

# THE <sup>\*</sup>ICKWORTH

## 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 either side of these times.

### What leisure Facilities do you have?

Ickworth has a 15-metre swimming pool, a tennis court, bikes, Micro Scooters and three treatment rooms.

### What are the Treatment Rooms opening times?

Monday to Sunday 9.30am-5pm.

### What activities are there for children to do at Ickworth?

In our garden you can find a trampoline, Fairy Garden with a host of outdoor play equipment, a tennis court and a bike shed full of bikes to borrow. Inside the hotel you will find our library with a host of story books and toys, on the lower ground floor you will find our blu room with table tennis, PlayStation, Xbox and Wii consoles. There are board games available at reception. Don't miss out on our movie showings in our cinema room. Our Ofsted-registered crèche is the perfect playground for toddlers. There are toys galore, art equipment.

### How does your baby-listening facility work?

Simply works like a monitor, switch it on in your bedroom this activates the system. Let reception know and they will listen in and alert you should your children wake up. Full instructions given upon check-in. Baby sitting can be booked in advance at a cost of £10 per hour, for a minimum of two hours.

### Is there a saving of booking dinner in advance?

There is a saving by booking dinner in advance, When booking on a dinner, bed and breakfast you will pay £60.00 per night for two adults and we give you £70.00 back to spend on the menu.

### What are your meal times for families?

High Tea – an earlier meal from 5pm-6pm or family dining from 6pm-8.30pm. Adult dining is in Frederick's from 7pm-9.30pm.

### 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 7am-8pm.

### What are the crèche timings for supervised sessions?

Our supervised sessions run from 10am-12pm and 3pm-5pm; the Sunday afternoon session is from 2pm-4pm.

### Do you accept dogs?

We welcome the whole family, we accept well behaved dogs at a charge of £15 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
- Mini cooler
- Potty
- Bathroom step
- Baby bath
- Kids toilet seat
- Bed guards
- High chairs

### Do you offer Parking?

We offer complimentary parking at the hotel.