

# chancellors hotel

MANCHESTER

**Are all of the rooms in your hotels en-suite?**

All of our rooms are en-suite

**Are accessible rooms available at all of your hotels?**

Accessible and ambulant rooms are available at all of our hotel; please contact the Central Reservation Department directly for further details prior to booking online.

Email: [chancellorsreception@manchester.ac.uk](mailto:chancellorsreception@manchester.ac.uk)

**Are tea and coffee-making facilities, and shampoo and shower gel, available in every room?**

A kettle, cup and saucer, and sachets of tea, coffee, milk and sugar are available in every one of our rooms. Shampoo and shower gel are provided in rooms.

**Are hairdryers, universal adapters and fridges available at all of your hotels?**

All rooms come equipped with a hairdryer. Universal adapters are also available on request, for a small refundable deposit. We do not have fridges in any of our rooms but can store medication in the main hotel fridges as long as it is sealed and clearly labelled.

**Are ironing facilities available at all of your hotels?**

Ironing equipment can be borrowed during your stay please contact the main hotel reception when you are ready and we will have an ironing board and iron will be delivered to your room.

**Are rollaway beds available at all of your hotels?**

Rollaway beds are available at a cost of £20.00 per night (for under 14's only)

**Are baby cots available at all of your hotels?**

Baby cots, which are suitable for infants under 2 years of age (weighing up to 15kg) can be booked online free of charge, subject to availability.

**Is wireless internet available at all of your hotels?**

Wireless internet is available in all bedrooms and public areas of the hotel free of charge.

### **Is breakfast included in the price of my room?**

We offer both all 'Bed and Breakfast' room rates and 'Room Only' rates. Please check prior to bookings.

If booked on a room only rate breakfast can be added at reception at a charge of £8.95 per person.

Breakfast is served between 7am and 9:30am Monday to Friday and between 8am and 10:30am on Sundays and Bank Holidays.

### **Is room service available at all of your hotels?**

Room service is available for breakfast, lunch and evening meals at the Chancellors Hotel,

### **Is a laundry service available at all of your hotels?**

Laundry and dry-cleaning requests can be arranged through Main Hotel Reception.

### **Are safety deposit boxes available at all of your hotels?**

We do not offer safety deposit boxes at the Chancellors Hotel but main be able to accommodate your item in the main hotel safe, please enquire at the main hotel reception on arrival.

### **Additional Information**

All double rooms sleep a maximum of 2 adults

Guests under 18 years must be accompanied by an adult when staying at the hotel.

Cot beds for infants are available upon request please contact hotel reservations at [chancellors@manchester.ac.uk](mailto:chancellors@manchester.ac.uk) prior to your arrival.

### **Holding Your Reservation**

To reserve a room we will need a credit/debit card number and will take full pre-payment on your reservation at the time of booking.

### **Cancelling Your Reservation**

You may cancel your reservation with no charge up until 16:00 (local time) 24 hours prior to your arrival.

Please note that cancellations made after this time will be charged in full. We will retain all or part of your prepayment. This fee equals 1 night of your room charge (for the first night of your reservation).

### **Smoking**

We operate a No Smoking Policy throughout the hotel. This policy enables us not only to meet legal requirements, but also to create a comfortable environment for all guests to enjoy.

Should we believe that guests have been smoking in bedrooms or any other part of the hotel, a Smoking Fine of £50 will be charged for deep cleaning and they will also be asked to leave the premises.

This policy is also applicable to all electronic smoking devices

### **Check In**

We aim to have all of our guest rooms ready for arrival from 2pm, if you would like to check in before this time please contact the hotel prior to arrival and we will do our utmost to accommodate this request.

In the interests of security and to prevent fraud, at the time of check in we require a credit/debit card which will be pre authorised in the presence of the card holder failure to present a card may result in your booking being cancelled

### **Check Out**

All rooms should be vacated in full, including all guests luggage by 11am on the day of departure.

Late check out may be available on request at an additional charge of £10.00 per hour.

Unauthorised late check outs will incur a £15.00 hourly charge.

### **Pets**

Pets are not allowed within the hotel and its grounds

### **Will there be a luggage room at the hotel?**

A luggage room is available at Chancellors Hotel for short term storage, please contact the main hotel reception

### **How much does the luggage room cost to use?**

It can be used by guests free of charge on the day they check-in/check out.