



Y Ganolfan Rheolaeth
YSGOL BUSNES BANGOR BUSINESS SCHOOL
The Management Centre

**CROESO I'R
GANOLFAN RHEOLAETH**

**WELCOME TO
THE MANAGEMENT CENTRE**

**LLAWLYFR GWESTAI
GUEST HANDBOOK**



Guest Information

Accounts

We accept most major credit cards, cash, personal cheques (supported by a valid cheque guarantee card) and pre-arranged company/business cheques.

Assistance

If you require assistance during your stay, please dial 5899, thank you.

Bedroom Cleaning

Bedrooms will be serviced between 10:00 & 13:00 on a daily basis. If you do not wish for your room to be serviced, please hang your 'Do not disturb' sign on the outside of your door. If you require clean towels during your stay, please place your used towels in the shower for the housekeeping to collect.

Breakfast

Breakfast is served in the restaurant from 07:30 until 09:00 Monday to Friday and 08:00 until 10:00 Saturday and Sunday. If you are leaving before 07:30, a takeaway continental breakfast is available through Reception.

Business Centre

The Business Centre is situated on the Ground floor of the Eryri accommodation block adjacent to the Business Lounge Bar and is open to guests and members from 08:00 – 23:00 daily.

The Business Lounge Bar is situated on the Ground floor of the Eryri accommodation block and is open to guests and members from 12:00 – 15:00 Monday – Friday and 17:00 – 23:00 daily.

Check Out Times

Guests are requested to vacate their rooms by 10:00am Monday - Friday and 11:00am Saturday - Sunday. If you require an early or express check out, please contact Reception who will be happy to arrange this for you.

Costa Coffee Shop

The Costa Coffee Shop is open from 08:00 till 18:00 Monday to Friday. As well as serving Costa Coffee and a range of cold drinks, sandwiches, cakes and light snacks are available throughout the day.

Damage to Bedrooms

Please report any damage to Management Centre property as soon as possible. The Management Centre retains the right to apply a charge for essential repairs and additional cleaning requirement as a result of damage caused to our property by guests.

Disposal of Medical Supplies

Facilities are available at Reception for the disposal of Medical Supplies.

Emergency Exits

Please make yourself familiar with the emergency exits.

Essential Items

If you have forgotten any essential items such as your tooth-brush or razor, please contact Reception who holds a small supply of these items.

Facsimile and photocopier

We have a fax machine and a photocopier situated at Reception available for guests use; however we do make a small charge for both receiving and sending large faxes and for making copies. Our main fax line is 01248 36 5947.

National 1st sheet @ £1.50, thereafter @ 75p

International 1st sheet @ £2.00, thereafter @ £1.00

Fire Alarms

Alarms are tested on a weekly basis; please see signs at Reception for times.

First Aid

Please call Reception on 5899 for First Aid.

Internet

The Management Centre has Wireless connections throughout all its buildings; computers are also available in the Business Suite, adjacent to the Business Lounge Bar. Please contact Reception for your username and password.

Laundry Service

Please contact Reception should you require laundry service. Please note that this service is provided off site and therefore a minimum of 24 hours notice is required. The laundry service is not available on weekends.

Lost property

Please contact Reception on ext 5899 should you have any problem with lost property.

Mail

Mail is collected from Reception between 15:00 and 15:30 every Monday to Friday.

Maintenance

If you experience any problems during your stay, please notify Reception on ext 5899.

Message Service

A message taking facility is available through Reception. Messages can be held at Reception or delivered to your room, please advise Reception of your requirements.

Packed Lunches

Packed lunches are available on request; they must be ordered by 09:30 for the same day or can be pre-ordered. Prices are available on request.

Parking

Parking is on a first come first served basis at the front of the buildings. Further parking is available adjacent to John Phillips Hall. Please ensure that you use The Management Centre's designated car parking facilities. Failing to comply with this could result in a fixed penalty £80 fine from Bangor University. Please note that cars are parked at owners risk and The Management Centre cannot be held responsible for damage caused on our property.

Phone System

Room to room calls are free, all other calls are charged at BT standard rates (See phone charge list overleaf for prices). Please dial 9 for an external line, or contact Reception to be transferred internally.

Reception

Reception is staffed 24 hours a day. Our dedicated front of house team are available Mon - Fri 08.00 – 22.00, Sat & Sun 08.00 – 20.00. Night Porters are available at all other times on 5899

Restaurant

Breakfast is served in the restaurant from 07:30 until 09:00 Monday to Friday and 08:00 until 10:00 Saturday and Sunday.

Lunch is served in the 1884 Brasserie - Restaurant between 12:00 and 14:00 Monday to Friday. Evening meals are available in 1884 Brasserie - Restaurant, 6.00 - 9.00pm 7 days per week, booking in advance is required.

Room Service

Room Service is available between 17:00 and 23:00 (see menu selection in browser). Please contact Brasserie 1884 - Restaurant on 5995 for service. Alternatively please contact reception on 5888. Please note there is a £5 charge for Room Service.

Night Porter/ Security

Reception is staffed by Night Porters between 22:00 and 08:00, please call 5888 if you require assistance. Please note that bedroom doors in Mon Hall do not lock automatically and should be locked by guests when vacating these rooms.

Smoking

Smoking is prohibited at the Management Centre. Smoking in bedrooms is illegal and strictly prohibited and could lead to activation of our sensitive fire alarm system. A charge of £100 will be applied if evidence of smoking is found. Please ask at Reception for information on designated smoking areas.

Tea & Coffee

Complimentary tea and coffee is available in your room, please contact reception should you require any extra items.

TV Operation

Please note that there is a separate TV switch to operate the Televisions – these are clearly marked.

Vending Machine

Vending Machines are available 24 hours a day in Mon and Eryri Link Corridors.

Wake Up Call

Wake up calls can be arranged via Reception, there is also a clock radio alarm in the room for your convenience.