



Dear Guest(s),

We would like to welcome you to The Duck and hope you will enjoy your stay with us, during your stay we aim to offer you an informal, warm style of service.

This folder contains important information as well as some of our teams' favourite things to do in the area to help you make the most of your stay.

If you do not want to completely disconnect then we provide complimentary wi-fi should you need it, just connect, and use the password QuackQuackQuack1

We are staffed between 9am and 9pm, outside these times, in an emergency please call 07899697487.

Check out time is 11am, late check out, without prior agreement, may result in a further charge.

Please continue to read some important information to help make stay as relaxing as possible but if you have any queries, please feel free to contact any of our team who will be pleased to help

Regards

Rachael and Jeremy

Breakfast – please book your time on check in

Fresh milk – is provided on arrival and the ‘milk man’ will deliver fresh milk to your door in the morning. This is to accompany the complimentary tea and coffee in your room, please ask a member of our team if you need help with the Nespresso machine.

Do not disturb – hopefully by now you have met your ‘do not disturb duck’ please leave this on the shelf outside if you do not want your room serviced or having a lay in.

Housekeeping – to play our part in a brighter tomorrow for future generation we are doing our bit to help conserve energy and reduce waste with this in mind we will only change your bed linen and towels every third morning, however, if you do wish for fresh linen please do speak to a member of our team at breakfast.

Departures – you need to leave to be able to come back! We ask that you fully vacate your room by 11am. Late check out may be available on request. If you wish to leave before 8am we ask that you settle your bill the night before.

Left items – We are happy to forward any left items to you for a postal charge of £10.

Keys – Guest are provided with two keys, one for your room and one for the resident’s entrance at the bottom of the stairs. Please return to the bar on check out. There is a £30 charge for lost keys.

Emergency illness – If you need to call the emergency services please call 999, our postcode is PE31 8QD our ‘what3words’ are action.origin.bounding for assist with your location. For less serious emergencies you may wish to speak to an on-call doctor by calling 111.

The nearest hospitals are the Queen Elizabeth Hospital, Kings Lynn (QEH) or Norfolk & Norwich in Norwich (NNUH).

Fire procedures – please familiarise yourselves with the escape routes and other procedures detailed on the fire notice. The fire alarms are tested every Thursday at 11.30am

Liability – we cannot accept responsibility for valuables unless they have been deposited with the management for safe keeping and such items are accepted at our discretion. We do not accept liability of cars, dogs or children.

Please do not leave dogs or children unattended in the room without notifying management.

Dogs – We love four legged friends and provide bowls, a blanket and an individual wrapped treat to help them feel at home. The charge of £15 per dog is to cover these little touches and the extra cleaning. The blanket is to protect the chairs and bedding and ask that you use this to prevent damage, further charges may occur if we have to repair or deep clean due not using the dog blanket up to £100. There is a dog waste bin to the right of the residence entrance.

Alternative eateries – of course we would love you to dine with us during your stay but if you are looking to sample other restaurants we recommend;

The Hero, Burnham Overy Staithe, informal and a great pit stop when enjoying a coastal hike.

Meadowsweet, Holt, Michelin star, intimate and very special

The White horse, Brancaster Staithe for the views!

Taxis – are rare and certainly need to be pre booked try Tiny's Taxis 01328 888888

Our teams' recommendations for days out

Take **The Welcome Ferry** to Scolt Head Island a great trip out looking back at Burnham Overy Staithe and a wonderful place for a picnic and a swim (07960280139). We highly recommend using the ferry as the tides can be very dangerous.

Holt a great place to mooch around if you love antiques, just on outskirts of Holt is Holt antiques and interiors, NR25 6SU.

Wells-next-the-Sea has the lovely street Staithe Street which is full of independent shops if you fancy a spot of lunch try Bang in Wells at the top of the street or French's Fish and Chips on the quay. Do save energy for a walk to the beach (about 1.5 miles) to see the pretty beach huts and perhaps the odd seal, but do keep those dogs on a lead please.

Drove Orchard in Thornham is home to lots of wonderful independents boutique businesses, including clothes, home accessories, garden, antiques food and drink producers and a yurt where you can enjoy fresh pizza too.

Brancaster has wonderful beach and if you take a left past the golf course you may find seals playing in the cove.

Bircham Windmill, you can climb the windmill. Monday to Fridays you can take part in a bread making experience, a small play area and animal petting. There is a café there but you can always move on to Bircham Stores and deli for a lovely bottle of wine, fresh coffee and cake.

Burnham Market is situated just 4 miles away, search out Emma's Court, just beside Pentney House (home to the most hats we have ever seen) and visit the beautiful independent shops including a café, sweetshop, home accessories and gifts, take a stroll through the village to Aura37, a gorgeous well-being boutique. Once a month Burnham Market is home to a wonderful market held by the Hoste Arms Hotel.

