar bears and sea lions in Victorian times. Timetables are available at reception.

WAKE UP CALLS

Please contact reception to book your wake up call.

WEATHER FORECAST

We have a printed weather forecast sheet in reception every day or check the following webpage for updates: www.manxradio.com.

WiFi

Is available free of charge. Check your guest card for the login code or contact reception.

ZEITGEIST!

Well! This is an A to Z. And....., in keeping with "the spirit of the times" the hotel tries to offer the very best, efficient, yet unobtrusive service. Old-fashioned charm backed by a largely unseen but ruthlessly effective technology. All in all a thoroughly agreeable place to stay, to eat and to drink.

Finally, if there is anything else that we can do for you please do not hesitate to ask.... and if there is anything that you feel should be included here please tell us.

TELEPHONE INSTRUCTIONS

For the operator or reception	Dial	0
Restaurant	Dial	350
In an emergency	Dial	0

Making local and U.K. calls

1. No pre fix is needed for an outside line.
2. Enter the area code, if dialling outside the Isle of Man.
3. Enter the telephone number you require.

Making an international call

1. No pre fix is needed for an outside line.
2. Enter the international code.
3. Enter the area code.
4. Enter the telephone number.

Making a call to a local mobile number

Unlike the U.K., you do not need to dial the local mobile code **07624** when calling mobiles on the Island, from the Island. The six digit telephone number is sufficient with most providers.

Calling other rooms within the hotel

Please contact reception.

Messages

If the light on your telephone is blinking a voice message is waiting for you. To retrieve the message press the "envelope button" on your phone and follow the instructions.

Any difficulties?

If, for any reason, you experience any difficulty in reaching any of the above extensions or have problems making an outside call please contact reception by dialling **0**.

HEALTH AND SAFETY

We want to make sure your stay with us is as comfortable and as stress free as possible. Therefore, we will do everything we can to ensure your safety for the duration of your stay.

Here is some advice to help you:

ALLERGIES

If you suffer from allergies please let the reception know so that we can make special arrangements for you. Non-feather pillows are set up in every bedroom.

CHILDCARE

Please don't leave children unattended in the hotel as responsibility for your children lies with parents and guardians.

EMERGENCY CONTACT

In case of an emergency, please call reception immediately (Dial 0). The reception desk is manned 24 hours per day.

FIRE SAFETY

Please read the fire notice displayed in your bedroom on your desk. Should you have any questions, please call reception. If you are difficulty hearing or have any other disability that would affect your exit in the event of fire please notify reception on arrival.

If you discover a fire in the hotel, please break the clear plastic pane on the nearest call point.

DO NOT ATTEMPT TO TACKLE FIRE YOURSELF

If the alarm sounds at any time during your stay, please evacuate the building via the nearest emergency exit and make your way to the designated assembly point.