



## GUEST DIRECTORY

*How to make the  
most of your stay*



## HOW TO GET THE MOST OUT OF YOUR STAY



We are pleased to welcome you to Casa Hotel, your home from home. We hope you have an amazing stay with us. Here is some information to help you make the most of your stay with us.

Remember, reception is only a phone call away and can be reached by dialling 0 on the in-phone room at any time.

**Air-conditioning** – installed in each room to be adjusted as you wish. Open the panel and use the up/down arrows to select the desired temperature.

**Bar service** – our Barça Bar remains open to our residents until late every night and offers a delicious range of wines, beers, cocktails, and soft drinks. Barça Bar is also the place to get lunch or a lighter option for your evening meal.

**Breakfast** – a freshly prepared cooked and continental breakfast is served every morning in the Cocina Restaurant from 6:30am – 9:30am Monday to Friday and 7:30am – 10:30am Saturday, Sunday, and bank holidays. Breakfast can be ordered in your room for a tray charge of £5 if you complete the breakfast-in-bed door hanger and leave it outside your room before midnight the evening before.

**Cocina Restaurant** – available for breakfast and dinner, our beautifully appointed steak, tapas and grill restaurant serves the finest in local and seasonal cuisine, with much of the produce coming from our own Walton Lodge Estate Farm.

**Dinner** – this is available in the Cocina restaurant from 6:00pm daily until 9:30pm (closed on Sundays). For bookings ring reception or book online with ResDiary using the QR code below.

**Do not disturb** – if you desire a little lay-in or a snooze, please put out the do not disturb hanger, but our check-out service runs until 11:00am daily.

**Emergencies** – please familiarise yourself with the notice on the back of the door and take a moment to locate your nearest fire exit and evacuation point.

**Evacuation procedure** – if you hear the continuous fire alarm, leave your room immediately using the nearest exit and proceed to the assembly point, shown on the back of your door.

- Close the door of your room
- Do not stop to collect any personal belongings
- Do not shout or run – stay calm, do not panic
- Do not use the lift
- Do not re-enter the building until advised by a Fire Marshal

**EV charging** – if you require electric vehicle charging, we have 4 Pod Point chargers on site, located in the car park at the far end of the row that runs along the front of the building. Download the Pod Point app and follow the instructions. This is provided by a third party and bookings are not taken but there should be no issue finding a space to charge your vehicle during your stay.

**Fire** – in the unlikely event that you discover a fire, raise the alarm by activating one of the break glass alarm points, which are located next to the emergency exits. If you are in your room, you can call reception on 0 to inform them, but only if it is safe to do so.

**Hairdryer** – available in each room, located in the top drawer of your dressing table.

**Housekeeping** – they will be on hand daily, delivering fresh towels and linen if needed, but to help in our sustainability efforts, linen is changed on the third day of your stay, and towels will be replaced if they are left in your bath/shower.

**Iron & ironing board** – an iron and ironing board are provided in your room. If they are not in place or are not working, please just contact reception, who will resolve the issue for you.

**Laundry** – for longer stays, we have a laundry service where you can place your laundry and dry cleaning together with the price list located in your room in the laundry bag provided. Please pass any laundry to Reception, or ask them to collect, by 9:00am for laundry ready to collect by 9:00am the following day. Our laundry services are outsourced.

**Lunch** – there is a food menu available in Barça Bar from 9:00am daily covering brunch, lunch and dinner to suit your taste. To review the latest menu, please use the QR card below. For bookings, ring reception or book online with ResDiary using the QR code below.

**Newspapers** – if you would like a newspaper delivered to your room in the morning, please talk to reception, and this can be arranged. Newspapers are chargeable.

**Non-smoking** – we are a non-smoking hotel, and anyone found smoking will be charged £250. If you do wish to smoke, there is a designated smoking area outside the hotel. Ask a member of staff for details.

**Pillows & bedding** – if you require different pillows, more covers or hypoallergenic bedding, please ask reception; we will be happy to accommodate your request.

**Printing & postage** – if you need printing or posting services during your stay, please contact reception on 0. Printing is 10p per sheet, and postage is charged at standard rates.

**Reception** – we have 24-hour cover, and reception can be reached by dialling 0 or by calling 01246 245999 and option 1. Alternatively, you can email [reception@casahotels.co.uk](mailto:reception@casahotels.co.uk)

**Refreshments** – free bottled water and fresh milk are available in your fridge and a selection of teas and coffee is available, including a Nespresso machine and a kettle.

**Room service** – a special room service menu is available to residents 24 hours, but the QR code opposite shows all our menus and the opening times.

**Security** – there is a safe provided for your valuables in each of our rooms, located in the wardrobe space. Items left in the safe are left at your own risk. Be sure to lock your door and keep your room key safe.

**Social media** – we'd love to see any great images you take so please do follow us on social and tag us in so we can share the posts widely. Find us on social @casahotels

**Telephone** – please feel free to use the in-room phone for calls to reception on 0 or to call other rooms by adding a 1 before the room number you wish to reach. If you wish to use the telephone for external calls you will pay fees ranging from £1 for local off-peak calls to £7.60 for international peak-time calls.

**Toiletries** – our in-room toiletries (including shampoo, conditioner, bath and body gel, hand soap and body lotion) are all provided by Velve and are available for use during your stay. If you have forgotten any toiletries, please ask reception for our range of stay essentials. Some items may incur a small fee.



**Television** – each room has a large, flat-screen TV with casting facilities, other digital services and more hotel information. Your TV should be plugged in and on standby, just use your remote to turn it on.

**Wake-up call** – for early risers, a wake-up call can be provided by reception. Please ask reception before 11pm.

**Wi-Fi** – this is free to all residents and guests and can be connected by going to settings > Wi-Fi on your mobile, choosing 'Casa Hotel' and following the instructions.



◀ Scan to view our menus and a book a table in our Cocina Restaurant or Barca Bar



## LOCAL ATTRACTIONS



### Chatsworth Estate: DE45 1PP

Discover the art and history of the majestic house, explore the 105-acre garden, meet the animals in the farmyard, roam the park and woodland, or dine on a meal made with locally sourced seasonal produce in one of their restaurants. Chatsworth House is a stately home often known as the Palace of the Peaks.



### Haddon Hall: DE45 1LA

An English country house near Bakewell, this is one of the seats of the Duke of Rutland. With nine hundred years of history, it is one of the oldest houses in the country. Described by some as the most perfect house to survive from the Middle Ages, Haddon Hall is set in 500 acres of medieval parkland which has remained largely undisturbed for centuries and is remarkable for its unaltered landscape.



### Bakewell: DE45 1BU

Bakewell is the biggest town in the Peak District National Park. With stone buildings, a medieval five-arched stone bridge and quaint courtyards, it's a magnet for painters, photographers and sightseers alike. Legend has it that the town's famous Bakewell Pudding was created by mistake by a local cook in the mid-19th century. Today her delectable 'jam tart that went wrong' can be sampled at various bakeries and cafés and posted virtually anywhere in the world!



### Monsal Trail: DE45 1GE

The Monsal Trail is a traffic-free route for walkers, runners, cyclists, horse riders and wheelchair users through spectacular limestone dales with incredible views from places like the iconic Headstone Viaduct. The trail is 8.5 miles long with lots of access points connecting to additional footpaths and bridleways. Families with young children and pushchairs, wheelchair users, cyclists and strollers will love the Monsal Trail for its easy access and flat surfaces through White Peak hills and dales.



### Hardwick Hall: S44 5QJ

Hardwick Hall is a spectacular Elizabethan house, preserved by successive generations of the Devonshire family. It was the formidable 'Bess of Hardwick' who first built the house and developed the surrounding estate in the late 1500s. Her descendants, the Dukes of Devonshire, treasured Hardwick, while lavishing much of their attention and money on nearby Chatsworth. The Hardwick Estate is open every day, for countryside walks with picturesque views, woodland family play trails, locally sourced gifts in the shop and delicious seasonal menus in the restaurant.



### Heights of Abraham: DE4 3NT

The Heights of Abraham offers breathtaking views and inspiring tales. Board the iconic cable cars and take a flight across the picturesque Derwent Valley to a fascinating 60-acre historic hilltop park. Discover underground tours; stroll through ancient woodlands; uncover untold history and enjoy an award-winning day out.

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