

Dear Guest,

We are delighted to welcome you to The White House Hotel. This folder should give you a thorough insight about all our facilities and services available. If you have any additional questions or requests please contact one of our team members. We wish you a pleasant stay with us and enjoy your time on Herm!

Afternoon Tea

The White House Hotel's Conservatory Restaurant is serving Full Afternoon Tea 7 days a week from 12 noon - 5pm. We advise early booking as we have large numbers of booking enquiries for this service. Residents are welcome to enjoy this in The Monks bar.

Airport

Guernsey Airport is a 20 minute boat journey and a 20 minute taxi ride. If you would like us to arrange for an airport transfer the reception team is more than happy to help you in this matter. Please allow us 24 hours' notice to ensure the boat times are suitable and the taxi is booked to pick you up.

Allergens

Please make your server aware of any allergen you are susceptible to. All of our team have access to a full allergen journal of all our menus, please take confidence that we have thought of your requirements and will do everything possible to accommodate you in any of our hotel outlets.

Babysitting/Monitoring

If you wish to spend a night alone, we can arrange you a camera/microphone for your children. We may also be able to arrange a babysitter, should this be more appropriate for you. For details please contact the reception.

Bathrobes

We provide bathrobes in all rooms as standard. Please contact reception should you be short of this provision.

Beds

A good night sleep is very important. For this reason our comfortable beds are equipped with a feather, and a synthetic pillow. There are also blankets and additional pillows available in your main wardrobe.

Bespoke Events

The White House is open for enquiries for any events we may be suitable for. We host vocal retreats, yoga breaks, and training residential throughout the year. Although larger parties may find more privacy in the quiet of winter.

Breakfast

Breakfast is served in The Conservatory Restaurant from 8.00 - 10.00 am daily. An alternative may be The Ship Inn's breakfast which is served from 8.00 am - 12 noon; the extensive continental buffet is not available however.

Business Centre

If you would like to send a fax or make a copy, or print a document please contact our Reception Team to assist you.

Car Rental

If you wish for a trip around Guernsey at your own pace please contact reception for further information.

Check Out

Check out time is 11.00 am. The reception will assist you to store your luggage if you would like to spend more time on the island before going to the boat. If you require a later check out or wish to extend your stay please contact reception.

Choice of pillows

We have both feather and synthetic pillows available. As a standard we use both when preparing a room, however an additional pillow of each type is available in your wardrobe.

Herm Island

Life from a fresh perspective

Concierge Service

Our Reception team assists with all your requests and wishes. Table bookings, restaurant recommendations, flower arrangements, boat tickets as well as mailing your correspondence.

Credit Cards

We accept the following credit cards: MasterCard/Euro card, VISA. If you have questions in regards to payment methods please contact reception.

“Do not Disturb”

In the case you do not wish to be disturbed, please leave the “Do not disturb” sign on the outside doorknob. This will communicate to all team members that you do not wish anyone to enter your room, or knock at your door.

Future Bookings

The hotel's season runs from April until the end of October. However should you have an enquiry for a gathering or accommodation request for a group of people The White House Hotel is always open to enquiries at any time of year.

Heating

All our rooms are equipped with radiators which are on a central timer. If you need any assistance or you have questions about the heating please contact our reception for help.

Housekeeping

Our Housekeeping team is at your service at all times. Should you require an extra towel, an extra pillow or any toiletry items please let us know. For extra cleaning service of your room please also contact the Housekeeping team.

Internet

High speed internet connection is available in every room, the WiFi code is Guests180316 for the HotelPrivate network. If you experience any problems with your connection please contact reception.

Iron/Ironing board

An ironing board and iron are located in your wardrobe. If you need assistance please contact Reception.

IT support

If you are having difficulties with your computer, internet connection, etc. please call Reception to helping you out.

Laundry Service/Dry-cleaning

Laundry and Dry-cleaning services are available every day (although dry cleaning is sent to Guernsey and will take 2 days to a week to be returned). Please leave your laundry on the bed in a laundry bag for the Housekeeping to collect and you will receive your freshly cleaned laundry by 6pm the following day. If you require your laundry back the same day, please return the laundry to Reception before 9.00 am.

Linen Change

We change the linen every 3rd night. If you wish to receive a linen change more often, please call the Reception.

Ethical Sourcing

All items found on our menus are rigorously investigated from source to delivery. We do not accept any variances of product other than the high and specific standard we expect. Most of our stock is sourced from Guernsey and the surrounding waters, some of our flora and our oysters are even sourced on Herm itself.

Lost & Found

All found items are stored in our Reception department for 3 months. Please contact our Reception team if you are missing something.

Medical Service/ Pharmacy

If you require medical help please contact Reception. The nearest pharmacy is located in Guernsey, St Peter Port. Please ask Reception for opening times and further assistance. In the event of Emergency medical assistance please call 999 as usual, first. An on island response team will first be notified and Guernsey emergency services immediately scrambled. A call to the emergency contact resident on island would also be appreciated.

Meeting Room

There is a meeting room at your disposal. For a reservation please contact our Reception team.

Tel: +44 (0)1481 750000
Email: reservations@herm.com

www.herm.com

DID YOU KNOW?

The Travel Trident carries around 15,000 passengers to Herm Island each season.

Herm Island

Life from a fresh perspective

Monk's/Resident's Bar

Open: Monday - Sunday, 11.00 am until late. Serving the all day menu and boards from 12noon - 9.30pm. Sandwiches and afternoon tea from 12noon - 5pm.

Newspapers

Daily newspapers are at your disposal in the lobby and bar area, these are The Daily Mail, The Telegraph and The Guernsey Press. Should you wish to order your own newspaper please order with reception before 6pm the day prior.

Personal Hygiene

We have shaving kits, dental kits and sowing kits available at £1.50 upon request. Simply visit Reception and it will be brought to your room. If you need anything else please also contact our Reception team and they will be more than happy to assist.

Public Transport

Please contact Reception to get a bus timetable for Guernsey. There are island circular routes that would make a great day out.

Restaurants

The Conservatory Restaurant

This is our family fine dining restaurant. The restaurant is open 7 days a week for breakfast, full afternoon tea and dinner.

A reservation is very highly recommended.

Open for breakfast from 8am - 10am, full afternoon tea from 12noon - 5pm and dinner from 6pm - 9.30pm.

Open at 6pm for dinner to accommodate our younger guests and family groups, we do request that young children dine in the restaurant no later than 7pm so as not to disturb the quieter ambience of the later evening.

Please be aware that many diners dress formally for dinner, guests are requested to dress in a manner respectful of these guests. A smart dress code is in force.

The Ship Inn

This is a relaxed, family friendly brasserie serving locally sourced fish, prime meats and pub classic with a focus on quality and ethical sourcing. A selection of boards are available which are perfect with a bottle of wine in the sun.

Open from 8am - 12noon for breakfast, 12noon - 9.30pm for our all-day-menu, sandwiches served from 12noon - 5pm.

Room Service

is available from 8am-9.30pm. You can find The Ship Menu in the information folder, which we will be serving as room service also. Please place your order at Reception and a delivery time will be advised.

Safe

We have a safe in reception which guests are welcome to use for any valuable items. You will be asked for a counter signature to the placement and recovery of items placed in the safe.

Sewing Services

We do have a qualified tailor on island. For further information please contact Reception. She does work in the island business so her availability may be limited.

Shoeshine Service

If you wish, our personnel can clean your shoes. This service costs £10.00/pair of shoes. For ordering this service please see Reception.

Shopping in Guernsey

For some tips on where to visit please contact Reception. Our team will provide you with all information about the best shopping-streets and much more local knowledge.

Smoking

Smoking is only allowed in designated outside areas. Please be informed that the hotel is required by law to inform you a maximum penalty of £1,000 for forbidden smoking may be levied.

Sports/Toys

If you wish to do out-door activities, we can lend you some accessories for it, e.g. football, croquet set, sand play equipment etc. For further details please contact Reception.

Tel: +44 (0)1481 750000

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DID YOU KNOW?

You can walk the around Herm in about 2 hours, so long as you don't get distracted at one of our beaches.

Herm Island

Life from a fresh perspective

Swimming Pool

Opening times: Weekdays: 7.30am - 10.00 pm.

Fresh large beach towels are available for you by the swimming pool. All our wellness facilities are free of charge for the hotel guests. The pool is exclusively for guests staying in the hotel.

Children below 14 years must be supervised by an adult at all times. Anyone under the influence of alcohol must not use the pool.

At its deepest the pool is 1.5 meters deep and it is therefore not suitable for diving. Running is not permitted around the pool area.

The pool is heated and to retain the temperature, a cover will be put over the pool from late evening until approximately 7am. The pool must not be used when the cover is in place.

For safety and hygiene reasons, all guests are requested to shower before using pool, and to towel dry themselves before entering the hotel. There are no poolside shower facilities.

You should not use the pool if you have a serious illness or a heart condition, high or low blood pressure, or a respiratory condition. You should also refrain from using the pool if you have a contagious, infectious skin condition or open sores or wounds.

For parents with young children, please use swim nappies whilst in the pool, and ensure they are changed regularly.

Taxis

Please contact our reception team to order it for you. Please allow 12 hours' notice to ensure we can arrange a taxi, they book up quickly.

Telephone Numbers

There are no telephones in bedrooms at The White House Hotel. However should you require emergency assistance after 11pm the Reception phone will be placed on the reception desk free for guests to use.

The emergency contact of the evening will be Robert Letherbarrow, Scott Charlton or Georgiana Anton whom will cover the evenings on a rota basis. Please see the sign on reception for the night's emergency contact.

- UK and Guernsey: dial '9' for an outside line followed by the required number.
- International Number: please dial '9' for an outside line +00 + country code + required number. If you need a country code please contact the Reception.

Wake Up Call/Door Knock

Not to miss your early start in the day, let us wake you up in the morning. Please contact Reception to place your early door knock.

NEW EXPERIENCE?

Join us for one of The Mermaid Tavern's biannual ale and cider festivals in June and September.

Safety Information for Hotel Guests

Procedure in the event of fire

The White House Hotel is equipped with a fire alarm system. All our staff are trained to deal with emergency situations quickly and efficiently. Smoke detectors are installed throughout the hotel as well as in the guestrooms. The hotel also has an electronic internal alarm system that constantly monitors the interior of the entire building and automatically passes any fire alarms onto the nearest Fire Brigade Station. An island response unit is notified as soon as the alarm is triggered, as is a member of the hotel Management, the response should be extremely quick.

In case of emergency

We urgently request that you familiarise yourself with the location of the emergency exits, fire alarm system and fire extinguisher as well including the following Safety Instructions. Please take note of the Emergency Exit Plan which is located at your room's entrance.

Please try to observe the points en route to your room:

Locate the nearest emergency exit to your room. Count and remember the number of doors between your room and that exit. Open the emergency exit door and take a look at the area behind it. Locate the nearest fire alarm and fire extinguisher.

What to do if you notice fire:

If there is fire or smoke in your room, leave immediately. If you are in the corridor activate the nearest fire alarm. Alarm buttons are installed near every stairway and emergency exit. If possible, close all doors near the fire so that it cannot spread. The smoke proof doors in the corridors can be closed using the button next to them. Please do not take any personal risk, only attempt to put out small fires with the aid of an extinguisher, if safe to do so. In case of a large fire, leave building immediately. Please keep calm!

If you notice a fire, please remember the following points:

- Call reception if you can.
- Close all windows and doors.
- Keep calm.

What to do if the alarm is given while you are in your room:

- Leave your room immediately.
- Follow the easiest emergency exit route.
- Fire doors close automatically but remain operational for rescue purpose.

If you leave your room to go to the nearest emergency exit, please proceed as follows:

- Carefully open the door and establish whether there is smoke in the corridor.
- If only a little smoke is visible, make your way as rapidly as possible to the next emergency exit.
- If it is dark, feel your way along the wall and count the doors to the emergency exit.
- Proceed in a crouched position, as the air on the ground is better than on higher levels.
- Never try to go through thick smoke.
- Always remember to be calm.

What to do if you cannot leave your room:

- Call the reception and inform of your situation.
- Remain in your room, if exit is blocked, this is the safest place to be.
- Place wet towels and sheets against the foot of the door to prevent smoke from entering your room.
- Take the curtains down, if the fire reaches the window from outside at least no material will be set alight.
- Keep wastepaper baskets ready for use as buckets so that you can keep towels and sheets at the door wet.
- Make yourself noticeable and wave a sheet at the window as a signal to fire brigade that your room is occupied.
- Remain close to the floor.
- Cover your mouth and nose with a damp cloth to ease breathing.
- Do not break any windows unless necessary.
- Closed windows help to prevent draughts of air feeding the fire.
- Consider your actions carefully and remain calm.

Kindly help us to avoid fires:

- Do not smoke indoors
- Do not use your own cooking and heating appliances
- Thank you for your attention and assistance!

Feedback

The Herm Puffin in your bathroom

We have been told that Herm puffins love to travel, and even better than that, they are extremely photogenic! If you would like to take one on your travels, you are welcome. But please remember to take a picture of your Herm friend and link it to home (Herm Social Media).

Facebook

Herm Island has a thriving, engaged and supportive Facebook following. We would recommend keeping an eye on the Herm page (@hermisland) as offers and competitions are regularly posted for our supporters.

Instagram

Herm Island has a growing community from within Instagram too. Please feel welcome to follow us @hermisland.

Twitter

Herm Island publishes regular Twitter updates, similar to our Facebook page. If you would like to stay in touch with us and be informed of the goings-on on Herm please follow us @hermisland.

Trip Advisor

If you have enjoyed your stay with us on Herm we would very much welcome your feedback on Trip Advisor. The hotel has a couple of listings in the site, but our most commonly referenced are The Ship Inn, Herm and The White House Hotel, Herm. We look forward to reading your comments.

Craig Senior

Craig Senior is Herm's Hospitality Director. If you would like to send additional feedback to any you have left with the hotel management please feel free to email craigsenior@herm.com.

FUN FACT!

The Gift Shop sells 1,750 plush puffins each season, so if you don't see real ones we've got you covered.