

Guest Information Directory

Thank you for choosing to stay at The Swan at Hay. Whilst we appreciate this is a difficult time and the experience here is far from normal, the entire team are dedicated to ensure you have the most pleasant and comfortable time with us.

We are operating under some unusual conditions and with reduced staffing, but if there is anything we can do to enhance your stay, please do not hesitate to contact any member of the hotel staff. Either way, please relax and enjoy the hospitality The Swan is proud to offer you.

We hope the following information will answer any questions you may have about the hotel, our services and the local area. If you have any further questions please ask any member of the team.

A brief history of the hotel

The earliest known reference of the Georgian building dates back to 1771, but had always been popular during the 18th century, not just as an inn but as a post, auction and coach house. The building was originally called 'The White Swan' and is one of the oldest pubs in Hay-on-Wye. In 1812, The Swan was rebuilt as a coaching inn, though it is not known exactly when it was renamed as The Swan Hotel.

The hotel was purchased in October 2015 by a small hotel group called 'Interesting Hotels' when it became the third property in the group alongside our sister hotel, Llangoed Hall, just 9 miles away and Sudbury House in Oxfordshire. Since then the group have purchased Hawkestone Park in Shropshire; Poets House in Cambridgeshire; Chateau Rhianfa in Anglesey & Hellidon Lakes in Northamptonshire. All very different, some with golf courses, one with bowling alleys, and all definitely worth a visit.

The company has undertaken a substantial refurbishment programme of the building to bring the hotel back to its former glory making it the pinnacle of places to stay in Hay.

Hay-on-Wye itself has become internationally known as the 'Town of Books', thanks to the bi-annual Hay Literary Festivals. Please spend some time to explore everything The Swan and Hay itself has to offer.

In Room Amenities

Complementary tea and coffee are available for you to enjoy in your room. If you would like fresh milk please call reception who will happily bring some up to you.

All bedrooms are equipped with flat-screen televisions which receive the usual terrestrial channels. The remote control, as with all common 'touch points', have been thoroughly sanitised before your arrival.

Should you require an iron and ironing board during your stay, please ask a member of the team who will be happy to provide these.

Rubber, non-slip bath mats are available in the bathroom and we strongly advise you to use them to prevent slips.

You have both firm and soft micro-fibre pillows in your room. Should you require a feather pillow, please dial '0' and our reception team will arrange delivery of this.

The showers have an emersion switch on a pull cord in the room. This needs to be 'on' for the power shower to operate.

The bathroom mirror light is switched on by either a pull cord in the centre of the mirror or with a sensor located underneath the mirror.

The hotel provides complimentary toiletries and towels for guests during their stay. In an effort to avoid unnecessary ecological impact, please discard used towels in the bath or shower.

Should you require a hair dryer, please call reception on '0'. This will be sanitised and left outside your room before knocking on your door.

Dining at The Swan

The Swan is very proud of the food and service we have on offer here, though we are having to offer a highly restricted menu for dinner and breakfast which at this time can sadly only be taken in your room. Our bars and restaurants are currently not in operation in line with Welsh Government guidelines. We ask you to commit to a certain time for both meals so we can plan accordingly. A take away breakfast option is also available.

Breakfast:

Monday – Sunday 8.00am – 10.00am

Dinner:

Monday – Sunday 6.00pm – 8.30pm

Wifi

Guest wifi is available throughout the hotel free of charge. Please log into 'The Swan at Hay'. This will take you to the launch page, where you will need to fill in your name and e-mail address to access the internet.

Check Out

You will not need to wait at reception for assistance, there will be a key drop off facility available for you by the reception desk. You will receive a receipt from us by email once you have departed.

Late Entry to the Hotel

The hotel normally closes the front door at 11pm. Should you wish to go out for the evening and anticipate a late return, please use the door access leading to our car park.

Night Staffing

At this current time there is not a night porter on duty. However, a member of senior management is residing in the building who is there for your safety in the event of fire alarms or emergency. The direct number is on display in reception.

Fire Safety

In the event of the fire alarms sounding, please leave the building by the nearest fire exit (do not stop to collect personal belongings). Go to the assembly point in the rear car park and do not re-enter the building until the Fire Marshall or Fire Brigade have advised you to do so.

If you discover a fire (and the alarms have not yet activated), shout 'fire' and press the nearest fire alarm call point. Continue as above.

Corridors and Staircases

Given the design and nature of The Swan, it is not possible to provide 'one way' access around the property. Where possible, you should keep left on all corridors to minimise contact with others using the space. Before using the stairs, consider 'calling out' to make others aware of your presence. Please also use the sanitiser at the top and bottom of the stairs. There are also sanitiser stations throughout the building.

Toilet Facilities

Public toilets have been provided with paper towels to dry hands after washing, in preference to using the hand driers. Hands should be dried with the hand towel, the hand towel then allows the toilet's door to be opened without touching the handle and then should be disposed of in the bin directly outside the toilet.

Thank You!

Thank you again for choosing to stay at The Swan. Although these are unusual and troubling times, we sincerely appreciate your business. This is a 'first' for us too, so if we didn't get everything right please let us know. Hopefully though, we may get the opportunity to welcome you back in better times.

Stay safe, take care and all the best for the future.