

HOSPITALITY

at



Venue
Reading

Cedars Hotel

at

WHITEKNIGHTS

Welcome to The Cedars Hotel & Conference Centre





Welcome to The Cedars

Hotel & Conference Centre

Thank you for choosing to stay with us. We hope you have a pleasant stay and you enjoy the picturesque campus during your visit.

The health and safety of our customers, as well as that of our staff and students and the wider community is of great importance to us and therefore we wanted to share the attached check in and safety information ahead of your stay to give you confidence that we are doing everything we can to keep you safe during your stay with us. Please do keep this information handy as we are removing all information packs from our rooms for the time being.

This information folder will help you with some basic queries but please feel free to contact reception on extension **8906** from the phone in your room between the hours of 8am-5pm Monday to Friday if you need any further assistance. For out of hours and weekend assistance please call campus services on **7799**.

Reception

The Cedars Reception desk is currently closed. We are now currently operating a self check in and check in will be done via the intercom system at the front door of the Cedars Building. The team are available via phone or email from 8am to 5pm Monday to Friday. Please call on **0118 378 8906** or email at thecedars@reading.ac.uk.

Intercom check in is available from 14.00 onwards

Please contact campus services using the intercom on The Cedars Hotel front door giving your name. They will then give you access to the hotel and let you know your room number. You will also be sent your Registration details via email with your room information on. Your bedroom will be open and your key will be left in your room on your desk.

For any help during your stay please contact Reception on extension 8906 from the phone in your bedroom for assistance. If using your mobile phone, please dial **0118 378 8906**.

For all emergencies please contact the Security Services on 6300 from the phone in your room or on 0118 378 6300 if using your mobile phone.

- Please see below for information on the follow services: Bus and train timetables
 - <https://www.reading-buses.co.uk/coronavirus>
 - <https://www.gwr.com/safety>
- Car hire information
<https://www.sixt.co.uk>
- Taxi booking service:
Yellow Cars: 0118 9 660 660

Stay with Confidence

The check in process will have limited contact points and key cards will have been sanitised before use and on check out all used keys within the hotel and will be sanitised before use again.

Our bedrooms are already cleaned to a high spec, but we will deep clean bedrooms between bookings focusing on common touch points including, switches, handles and knobs, bathroom surfaces, kettles, remote controls etc.

We will be removing items that may not be necessary and have them available on request including hair dryers and stationery. The ironing facilities are available by request and will be cleaned after use.

The following items are available on request, please call reception or campus services after 5.00pm if you require and additional items and team will place these outside your door for you.

- Hairdryer
- Extra Pillows
- Extra Duvet
- Fan

Bar

Guests may use the Park House Bar located in Park House adjacent to the Hotel.

The bar is open between, 8.00am – 10.00pm Monday – Friday (except Bank Holidays).

A menu for the Park House bar can be downloaded here:

<https://www.hospitalityuor.co.uk/bars-and-pubs/park-house/>

Bedrooms (all non-smoking)

We have 36 en suite bedrooms, linen and towels are provided. The rooms have tea and coffee making facilities, telephone, desk and TV.

Breakfast

Breakfast can be purchased (from 8am – 10:30am Monday - Friday) in **Park House**, which is just a short walk away from Cedars Hotel. If you would like to have breakfast here, please **book a table** in advance.

<https://www.hospitalityuor.co.uk/bars-and-pubs/park-house/>

Bus Service

Service 21 passes through the University and goes to Reading Train Station. This bus service comes onto campus up to every 20 minutes. The bus stops are situated in Chancellors Way (into town) and Whiteknights House on the return journey.

Car Parking

Free car parking is located opposite 'Eat at the Square' – car park 15 on the campus map and is available for residents and conference delegates. A car park pass is attached to your arrival note; please place this in the windshield of your vehicle. Parking permits are mandatory Monday to Friday between 08:00 and 17:00.

Check Out/Departure

Please check out of your bedroom by 10am on the morning of your departure. Please leave your room key inside your bedroom on the desk where it will be collected by our team.

Conference Facilities

The Cedars has three meeting rooms all of which are available to book for conferences, meetings and training events through the Venue Reading department of the University. The rooms all have state of the art AV facilities and flexible furniture. Please call **0118 378 5657** or email info@venuereading.com for more information.

Fire Alarm

The fire alarm is tested at 10am once per week, this might occur any day Monday to Friday and the alarm will ring for no more than 5 seconds. If the alarm rings for any longer please evacuate the building immediately. The assembly point is in Car Park 15 (opposite Eat at the Square). Please ensure you are maintaining social distancing in the event of a fire evacuation.

Internet Access

The username and password will be sent to you prior to arrival and will allow you to connect to the University network. When connecting please use the UoR-Guest network. The username and password will be requested once you have connected to the network and you have opened your internet browser. Please note that UoR staff and students **must** use their own credentials to log in.

Maintenance

Please contact reception if any repairs or maintenance is needed.

Medical

If medical attention is required please either contact reception, or the Health Centre in Northcourt Ave. The telephone number is **0118 9874551**.

Out of hours service

If you require assistance whilst reception is closed, please dial 7799 and Campus Services will be able to help you.

Reception

Reception team can be contacted by phone.

Telephone number is **8906** – opening hours are 8.00am – 5.00pm Monday–Friday

Please use the Out of Hours service at all other times.

Televisions

All televisions have a range of radio & TV stations. If you require any assistance as the television is not performing properly, please call reception and someone will be able to assist.