



# **A Warm Welcome to The Monsell Hotel**



# 1. A Warm Welcome to The Monsell Hotel

## A Note from Christine and Brett

Dear Valued Guest,

Welcome to The Monsell Hotel!

As managers, we are absolutely delighted to welcome you to our cherished seaside retreat. Since the moment you stepped inside, we hope you've felt the warmth and **Edwardian charm** that defines our hotel. We pride ourselves on offering that special blend of traditional character and the exceptional, attentive service you deserve, all while ensuring your stay remains wonderfully **affordable**.

The Monsell Hotel has always been a place for families and friends to gather, unwind, and make lasting memories by the sea. We aim for every guest to feel a true **home-away-from-home** atmosphere.

We are perfectly positioned just a short, pleasant stroll from the vibrant Skegness seafront, ensuring all the fun and attractions are within easy reach.

Inside this welcome book, you will find everything you need, from breakfast times and Wi-Fi details to our personal recommendations for local dining and attractions.

**Future Tip for Best Rates:** We always offer the best rates and personalized service when you book directly with us. For your next stay, remember to visit [www.monsallhotel.co.uk](http://www.monsallhotel.co.uk)—it's always the cheapest way to secure your room!

Should you need anything at all, please do not hesitate to reach out to us or a member of our dedicated team at Reception.

We wish you a memorable and relaxing stay!

Warmly,

**Christine & Brett** *Managers, The Monsell Hotel*

## Key Information at a Glance

| Contact       | Details                                                             |
|---------------|---------------------------------------------------------------------|
| Front Desk    | Please visit the <b>Reception Desk</b> in the lobby for assistance. |
| Emergency     | Dial <b>999</b> for emergency services.                             |
| Wi-Fi Network | <b>Monsellhotel2</b>                                                |
| Password      | <b>Skegness</b>                                                     |

## 2. Hotel Information & Services

We want your stay at the Monsell Hotel to be seamless and comfortable. Below are the key services and timings for your convenience.

### Guest Services

| Service         | Details                                                                                                                                                                                                                      |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Front Desk      | Our dedicated team is available to assist you with any inquiries or needs. Please visit the <b>Reception Desk</b> in the lobby.                                                                                              |
| Check-Out       | Our check-out time is <b>10:00 AM</b> . Please return your key to the Front Desk by this time.                                                                                                                               |
| Housekeeping    | Daily housekeeping service is provided, typically during the morning hours. If you prefer to skip service, please use the slider on your bedroom door                                                                        |
| Luggage Storage | Need a place for your bags before check-in or after check-out? We offer a secure luggage storage facility for a small nominal fee. Please inquire at Reception.                                                              |
| Car Parking     | <b>Complimentary parking is available</b> for hotel guests on a <b>first-come, first-served</b> basis. As spaces are limited, we kindly ask that you park considerately and ensure you do not block access for other guests. |

### Dining at The Monsell

Start your day the perfect way with our exceptional breakfast service. We are proud to offer a wide selection of choices to suit every taste, all at very reasonable prices.

| Detail                 | Information                                                                                             |
|------------------------|---------------------------------------------------------------------------------------------------------|
| Breakfast Reservations | <b>Please visit Reception the day before</b> you wish to dine to reserve your table and preferred time. |
| Menu & Prices          | A full breakfast menu with prices is available for your review at the Front Desk.                       |

**Dinner**

*While we focus on a perfect breakfast, we do not currently offer evening dinner service. We are happy to provide you with excellent local dining recommendations—just ask Christine or Brett!*



**Christine & Brett** *Managers, The Monsell Hotel*

### 3. Skegness Local Area Guide

The Monsell Hotel is perfectly situated to enjoy everything Skegness has to offer. The bustling seafront and central attractions are just a short, pleasant walk away!

#### Family Fun & Seaside Attractions (All within Walking Distance)

| Attraction                | Why We Recommend It                                                                                                   |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------|
| Skegness Beach            | A vast, award-winning stretch of golden sand perfect for building sandcastles, donkey rides, and classic seaside fun. |
| Skegness Pier             | A classic Victorian landmark offering a large entertainment centre with arcades, ten-pin bowling, and family bars.    |
| Natureland Seal Sanctuary | An absolute must for families! Watch the seal pups being fed and rehabilitated, and see other animals like penguins.  |
| Skegness Aquarium         | A fantastic indoor option for a rainy day, with a variety of marine life and touch-pool experiences.                  |
| Botton's Pleasure Beach   | Traditional fairground rides and amusements for all ages, located right by the sea on the Grand Parade.               |

#### Christine & Brett's Recommended Dining

| Category        | Recommendation           | Location/Why We Love It                                                                                |
|-----------------|--------------------------|--------------------------------------------------------------------------------------------------------|
| Fish & Chips    | Trawler's Catch          | Right near the Clock Tower. Featured on TV for classic, fresh, and family-friendly dining.             |
| Italian         | Aroma Italian Restaurant | Known for authentic Italian cuisine, great stone-baked pizzas, and a relaxed atmosphere.               |
| Traditional Pub | The Barley Mow           | A highly-rated traditional British pub offering generous portions of classics like roasts and burgers. |

|                     |                           |                                                                            |
|---------------------|---------------------------|----------------------------------------------------------------------------|
| <b>Sweet Treats</b> | <b>Ice Cream Parlours</b> | <i>Don't miss out on a local seaside ice cream along the Grand Parade!</i> |
|---------------------|---------------------------|----------------------------------------------------------------------------|

### **Essential Services & Transportation**

| <b>Service</b>       | <b>Location/Information</b>                                                                          |
|----------------------|------------------------------------------------------------------------------------------------------|
| <b>Pharmacy</b>      | <i>Boots Pharmacy and local chemists are located in the town centre.</i>                             |
| <b>Supermarket</b>   | <i>Tesco, Morrisons, and Lidl stores are all easily accessible by car or a slightly longer walk.</i> |
| <b>Train Station</b> | <i>Skegness Railway Station is approximately a 10-15 minute walk from the seafront area.</i>         |



*Skegness Pier*

## 4. 🏠 Your Home Away From Home: In-Room Guide

### Room Comfort & Climate

| Item                            | Instructions                                                                                                                                                                        |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Heating (Radiators)</b>      | All guest rooms are equipped with traditional radiators. You can <b>control the temperature</b> of your room directly by using the <b>thermostat knob</b> located on each radiator. |
| <b>Windows &amp; Efficiency</b> | If you wish to open your window for fresh sea air, we kindly ask that you <b>lower the radiator temperature</b> first.                                                              |

### Entertainment & Connectivity

| Item                       | Instructions                                                                                                                                                    |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Television</b>          | Your room is equipped with a modern <b>LCD TV</b> . Simply use the provided <b>remote control</b> to switch on the set, change channels, and adjust the volume. |
| <b>Complimentary Wi-Fi</b> | Connect to network <b>MonsellGuest</b> . The password is <b>Skegness</b> .                                                                                      |

### Refreshments

| Item                    | Instructions                                                                                          |
|-------------------------|-------------------------------------------------------------------------------------------------------|
| <b>Tea &amp; Coffee</b> | Complimentary <b>tea and coffee-making facilities</b> are provided in your room for your convenience. |



## 5. Emergency Procedures & Guest Safety

### In the Event of a Fire Alarm

#### 1. React Immediately:

- The fire alarm is a **continuous, loud sound**. Treat every activation as a genuine emergency.
- **DO NOT** stop to collect personal belongings.

#### 2. Follow the Escape Route:

- Feel your door with the back of your hand. If it is cool, open it slightly and check the hallway.
- If the hallway is clear, proceed immediately to your **nearest clearly marked fire exit**.
- Fire escape routes are highlighted on the **Evacuation Map** posted on the back of your bedroom door.
- **Use the stairs only**.
- If your door is warm or the hallway is blocked by smoke, stay in your room. Seal the bottom of the door with wet towels and wait by the window for the Fire Service.

#### 3. Proceed to the Assembly Point:

- Once outside, go straight to the designated Fire Assembly Point: **the main car park**.
- Please report to a member of staff (Christine, Brett, or any team member) so we can account for everyone.
- **DO NOT re-enter the hotel** until instructed by the Fire Service or management.

### Other Emergency Situations

| Situation                | Action Required                                                                                                                                          |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Medical Emergency</b> | <b>Dial 999</b> immediately for the Ambulance Service, then <b>immediately notify the Front Desk</b> (in person) so we can assist the crew upon arrival. |
| <b>Security Concern</b>  | If you notice any suspicious activity or have a security concern, please <b>immediately notify the Front Desk</b> (in person).                           |



## 6. 🙌 **Thank You & Safe Travels**

### **A Fond Farewell from The Monsell Hotel**

As your stay in Skegness comes to a close, Christine, Brett, and the entire team at the Monsell Hotel want to thank you for choosing us as your seaside sanctuary.

We sincerely hope you enjoyed the charm and character of our Edwardian setting, and that your time here was filled with relaxation, happy memories, and plenty of fresh sea air.

### **Departure Checklist**

| <b>Time/Detail</b>         | <b>Action</b>                                                                                                                     |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| <b>Check-Out Time</b>      | <b>10:00 AM.</b> Please ensure you have vacated your room by this time.                                                           |
| <b>Key Return</b>          | Please drop your room key off at the Front Desk on your way out.                                                                  |
| <b>Outstanding Balance</b> | If you have any outstanding fees (e.g., luggage storage), please settle these at the Front Desk before leaving.                   |
| <b>Feedback</b>            | We truly value your input! We would be grateful if you could share your experience on TripAdvisor or your preferred booking site. |

We look forward to welcoming you back to the Monsell Hotel on your next visit to Skegness. Until then, we wish you a safe and pleasant journey home!

**Warmest Regards,**

Christine & Brett

Managers, The Monsell Hotel

