



PRINCES

— SANDWICH BAY, KENT —

Dear Guest

Firstly, may I extend a warm welcome to you and thank you for visiting The Lodge at Prince's. Whether you are here to play the challenging links golf or simply here to relax, unwind and enjoy the culinary skills of our kitchen, you can be safe in the knowledge that all of us are here to ensure that your stay is both enjoyable and memorable. Should there be anything that would make the stay even more comfortable, please ask and we will do all that we can to fulfil the request.

The Lodge at Prince's and the courses are steeped in history and have over the years played host to royalty, prime ministers and golfing legends as well as being used for military exercise and much of this history can be viewed at either the clubhouse or in our new gallery by prior arrangement, where there are many historical records on display. Today we play host to many tournaments and we are used by golf professionals wanting to fine tune their skills on a links course.

It is that history which has influenced the redevelopment of Prince's and The Lodge. The course has had many features rebuilt, including the Sarazen bunker and many of the fairways remodelled using the contours of the links obtained from old plans and drawings. The Lodge exterior has been restored and the famous balcony where the Claret Jug was presented in 1932 has been incorporated into a bedroom. Ah to lie there and dream.....if only.

I hope that you will enjoy Prince's and The Lodge at Prince's as much as we do, be it the stunning views over the course or out across Sandwich Bay, a walk along the beach with its many areas of natural beauty, the challenge of links golf or just sitting in the comfortable surroundings watching the world go by. Whatever it might be, we just want you to feel at ease.

Yours sincerely

Robert McGuirk

General Manager



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GUEST INFORMATION

Adapter

Adapters are available; please phone Reception by dialing '800' and one will be brought to your room. A £5.00 deposit will be charged to your room. When it is returned, this will be removed from your account. The hotel electrical supply is 220v.

Attractions

Sandwich Guildhall Museum
Guildhall
Cattle Market
Sandwich
Tel: 01304 617197
www.sandwichtowncouncil.gov.uk

Sandwich River Bus
The Quay
Sandwich
CT13 9BN
Tel: 07958 376183

Amenities

The hotel offers the following on request:

Shampoo and conditioner

Dental kit

Shaving kit

Vanity kit

Shoeshine kit

Sewing kit

Shower caps

Ear plugs

Hair straighteners



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Banks

Nationwide

Thrift House,
Short Street
Sandwich
CT13 9BN
Mon-Fri 09.00-17.00
Sat 09.00-12.00
Tel: 0845 2661403

Cash

It is not possible to charge cash to your room. We are currently not accepting cash. Please pay by credit/debit card.

Check Out Time

Check out is 10:30am. We are not currently able to offer a late check out due to enhanced cleaning processes.

Chemists

Boots 17 Market Street, Sandwich, Kent CT13 9DA
Open Mon-Fri 09:00 – 18:30, Sat 09:00 – 17:00, Sun Closed.

Cleaning

Room cleaning takes place daily from 9.00am To 17.00, Bed linen is changed every third day.

Credit Cards

All major cards are accepted.

Cot/Travel Cot

We have baby cots available for use. Please contact Reception by dialing '800' who will organise housekeeping to bring one to your room subject to availability.



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Dogs

We allow guests to bring well behaved dogs with them.

Upon request, we can provide – Dog Bowl

Dog Bed and Blanket

Treats

Dogs are allowed in the bar and terrace area but not in the restaurant.

Do Not Disturb

Should you wish to not be disturbed, please display sign outside your door. Please note this will mean housekeeping will not clean your room that day. Should you wish to have new towels or more tea / coffee please see reception. Please inform reception if you do not wish to be disturbed by phone calls.

Dining

The Lodge

The Brasserie on the Bay will serve: -

Breakfast 07:00 – 10:00 Monday – Sunday

Lunch from 12:00 – 14:00

Dinner from 17:30 – 20.00

Last Orders for drinks in the Bar is 9.30pm.

The Clubhouse

BST

Prince's Suite 07.00am-19.00pm (last orders for food 17.00 – food available at the lodge after this time)

GMT

Prince's Suite 07.30am-17.00pm (last orders for food 16.00 – food available at the lodge after this time)

Spike Bar

Monday to Friday 10.00am-16.00pm

Saturday/Sunday 9.00am-17.00pm

Pro-Shop

BST

Monday-Friday 07.30-18.00pm

Saturday / Sunday 07.30-18.00pm

GMT

Monday-Friday 08.00am-16.00pm

Saturday / Sunday 08.00am-17.00pm



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Doctors

Doctors

Sandwich Medical Practice

Cattle Market

Sandwich, Kent CT13 9ET

Tel: 01304 613436

Eastry Surgery

High Street

Eastry, Kent CT13 0HE

Tel: 01304 611207

NHS Direct: 111

Dress Code

We request that you refrain from wearing denim in the Clubhouse. Smart denim is permitted (but not ripped denim) in The Lodge.

Denim, tracksuits, T-shirts, or training shoes are not permitted on the course at any time.

Electricity

Each room uses UK220 volt sockets and each bathroom is equipped with a 120-volt shaving point located to the bottom right-hand side of the mirror. Electrical adaptors can be provided from reception, we will require a refundable £5 deposit.

Emergency Numbers

For emergencies please contact Reception by dialing '800' who will be able to direct your calls to the relevant service.

Fire Precautions/Emergency Evacuation

If you discover a fire, immediately sound the fire alarm and inform a member of staff. In the event of a fire, the fire alarm will sound continuously. Please familiarise yourself with the fire exits and fire safety procedures listed on the back of the bedroom door. The fire assembly point is located on the grass opposite The Lodge, towards the sea.

Forgotten Something?

If you have forgotten any essential toiletries, we will try to source them for you, just contact reception with your request, dialing '800'.



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Golf information

Royal Cinque Ports Golf Club

Golf Road
Deal
CT14 6RF
Tel: 01304 374007

The Royal St George's Golf Club

Sandown Road
Sandwich
CT13 9PB
Tel: 01304 613090

Golf Tuition

Prince's Golf Club offers expert tuition with four PGA qualified golf professionals. To book golf tuition or tee times please call Prince's Proshop on 01304 695569.

Hospitals

QEQM

Ramsgate Road
Margate
CT9 4AN
Tel: 01843 225544

Internet

Complimentary Wi-Fi internet is provided for guests in rooms. To Access the Wi-Fi please fill out the required information on our Wi-Fi portal. This will work throughout the Lodge building and both the apartment blocks.

Ironing

All rooms have both an iron and ironing board provided. Apartments all have an iron in the cupboard under the sink and an ironing board behind the door into the apartment.

Keys

Please leave your room key at the reception desk when you leave the hotel. If your keys stop working at any stage during your stay, please contact reception and we will issue a new key. The key card also triggers the lights in the rooms and is also for identifications purposes at the bar/restaurant and will be required for room charges.

Lift

Children under the age of 12 are not permitted to use the lift without adult supervision. In case of fire do not use the lift, stairs only!

Light System

When you enter your room, there is a device on the wall near to the door. Place your room card in the card reader to activate the light control. When you leave don't forget to take the room card with you.



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Lost & Found

Please note that the hotel will not assume responsibility for lost or disappeared items. When something is found in the bedrooms, housekeeping keeps a record and stores everything in the housekeeping department. Do not leave valuables in your cars.

Lucas Lounge

This lounge was opened in May 2018 in memory of Laddie Lucas and the longstanding link between the Lucas family and Princes Golf Club.

Guests are welcome to use this lounge subject to availability.

Please enquire if you are interested in private dining with this room for your group.

Maintenance

It is our objective to keep the hotel facilities in a perfect technical condition; however, it may happen that our staff has overseen a problem and we would like to apologise if this is the case. The hotel provides daily maintenance support. Kindly call Reception by dialing '800' in case you require assistance in your room.

Mobile Phone Calls

We request that mobile phones are not to be used in the Clubhouse, Brasserie on the Bay, or on the course.

Newspapers

We are not currently able to provide newspapers due to COVID guidelines.

Night Porter

Between the hours of 23:00 – 07:00 the night porter is located on site.

Parking

Guest parking is provided in the grounds outside The Lodge. We regret that we cannot accept any responsibility for loss or damage to cars or their contents parked in the grounds and we would advise you not to leave any valuables inside your vehicle.

Pillows

Should you require non-allergenic pillows, please contact Reception, dialing '800'.

Room Service

We are not currently able to offer room service due to COVID guidelines.



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Smoking

Smoking is not permitted throughout the hotel. Please use the outdoor areas marked for this purpose. Please do not smoke out of the windows. Any guest found to have been smoking in the rooms will be charged a cleaning fee.

e-cigarettes are also not permitted in the bar or restaurant area.

Snooker Room

Our snooker room is currently closed due to COVID guidelines.

Taxis

Sandwich Cars: 01304 617424
AM Cars: 01304 614209
Al Cars: 01304 363636
Direct Cars: 01304 382222
Turners Cars (Thanet) 01843 599685

Telephone Calls

Every room has an internal line to contact reception or another guest bedroom. It is not possible to make external calls.

Television

Each room is equipped with a wall-mounted High Definition television for your convenience. For a channel list please press 'guide' on the remote. Sky television is available in the lodge bar area, and the clubhouse.

Towels

If you would like clean towels, please place the used ones in the shower or bath and hang any you are happy to re-use up on the rail.

Transport

Transport will be available from the Main Clubhouse on request for guests wishing to travel between the Clubhouse and The Lodge. Should you require transport, please call reception '800' subject to availability.

Wake up Calls

Please book your wakeup call by contacting Reception please dial '800'.



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Green Policies

At Prince's and The Lodge at Prince's we take conserving the environment very seriously. Throughout the hotel, clubhouse and golf course we have measures in place to help reduce our carbon footprint.

As a matter of environmental concern, we kindly request that you use water and electricity responsibly and reuse towels whenever possible to help conserve the environment:

Bed Linen

Linen is changed on the 3rd day of your stay.

Electricity

We have energy saving devices in all the rooms. Once the card is removed from the slot the lights will time out. All lightbulbs are energy efficient across the site.

Local Suppliers

Where possible local suppliers are used particularly for meat, fish, fruit and vegetable produce in both the Lodge and the clubhouse.

Recycling

All waste is separated into separate types and sent away to be recycled.

Towels

Please hang up towels you wish to reuse. Please leave any towels you would like replaced in the bath/shower.

Waste Water

All waste water is treated on site and returned to the 37,000 m³ reservoir for use as irrigation on the course. The reservoir is tested for water quality annually to ensure that it is compliant and is safe for use in sprinkler irrigation.