HEADLAM HALL

COUNTRY HOTEL & SPA

INFORMATION FOR YOUR STAY

www.headlamhall.co.uk

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Please note our cancellation policy – to avoid charges please give a minimum of 24 hours notice (2.30pm on day before). If cancelling more than 4 rooms we require 72 hours notice.

CHECK-IN TIME: 3pm*
CHECK-OUT TIME: 11am

Unfortunately we are unable to offer early check-in.

If you plan to use the spa up until the permitted time of 11am on the day of your departure we request that you check-out of your room before doing so. Full changing room facilities are available in the spa.

ALL BEDROOMS ARE NON-SMOKING
Should guests disregard this policy we reserve the right to charge £100 to the room account as it may not be possible to let the room on the following night.

EATING AT HEADLAM HALL

The Hotel Restaurant service times:

BREAKFAST	
7am - 10am	Monday - Friday
8am - 10am	Saturday & Sunday
LUNCH	
12pm - 2pm	Daily
DINNER	
6.30pm - 9.30pm	Daily

We request that evening diners wear smart attire - no t-shirts, sports-wear or shorts. Children under the age of 7 are welcome in the restaurant up until 8pm but only after this time when a private dining room has been booked.

The Spa Brasserie opening & service times:

SNACKS	
9.30am - 5pm (6pm May-Sep)	Daily
LUNCH	
12pm - 3pm	Daily

Restaurant Table Reservations – if you have booked a bedroom on a B&B basis but wish to dine in our restaurant it is necessary to reserve your table in advance. A table is only automatically reserved for you if you are staying on a dinner inclusive rate.

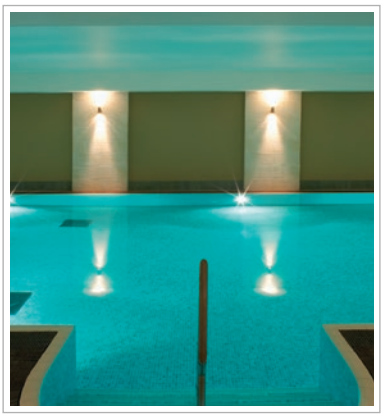
Hotel Lounge Service – a selection of hot/cold beverages & light snacks are available in the lounge/bar between 11am - 6pm Daily.

Room Service – a selection of hot/cold beverages & light snacks are available in your room. Breakfast and dinner can be served in your room during the service times. Please note that there is a surcharge for breakfast and dinner (restaurant menu) in your room.

Please advise us of any special dietary requirements in advance of your visit to allow our chefs to prepare.

Headlam Hall Headlam Near Gainford Durham DL2 3HA
Tel: 01325 730238 Fax: 01325 730790 admin@headlamhall.co.uk

HEADLAM SPA



This facility is open to hotel residents between 7 am (8 am Sundays) – 9 pm daily (last entry 8.30 pm). Residents may use the spa from 2pm on the day of check-in until 11am on the day of departure (if you plan on using the spa until this time we request that you check out of your accommodation before going to the spa). Please note the restricted access times to the spa for children under 16 in the 'Guests with children' section.

Upon arrival at the spa please sign in at spa reception where you will be given a towel. Robes are available at additional cost. You are then welcome to take advantage of all the facilities, however, if you are not a regular gym user we would recommend that you ask for a short induction before using equipment. Please note that the spa is a quiet environment where laptops and mobile phones are not to be used. Guests who are under the influence of alcohol will not be permitted entry to the spa for obvious reasons.

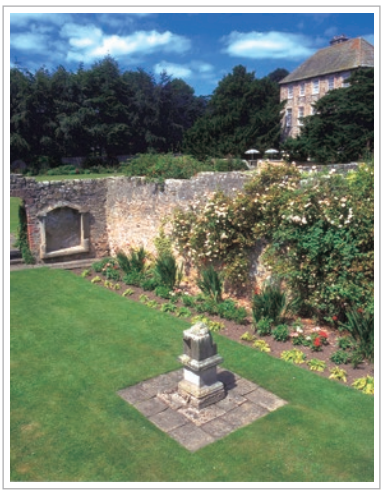
Spa Capacity – due to health & safety and to maintain a relaxing environment we have a limit to the number of people who can use the pool area at any one time. On rare busy occasions you may have to wait a short time to enter the spa.

Spa Treatments – open 9.30am – 8pm Monday to Saturday and 10am – 6pm on Sunday. There are 5 luxury treatment rooms including a duo room. We offer a full range of treatments for both men and women including facials, massages and wraps as well as holistic therapies and beauty treatments. The full treatment menu can be viewed on our web site.

It is important to book spa treatments as far in advance as possible to avoid disappointment. Telephone the spa direct on (01325) 730691. Please arrive at the spa at least 20 minutes before your appointment time as you will be required to complete a consultation form.

Retail – we also offer for sale an excellent selection of spa products for men & women including; shower gels, bath oils, face creams, self-tan, nail polish and attractively presented gift vouchers.

GUESTS WITH CHILDREN



Children of all ages are very welcome at Headlam Hall, however, it is the responsibility of parents/guardians to SUPERVISE CHILDREN AT ALL TIMES. There are a number of potential hazards for children on the premises including unprotected water in the gardens and farm traffic.

To ensure the enjoyment of all our guests there are some restrictions on the times when children can access the hotel's facilities.

The Restaurant welcomes well-behaved children aged 7 and over at all times. Children under the age of 7 are welcome up to 8pm, or after this time in a private dining room.

The Menu – we offer a children's tea/dinner menu from 5pm-7pm or alternatively we can offer half portion/half price of our a la carte menu dishes for children in the restaurant.

The Spa – children under the age of 16 are welcome to use the swimming pool between 8am – 9am & 4pm – 5.30pm Monday to Friday and between 8am – 10am & 4pm – 5.30pm on Saturday & Sunday. Children **MUST BE SUPERVISED AT ALL TIMES** by a swimming adult. The hydrotherapy pool, sauna, steam room and gym are not suitable for under 16's.

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GOLF AT HEADLAM HALL

The 9 hole course is set over 2074 yards with fully irrigated USGA specification greens. Tee times can be reserved by contacting the Pro Shop on (01325) 732113. We also have a 10 bay covered driving range with ball dispenser.

Pro Shop opening hours: 8.30am – 6.30pm (or dusk)
Driving Range opening hours: 8.30am – dusk. Tokens

	9 HOLES	18 HOLES
Summer (May - September)	£14	£19
Winter (October - April)	£11	£16
Juniors (under 16) half price		

Please note, players must have their own set of clubs, soft spike golf shoes and the correct clothing (strictly no jeans or track-suits). Clubs can be hired from the Pro Shop where there is also a range of golf accessories and clothing for sale. Non-golfers who walk on the course with players must also adhere to the dress code.

GUESTS WITH DISABILITIES

We have 9 ground floor bedrooms, one of which (in the Mews) has improved access for wheel chair users including a wetroom style shower. We have ground floor disabled access toilets in the Coach House and Spa which also has a disabled changing room. There is level access to all ground floor facilities of the Main Hall, Coach House and Spa.

GUESTS WITH DOGS

Well-behaved dogs are welcome in the Mews bedrooms by prior arrangement and can be exercised off the lead on the village green which is just a few yards away. Well-behaved dogs on a lead are welcome in the Main Hall lounge and the Brasserie. We do not charge for dogs but should any additional cleaning be required then this may be billed to your room account.

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ACTIVITIES AT HEADLAM HALL

Tennis – we have a hard surface tennis court that residents are welcome to use all year round. We normally have tennis balls available to purchase and some basic racquets to borrow.

Croquet – this is available between May – September and we require a deposit from residents for the balls and mallets.

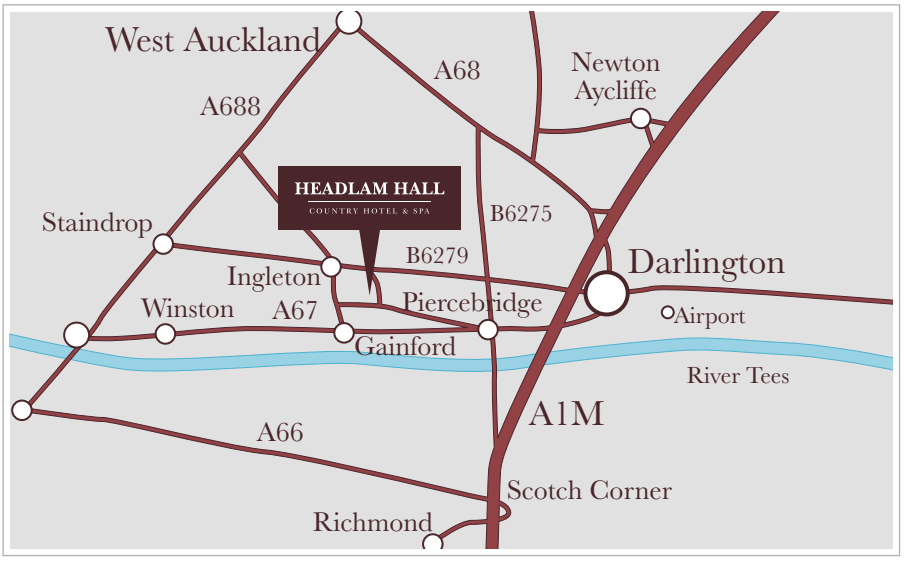
Snooker – the snooker room has a ¾ size table and is open until 11pm. There are some occasions when this room is unavailable due to syndicate room bookings.

Cycling – we have 2 adult size mountain bikes for residents to use free of charge on a first come / first served basis.

Walking – there is a walking routes leaflet available in the hotel with approximate times & distances of some pleasant local walks.

THE LOCAL AREA

Headlam is a hamlet with no other services outside of the hotel. Gainford is a large village located 1.5 miles south and has pubs, shops, a post office and a hairdressers. There is also a pub at Ingleton (1.5 miles) and Winston (3 miles). The nearest filling stations and banks are at either Darlington (8 miles), Barnard Castle (9 miles) or West Auckland (8 miles).



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