



YOUR HOTEL SERVICES

We wish you
a pleasant stay in our hotel



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MERCURE THAME LAMBERT HOTEL



WELCOME

WELCOME TO MERCURE THAME LAMBERT HOTEL

We are delighted that you have chosen Mercure Thame Lambert Hotel. Thank you! This directory should provide all of the information you will need to make the most of your stay. However, if you have any questions or concerns, please contact any member of staff who will be more than happy to assist you.



RECEPTION

NIGHT PORTER

For late check-ins or late returns after closing, telephone numbers are available on the front door to alert the night porter.

CHECK-OUT

Please check out of your room before 11am on the morning of your departure. Late departure is subject to a nominal charge and prior arrangement with reception. Luggage can be stored on request.

TAXIS

Taxis can be ordered via reception.

BUSINESS SERVICES

Fax, photocopying and typing facilities are available at a nominal charge. Please contact reception for further details.

CREDIT CARDS

We accept Visa, MasterCard, Maestro, Visa Electron, American Express and Switch.



FOOD AND DRINK

RESTAURANT

Lunch is from 12 noon to 2.30pm, Monday to Saturday.

Our Sunday Lunch Menu is from 12 noon to 3pm.

Dinner is from 6pm to 9.30pm daily.

Enjoy authentic British cuisine in The Kite Restaurant.

ROOM SERVICE

Room service is available from 12 noon to 2.30pm then 6pm to 9.30pm. Selected items are served 24 hours a day. Room service is subject to a £2.00 tray charge.

BAR

Open from 11am to 11pm.

BREAKFAST

Served from 7am to 9.30am weekdays and 7.30am to 10am weekends

Alternatively, we can serve breakfast in your room. Please complete the breakfast form, which can be found on your door, and hand to reception.

Guests taking a late breakfast are requested to check out at reception beforehand, or take advantage of our late check-out service.

FLAVOURS FROM THE CELLAR

Enjoy our collection of specially selected wines available to purchase by the glass or bottle at palatable prices. The wines you'll discover on our seasonal wine list have been hand-selected by our panel of experts during wine tastings of over 600 varieties, and have been classified according to their taste and flavour.



ROOM

TELEPHONE

Reception	0
Local calls	9 + number
National calls	9 + area code + number
International calls	9 + 00 + country code + number
Emergency services	9 + 999
Rooms in the inn	Dial 3 and then room number
Rooms in the courtyard	Dial room number
Hotel telephone number	01844 351496
Hotel fax number	01844 351893
International	+44 (0)1844 351496

Telephone charges

Below are the costs of a typical 5 minute call to the following destinations when dialling direct from your hotel telephone.

Local	£0.60
National	£0.85
UK mobile	£1.80
Europe	£2.75
North America	£3.50
Eastern Europe	£4.50

WAKE-UP CALL

Please ask reception to set a wake-up call for you.

INTERNET

Internet is available throughout the building.

TELEVISION

All rooms are provided with a flat-screen television, with UK Freeview channels.

TEA AND COFFEE

You will find complimentary tea and coffee in your room. Please contact reception for fresh milk.

COTS

Cots are available on request from housekeeping.



HAIR DRYER

A hair dryer is provided in each of our guest rooms and is located in the bottom of the wardrobe.

FIRE PRECAUTIONS

The alarm in the hotel is sounded by an intermittent or continuous siren ringing. Please read the fire instructions and floor plan on your bedroom door. If you are deaf or hard of hearing, ill or disabled, please tell reception so that in an event of a fire you can be called personally. A weekly fire alarm test will take place at 10am every Tuesday morning.

FACILITIES FOR GUESTS WITH DISABILITIES

Specially adapted bedrooms for disabled customers are available on request. If you are likely to have any difficulty evacuating the building on your own or hearing alarms, please notify a member of our reception team as early as possible **Laundry Service available on request.**

HOUSEKEEPING

Extra pillows, blankets, hand towels, bath towels, bath mats, soap, toothbrush, toothpaste, shaving kits, shower caps, sewing kits, irons and ironing boards can all be arranged through housekeeping: dial 0 for assistance from reception.

SMOKING

Mercure Thame Lambert Hotel is a non-smoking building. Ashtrays are provided in designated areas. All bedrooms are non-smoking. Please do not smoke in your room or a clean-up fee of £100 may be incurred.

VALUABLES

Mercure Thame Lambert Hotel cannot be held responsible for the loss of any valuables left in your room. If you require any items to be held in our safe, please see reception. Please ensure that the door and all windows are closed and locked when you leave the room.

PETS

We welcome pets subject to prior arrangement, as only certain rooms are available for allocation.

LOST PROPERTY

Any items left behind will be kept for one month only, logged and secured in the housekeeping department for safekeeping. The hotel cannot be held responsible for any costs incurred in returning these items.



OTHER SERVICES

FITNESS CENTRE

The fitness centre is open from 8am to 10pm all week.

MEETINGS AND EVENTS

Mercure Thame Lambert Hotel offers four meeting rooms.

For more information please telephone our events team on 01844 351496 or internally on 411 or 412.



LOCAL ATTRACTIONS

Mercure Thame Lambert Hotel is just 500 yards from the M40 and still a million miles away from the hustle and bustle. This is the perfect location for both business and leisure: just 15 minutes from Oxford, at the foot of the Chiltern Hills, an area of outstanding natural beauty. From walking weekends to business meetings, from family breaks to informal networking, Mercure Thame Lambert Hotel has something for everyone.

Blenheim Place	17 miles	30-minute drive
Orchid Lakes	10 miles	20-minute drive
Henley Regatta	14 miles	25-minute drive
Buckingham Palace	41 miles	60-minute drive
Oxfordshire Golf	8 miles	11-minute drive
Hadden Hill Golf	15 miles	30-minute drive
Bicester Village	22 miles	25-minute drive
Legoland Windsor	33 miles	35-minute drive
Road Dahl Museum	19 miles	29-minute drive
Windsor Castle	33 miles	37-minute drive
The Ridgeway	5 miles	10-minute drive