



## **Welcome**

On behalf of the whole team, I would like to welcome you to the Best Western Plus Grim's Dyke Hotel. I know you have many choices when deciding where to stay so I am delighted that you have chosen to stay with us.

Please be assured we will do our utmost to ensure you have a comfortable stay, however I would kindly ask that if there is anything else we can do, or if you experience any issues during your stay, that you let us know as soon as possible.

If during your stay you require any information on the local area, be it places to visit, directions, taxis or anything else, please contact Reception by dialling 0.

You are liable for any damage caused (whether by the deliberate, negligence, or reckless act to the room (s), hotel's premises or property caused by you or any person in your party whether or not staying at the hotel during your stay. Grim's Dyke Hotel reserves the right to retain your credit card and/or debit card details as presented at registration and charge the credit /debit card in such amounts as it shall in its sole discretion deem necessary to compensate or make good the cost or expenses incurred or suffered by Grim's Dyke Hotel as a result of the aforesaid.

I do hope that by end of your stay you will have had an enjoyable and memorable time with us.

Kind regards  
Anne-Marie Harding  
Deputy General Manager

Kavita Puri  
Deputy General Manager

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## **A Brief History**

The name Grim's Dyke belongs to the ancient defensive earthwork running for just over 3 miles from Historic Bentley Priory to Pinner Hill.

In 1856 the land was purchased by artist & painter Frederick Goodall who then had to wait 12 years before he could develop the land due to the remainder of the lease currently being held by Charles Blackwell, head of the Crosse & Blackwell family. The architect who was commissioned to build Goodall's house was Norman Shaw. His blend of Gothic & late- Elizabethan style complimented Goodall's ideal of a romantic, mellow brick, old English house. Building on the house started in 1870 & was completed in 1872.

In 1890 the property was purchased by Sir W.S Gilbert. During his 21 years at Grim's Dyke he made many alterations to the house & grounds including excavating the boating lake which was later to take his life. He also wrote many of the famous Gilbert & Sullivan operettas in what is now the library bar.

After the deaths of Sir W.S & Lady Gilbert the house was used as a hospital and then unfortunately ran into a period of decline but was very popular as a film set for various film studios.

In 1970 the property was designated a building of special architectural & historical interest and was converted into a hotel. Today the Grim's Dyke is known as one of the finest examples of Norman Shaw architecture and is a Grade II\* listed building.

## **Film and TV History**

Grim's Dyke Hotel has been used as a location for many films and TV shows over the years.

Major films include; The Prime of Miss Jean Brodie starring Maggie Smith, Futtocks End starring Ronnie Barker, Sliding Doors starring Gwyneth Paltrow and most recently One Chance starring James Corden.

TV shows include EastEnders, The Avengers, Dr Who, Got What It Takes and Holby City.

The hotel was also a popular location for Hammer and Thriller films including The Devil Rides Out and Curse of the Crimson Alter.

Please ask at reception for a copy our self-tour Film & TV History guides which will direct you around the house and the grounds detailing the locations of the relevant films and detailing points of interest around the property.

## **Food and Beverage**

### **Drawing Room**

Situated on the ground floor of the Main House, entering through the main entrance.

Opening Times

#### **Breakfast**

Monday to Friday	07:00 – 10:00
Weekends and Bank Holidays	07.30 – 10.30

#### **Lunch**

Monday – Sunday	12:30 – 14:30
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#### **Dinner**

Monday – Saturday	18:00 – 21:00
Sunday	18:00 – 20:30

### **Library Bar**

Located next to the lobby in the Main House.

Opening Times

Monday – Saturday	11.00 – 23:00
Sunday & Bank Holidays	11:00 – 22:30

Tea and Coffee served	11:00 – 22.30
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Brunch served	10:30 – 18:00
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Sandwiches and Paninis served	12:30 – 18:00
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Small Plates, Sides and Desserts served	12:30 – 15:00
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	18:00 – 21:00
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### **Afternoon Cream Tea**

Bookings are available every day, served in the Main House.

## **Menus**

We regularly change our menus and use fresh, seasonal and where possible local ingredients. Copies and information on our current Gilbert's Restaurant, Library Bar and Afternoon Tea menus can be requested from reception or sample menus are available on our website [www.grimsdyke.com](http://www.grimsdyke.com).

## **Room Service**

Room service is available 24 hours if you prefer to dine in the comfort of your room. The current menu can be accessed via the QR code in the bedroom. A £5.00 tray charge will apply to all room service orders.

## **Food Allergens**

All our food is prepared in a kitchen where cross contamination may occur and our menu descriptions do not include all ingredients. Full allergen information is available upon request. If you have a question, food allergy or intolerance, please let us know before placing your order. Dishes containing fish may contain small bones.

Want to know more about what is in a dish?

<https://menus.whatsinmydish.co.uk/GRIMSDYKEHOTEL>

A discretionary 10% service charge is added to all orders and goes directly to our team.

## **In Your Bedroom**

**Tea and Coffee making facilities** are available. If you require any replenishments, please contact reception.

**Free WiFi** is available in all rooms. To connect to our WIFI connection please select: BW-Grims\_Dyke, password is grimsdyke2022

**Hair dryers** can be found in your desk/dressing table draw.

**Spare pillows and blankets** are stored inside your wardrobe.

**Iron and ironing boards** can be found in the wardrobe.

**Safe.** An in-room safe can be found inside your bedroom. Follow instructions on the inside of the safe door to enter your personalised security combination. Please contact reception if you require assistance.

**Room Service & Drinks Menu.** Please scan QR code in your room.

**Complimentary toiletries** can be found in your bathroom. A range of forgotten items are available via reception, this includes toothbrush sets, slippers, combs, sewing kits and shoe polish. Please contact reception for replenishments.

## **Hotel Information**

**The following services/ items are available via reception, to contact reception please dial (0) from the phone in your room.**

### **Airports and Flight Information**

**Adaptors**

**Baby Cot**

**Bathrobes**

**Bottled Water:** please note: the tap water is safe to drink

**Car Rental**

**Electric fans and Heaters**

**Extra Towels**

**Fax and Photocopying**

**Flowers**

**Golf Course**

**HDMI Cables**

**Ice buckets & Flutes**

**Pencils**

**Porterage service**

**Slippers**

**Taxis**



## Wake Up Calls

**Other services/ items available via reception, include but are not limited to:**

**Account Facilities:** Accounts must be paid on presentation of an interim or final invoice unless credit facilities have been pre-arranged.

**Best Western Rewards:** Sign up to the Best Western Rewards loyalty programme as you can redeem the reward points you earn for beverage or dining vouchers. Sign up at Reception.

**Book Direct:** Book direct and we will honour the prices found online.

**Conference and Banqueting:** Our Events Team are always happy to help you with any enquiry for future functions, weddings and conferences. Please contact reception for more information.

**Check-Out:** Please vacate your bedroom by 11:00am. It may be possible to request a later check-out for an additional charge at £10 per hour for a maximum of 3 hours (2pm latest), please check and book with reception.

**Credit Cards:** All major credit cards are accepted at the hotel - American Express, Visa and MasterCard. Please be advised that we do not offer a cash-back facility.

**Emergency Evacuation Instructions:** Please familiarise yourself with the emergency evacuation plan which can be found on the back of your bedroom door. If you are staying in the Garden Lodge the evacuation point can be found in car park alongside Gilbert's Restaurant. If you are staying in Main House the evacuation point can be found in the Garden Lodge car park near the well.

**Express Check Out:** Please advise reception the night prior to departure if you require express check out the following morning.

**Grab & Go Breakfast:** Please order with reception at check in. Available from 6am-10am daily.

**Laptop:** A laptop for guest use is available from reception.

**Late Check Out:** Please advise reception if you wish to book a later check out time, this is charged at £10 per hour for a maximum of 3 hours (2pm latest).

**Lost Property:** We will keep items of lost property for 3 months.

**Please note neither the Hotel or the Company can be held responsible for the loss or damage to any guest property under the terms and guidance of the Hotel Proprietors Act 1956.**

**Main Doors:** The Main House door will be closed after midnight. If you need to enter the building after this time please ring the door bell, call reception or ring the hotel switchboard.

**Mail/Parcels:** Any mail sent to the hotel will be kept at Reception for up to 48 hours. We do not accept any responsibility for lost or damaged items. Letters can be sent via reception and posted charged to your room account.

**Maintenance:** Should you discover a maintenance fault in your bedroom during your stay please contact reception who will arrange to send someone to investigate and hopefully resolve the issue. Please be aware that if it is a major fault or something we cannot resolve immediately, we may have to move you to another room.

**Medical Assistance:** Should you require medical assistance; reception can assist with information on 24-hour pharmacies. Should you require the emergency services please dial (8) 999 and notify reception so we can ensure they are met and directed to your room. Reception is happy to contact the emergency services for you.

**Newspapers:** House papers are available for guest use in the lobby.

**Non-smoking:** Please note that the hotel is totally non-smoking. A minimum fee of **£100.00** will be charged if it is found you have been smoking in your room. The charge will cover any damage, deep cleaning and any loss of revenue if the bedroom must be taken out of order for any period.

**Room Service Breakfast:** Please complete and hang your breakfast order card on the outside of your bedroom door before 2am. It will be collected during the night and delivered within your requested timeslot. A £5.00 tray charge applies.

## **Telephone Information**

Please dial 0 for reception.

To call another bedroom please dial the bedroom number, e.g., for room 101 dial 101.

For the bedrooms in the main house:

Gilbert	159
Sullivan	158
Goodall	157
Shaw	156
Mikado	155
Corcoran	154
Dauntless	153
Grand Duke	152
Koko	151

Please dial 8 for an outside line.

All telephone calls from your room are charged per minute.

Indicated below are the approximate charges for different calls.

### Local Calls

10 Seconds £0.02, 1 Minute £0.08

### International Calls - Europe

1 Minute £1.10

International Calls - Other

1 Minute £3.30

Calls to mobile telephones vary network to network.

To retrieve a message from the phone please dial \*59#

## **Television**

All our guest bedrooms are installed with Freeview TV. Freeview has up to 50 TV channels and 24 radio stations.

To find the channel listings please press the Guide or EPG button on the TV remote.

If you need any help or wish to find a certain channel, please contact reception for assistance.

## **Conference, Banqueting and Private Events**

We have several options available to you for your next event, be it a wedding, family celebration, function, private dining, team building or a conference and will work with you to find the best solution for your requirements. Our private rooms are:

### **Music Room**

Max 88 formal seating / Max 120 casual seating  
(Other set-up options available)

### **Gilbert's**

Max 60

### **Morning Room**

Max 6

**Exclusive use** of the hotel estate may be available at certain times.

Please contact the Conference and Banqueting Team on 0208 385 3100 or email [functions@grimsdyke.com](mailto:functions@grimsdyke.com) for more information.

## **Your Feedback**

Your opinions do matter to us.

We really do hope you have enjoyed your stay with us and would love to hear your feedback, especially pro-active and constructive.

It would be appreciated if you could find time to complete a short guest survey about the hotel and the service you have received during your stay. You will receive an email to complete the guest survey on Medallia.

