



SLEEP:DRINK:FOOD:SERVICE

Welcome to Riverside House Hotel, Ashford-in-the-water. Thank you for choosing to stay with us. It is our aim to make your stay as comfortable & enjoyable as possible. We hope you find all the essential information you need regarding our hotel, restaurant & bar, alongside additional information about the area below.

It is now law that we kindly ask that you wear a face covering whilst inside any public area in our hotel, bar & restaurant unless seated at a table or medically exempt.

Our "Guest Information" is available as a hard copy from reception should you require one, please ask.

If there is anything else that we can do to help enhance your stay, then please do not hesitate to ask. You can contact our reception team from your room by simply dialling "0" in your room.

AIRPORT

- The nearest airport to us is Manchester international, approximately 1 hour drive (32 miles)

ATTENTION TO DETAIL

- At Riverside House Hotel we strive to provide the highest standards of care and attention to every detail. If there is any area of your stay that does not meet your expectations, please contact a member of the team who will endeavour to resolve it to your satisfaction.

BANKING FACILITIES

- The nearest ATM/cash point can be found in Bakewell, approximately 5 minutes drive from the hotel. For directions, please ask at reception.

BAR, LOUNGE & GARDEN

- Our bar is open for tea, coffee, cake & drinks from midday on Wednesday and from 10am Thursday- Sunday. Last drinks orders are midnight, but residents can enjoy our lounge for as long as they wish to
- Our garden, please be conscious of our neighbours & other residents, we kindly ask that you keep noise to a minimum particularly after 10pm
- The "Ground Floor Garden Rooms" have their own garden terrace, these are for use by the guests in these rooms only. If you are staying in these rooms, please ensure you lock the door when the room is not occupied

BLANKETS & PILLOWS

- If you require an extra blanket this can be found in the bottom of your wardrobe.

Rafters at Riverside House Hotel
Fennel Street
Ashford-in-the-water
DE45 1QF
www.riversidehousehotel.co.uk

 @raftersrh



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- It is advised that if you require hypo-allergenic pillows that you advise us in advance of your visit so this can be arranged.
- For extra pillows please contact reception between the hours of 7am-10pm

BREAKFAST

- Breakfast is served each morning in our restaurant from 8am-9.30am, please reserve your table time upon check-in.
- We have a small breakfast menu that includes a full Derbyshire Cooked Breakfast & Eggs Royale alongside freshly baked croissants, yoghurt, tea, coffee & fruit juices

CAR PARKING

- Car parking is free in our car park for both diners & residents.
- Cars are parked at the owner's own risk, we cannot accept responsibility for damage, accident or loss
- Our car park is LOCKED from 11:30am Monday to 10am Wednesday each week. Any cars left in the car park during these times will be subject to a release fee.

CHARGER CABLES

- If you have forgotten to bring a charging cable for any devices, we have a selection from the most popular brands available to borrow from reception.

CHARGES

- These are displayed where possible, but if not, guests are invited to ask reception the cost of any service not marked. We do not include a service charge on our stays, lunches or dinners.

CYCLE HIRE

- Hassop Station, located just 2 miles from the hotel, Hassop Station is perched perfectly on the Monsal Trail
- <https://www.hassopstation.co.uk/>

DEPARTURE

- Guests are requested to vacate their rooms by 11am on the day of departure. Should you require a late check out, please arrange this with Reception in advance (subject to availability, a charge may be incurred) alternatively we will be happy to store your luggage for you,



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DINING

- Rafters at Riverside House focuses on using local & British ingredients where possible. Including herbs & flowers grown in our garden.
- At Lunch we offer a Lunch Tasting Menu alongside a 2/3-course option (excluding Sundays where we offer a traditional 3-course Sunday Lunch)
- At Dinner we offer our 6-course Tasting Menu or our 3-Course Dinner Menu
- If you have booked on a Dinner, Bed & Breakfast package then our team will have confirmed a dining time with you, if you require any further details, please contact reception.
- Advance booking is highly recommended.
- Please ensure you make us aware of any dietary requirements or allergies in advance (you will be asked at the time of booking) should you forget please make the reception team aware as soon as possible so we can prepare your menu
- We can cater for most dietary requirements & allergies but please do check in advance. We require no less than 48 hours notice to prepare for some dietary requirements.
- LUNCH - Reservations 12pm-2pm Thursday-Sunday
- DINNER - Reservations 6:30-8:15pm Wednesday-Sunday
- CLOSED - Monday (except for residents' breakfast) & Tuesday
- MAKE RESERVATION - <https://riversidehousehotel.co.uk/reservations>

DRESS CODE

- We do not operate a dress code in our restaurant.

EMERGENCIES

- Emergency services can be contacted directly from your telephone by dialling 99 for an outside line from your phone followed by 999, if you have any issues please notify a manager immediately
- Should you require a Doctor or Dentist please contact a member of the team who will be able to advise you.
- We regret that we are not able to provide any medicinal supplies.
- The address for the hotel is; **Riverside House Hotel, Fennel Street, Ashford-in-the-water, DE45 1QF**
- We DO NOT have a defibrillator on site HOWEVER one can be found by the village hall (war memorial institute) car park and by the public toilets in the centre of the village should it be required
- Should there be an emergency between the hours of Midnight & 7am please contact the on call manager by dialling '0' on your room phone.



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FIRE SAFETY

- Please read & observe the fire safety notice behind the bedroom door, in the event of a continuously sounding alarm, please vacate the premises by the nearest fire exit route.
- The evacuation assembly point is in the car park to the front of the building.
- If you experience hearing difficulties or you have any other disability which might affect your safety in exiting the building please let our reception team know as soon as possible
- On discovering a fire, please raise the alarm by using the nearest break glass point and exit the building calmly via the safest fire exit route. Do not stop to collect belongings & do not re-enter the building until advised that it is safe to do so by the fire officer. Never attempt to tackle a fire yourself.
- During a fire evacuation the telephone may not be manned
- We test our fire alarms weekly, on a Wednesday afternoon at 1pm, at this time it is not necessary for you to evacuate the hotel.

FLORIST

- If you would like to arrange some flowers, please speak to our reception team who will contact a local florist on your behalf.

GIFTS

- Alongside gift vouchers we also have a range of gifts available
- Rafters COLLAB Gin £45 per bottle
- 10% discount on any wines from our wine list for "take home".

HAIRDRYERS

- Hairdryers are located in your bedroom usually in the wardrobe or chest of drawers depending on room layout.

LAUNDRY, IRONING & SHOE POLISHING

- We do not have a laundry service, however if you have any issues please contact our reception team who will try to help
- Should you require an iron & ironing board, please contact reception. They will be happy to bring this to your room.
- Should you require shoe polish, this is available at reception.

NIGHT SERVICE

- Reception is closed from 10pm-7am, we do not have a night porter
- Should you require assistance in an emergency please call '0' on your bedroom phone once you have notified the emergency services



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OPERATING HOURS (reception/reservations)

- MONDAY - Breakfast 8am-9.30am (residents only) The Hotel closes at 11:30am (please note we also lock the car park at this time)
- TUESDAY - CLOSED.
- WEDNESDAY - 10am-10pm
- THURSDAY - 7am-10pm
- FRIDAY- 7am-10pm
- SATURDAY- 7am-10pm
- SUNDAY- 7am-10pm

PAYMENT

- We accept all major credit/debit cards & cash.
- Payment should be made at reception upon departure.

PETS

- We do not accept pets for overnight stays or in our dining rooms.
- We do accept well behaved dogs in our gardens providing they are kept on a lead at all times.

PLACES TO VISIT

- [Chatsworth House](#)
- [Bakewell](#)
- [Monsal Trail/ Monsal Head](#)
- [Buxton](#)
- [Haddon Hall](#)
- [Thornbridge Hall & Gardens](#)

PORTERAGE

- Please let reception know, should you require any assistance with your luggage.

RAFTERS

- Our Flagship Restaurant in the Heart of the Steel City, Sheffield. Rafters is owned & run by the same team behind Riverside House Hotel
- Located just 16 miles away, Rafters serves tasting menus only with a strong focus on local, homegrown & seasonal British produce.
- Our award-winning restaurant is listed in the Michelin, Waitrose Good Food (4) & AA (2 rosettes) guides
- <https://raftersrestaurant.co.uk/>

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RESERVATIONS

- Should you wish to make any further reservations our reception team will be more than happy to help.
- You can also make reservations here; <https://riversidehousehotel.co.uk/reservations>

ROOM SERVICE

- We do not offer a room service menu, but should you wish to enjoy breakfast on your terrace (Ground Floor Garden Rooms & room one only) please let the reception team know.
- We can also arrange for drinks to be brought to your room upon request, during bar opening hours.

SAFETY

- Our team make every effort to ensure a safe environment for both our guests & our staff alike, so please take care, but if you do see anything that you perceive as hazardous, please advise a member of staff immediately.

SHOPPING

- There is a small village shop & post-office located on the main road, Ashford-in-the-water
- For larger shops including Aldi, please head to Bakewell via the a6, less than 2 miles away
- Peak Village Outlet is located in Rowsley just 15 minutes' drive from the hotel.

SMOKING

- Riverside House is a non-smoking hotel. Please refrain from smoking in all bedrooms & public areas of the hotel. Charges will be incurred up to £250 to allow for deep cleaning if smoking has occurred in the bedroom.
- Smoking is permitted in the garden area.

SOCIAL MEDIA

- Instagram - @raftersrh & @raftersrestaurant
- Facebook - Rafters at Riverside House & Rafters Sheffield
- Twitter - @raftersrh & @rafterss11
- Email - enquiries@riversidehousehotel.co.uk
- Rafters Sheffield Email - enquiries@raftersrestaurant.co.uk
- Website - www.riversidehousehotel.co.uk
- Rafters Website - www.raftersrestaurant.co.uk



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TEA & COFFEE FACILITIES

- Each room is equipped with a Smeg kettle, handmade bespoke mugs, complimentary tea, coffee, fresh milk, still water, sparkling water & BULLION chocolates.
- Should you require anything else please do not hesitate to contact Reception by dialling "0"
- Specialist tea & coffee are available from the bar at an additional cost, to order please call reception and a member of the team will bring this to your room.

TELEPHONE

- To contact our reception team please dial "0"
- In an emergency, please dial 9 for an outside line followed by 999 (9999)

TELEVISION

- Our smart televisions can be turned on via the remote. Channels available are BBC1, BBC2, ITV 1, Channel 4, Channel 5 & Freeview
- They are all smart TV's and have the option for you to use your Netflix account - please ensure you log out of this before checking out.
- If you require any assistance, please contact reception

THINGS TO DO

- Nestled in the heart of the Peak District, there are hundreds of walking routes available - <https://www.visitpeakdistrict.com/things-to-do/activities/walking-and-hiking/10-great-walks-in-the-peak-district-and-derbyshire>
- Visit the spa town of Buxton (11 miles)
- Visit the Market Town of Bakewell (2 miles)
- Plague village of Eyam (6 miles)

TOWELS

- Should you require any extra towels please contact reception.
- To help reduce waste and the impact on the environment our housekeeping team will only replenish towels that are left in the bathtub or shower room floor for those staying multiple nights.



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TRANSPORT

- Ashford-in-the-water is serviced by a limited bus route, for more information on busses & timetables please follow this link <https://bustimes.org/localities/ashford-in-the-water>
- Should you require any more information please contact Reception.

VALUABLES

- The hotel cannot be held responsible for the loss of guest's property.

VOUCHERS

- Gift Vouchers can be purchased from reception or via our website.
- <https://rafters-at-riverside-house.mytoggle.io/>

WALKING ROUTES

- <https://www.visorando.co.uk/walk-ashford-in-the-water.html>
- <https://www.komoot.com/guide/679612/hiking-around-ashford-in-the-water>

WI-FI

- Complimentary guest Wi-fi is available throughout the hotel.
- Login into our guest Wi-fi - "Riverside Guest" the password in connectMe