

General Information for The Moda House

CORRECT AS OF APRIL 2011

We are pleased that you have chosen The Moda House for your stay in Chipping Sodbury. To make your visit as pleasant as possible, here is some general information.

The Moda House has three ground floor rooms accessible after the main entrance steps - please refer to the photograph on the website. A disabled designated car parking space is by the front door. Please note this space is also available to other users of the High Street. The house does not have any disabled bathrooms nor lifts.

The Moda House does its best to help ensure all our customers receive the same treatment, regardless of ability. In order to ensure we meet our guests' needs, anyone requiring special facilities should highlight their requirement at the time of booking.

General Information

- A meeting room is available, suitable for groups up to 20 people, 10 boardroom style and 10 informally, at an hourly rate.
- Breakfast offers bacon and homemade Moda sausages from Hobbs House Butchery, plus fresh eggs from a nearby farm, together with tomatoes and mushrooms all cooked on the Aga. Please let us know in advance if you have any special dietary requests. Breakfast is served from 7.00 to 8.30am Monday through to Saturday, and from 8.30 to 9.30am on Sundays and Bank Holidays.
- Cancellation - A 72 Hour Cancellation policy operates - i.e. by 16:00 hours 72 hours prior to the guest's arrival in order to avoid charges.
- Car parking is available in the High Street and on 'the pitching's'.
- Check in time is from 4:00pm or earlier by prior arrangement and the latest check in time is 10:00pm.
- Direct dial telephones are available in all guest rooms. Dial 9 followed by country/area code and number desired.
- Environmental policy - in order to reduce the impact our day to day activities have on the environment we use low energy and wattage light bulbs, turn off any unneeded lights and ask our guests to place towels in the bath/shower should they require them to be changed.
- Fire - we would ask that all guests read the Fire Policy displayed in the rooms. You should be familiar with exit routes, call points and extinguishers for your own safety.
- Friendly pets and Assistance dogs are welcome by prior arrangement. Guests must provide all bedding, bowls and food and are responsible for pet conduct and cleanliness at all times. Pets are not allowed in the dining room. We charge a fee of £5 a night for dogs staying to cover the additional cleaning.
- Heating is thermostatically controlled and adjustable in most rooms.
- Housekeeping - Rooms are serviced daily. Damage to goods will be charged at replacement or cleaning cost. A standard cleaning charge of £50.00 per night will be levied on guests who smoke in their rooms.
- Ice is available via reception.
- Messages can be left via Reception. Postal and courier services are available through Reception.
- Payment - cash payments are payable in advance or on arrival. Credit card payments, with appropriate guarantees, are payable on departure. Please note we accept all major credit cards, except American Express.
- Restaurants and Pubs. Ask at Reception for recommendations.
- Security - A strict closed door policy is in place and all guests are required to enforce this safety measure. A front door key is provided for your convenience. We do request, for your and other residents security, that you firmly close the front door after entry. We draw your attention to the Hotel Proprietors Act 1956 displayed at reception for the safety of your valuables. We reserve the right to refuse admission and exclude visitors.
- Smoking - The house is a non-smoking venue; smokers may use the garden or porch.
- Sundries - Adaptors, Hairdryers, Iron and Board, Additional Towels and Toiletries are available via Reception.
- Take away food is discouraged. Any spillage or stains will attract a cleaning and or damage charge.
- Television - Rooms are equipped with television and cable TV service.
- The Moda House is licensed. A selection of beers, wines, spirits, soft drinks and minerals are available on request.
- Transport - Chipping Sodbury has good transport links both locally and nationally, via road, bus, train and air. There is an efficient local taxi service available. Please contact Reception for details.
- Walks and runs - a number of routes are accessible for all abilities. Talk to Reception for details.
- We request that guests please vacate their rooms by 10.00am on the day of departure so that the rooms may be ready and available for arriving guests.

If you have an additional requirement or any questions please ask - we are always happy to help.

Once again thank you for choosing The Moda House and we hope you have a pleasant stay with us.