



Guest information

We warmly welcome you to The Bank Hotel By The Sea. We want you to feel right at home in our unique seaside setting.

... A few pointers to help you enjoy your stay. Please do not be afraid to ask for anything!

Communal areas

The ballroom is our beautiful breakfast area and communal space for hotel guests. Please feel free to use the room to relax, play some board games & enjoy the view. There is also a cinema screen in the Ballroom, to book a slot or find out when the next film will be shown please ask a member of staff.

Feeling cozy

If you feel chilly and would like extra blankets these can be provided upon request. Alternatively, if there is a warm spell and you would like a fan, then we can also provide this.

Bottled water and fresh milk

Both bottled water and fresh milk for your tea or coffee are provided upon arrival. You can drink the water from the taps. Ice is also available, please ask a member of staff for more information.

Mini Fridge

We do have a few mini fridges available for guests. If you require one please let us know.

Laundry emergencies

If you have any urgent laundry requirements, please contact the manager. If you find that you have been caught in a rainstorm while stomping along the beach then again we can put things in the drier.

Picnics

We would love to prepare a picnic for you to take to the beach. Please contact a member of staff to find out more.

Check in and check out times

Check in: 2pm to 6pm

Check out: 11am

(if your checking in/out times do not coincide with your arrival or departure times then we can look after your luggage so that you can continue to explore the local area or if it is sunny just relax on the beach!)

Items available upon request

If you require any of these items then please buzz us:

- Iron
- Ironing Board
- Extra Pillows

CCTV

For your safety there is CCTV in operation 24/7 around the hotel.



THE BANK
- BY THE SEA -

Safes

We do not have a safe in each room however please do feel free to hand any valuables to the manager to put in the hotel safe.

Data protection

Please see our data protection policy on our website, alongside our other documentation.

Recycling & the environment

At The Bank we take recycling and our environmental footprint seriously. Please use the recycling facilities around the hotel where possible. Reuse – reduce – recycle.

Smoking

The premise is strictly non-smoking. Those who wish to smoke should do so outside.

Address

The Bank Hotel & Bistro
28-29 Grand Parade, St. Leonards-on-Sea, TN37 6DR
Telephone 01424 813696

Keys

Upon arrival you will be given your keys, which will include:

- a room key
- a fob for the front door

Local transport information

247 Taxi Company - call 01424 247247

Town Trip Taxi Company - call 01424 447070

The nearest bus stop is one minutes walk from the hotel (next to the statue of Queen Victoria). Route number 20 takes you to Hastings Town center and 98/99 takes you to Eastbourne. For a more comprehensive bus timetable, please look online.

What's happening locally?

Each morning we will provide you with an information sheet that will give you some ideas of what may be going on locally and at the hotel - so there is no reason to be bored!

Alcohol

The hotel has an alcohol license, but can only serve people who are 18 years old and over. We may need to ask for ID, please do not take offence!

Reviews

We would appreciate it if you could take the time to post a trip advisor review about your stay with us. We hope you enjoy your stay with us.

Need help with translation?

We might struggle a little with having a limited amount of bilingual staff on-site - however don't panic... we have staff just up the road that speak around 6 different languages, so we should have all bases covered just in case. Please ask for help with translation at reception.

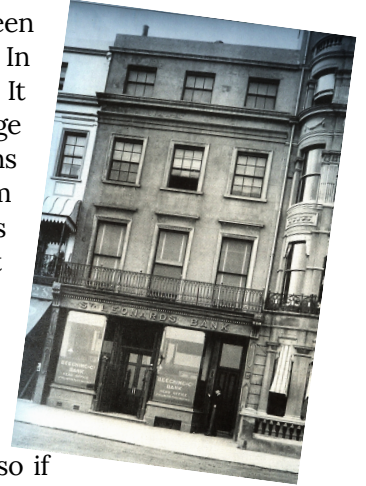


A silent sleep.

We have popped some ear plugs in your room to silence any background noise so that you can have an amazingly peaceful sleep, and be able to wake fresh and ready to explore the beach and enjoy Hastings.

The Bank has a story

The Bank has a rich History. Grand Parade was built by some of James Burton's workmen as an independent project and originally called Adelaide Place because Queen Adelaide spent the winter at number 23 in 1837. In 1899 our building was used as St Leonards Bank. It has also been a solicitors office and a language school. Today you find that some of the bathrooms are the actual walk in safes. In the Bank Ballroom you will note that the beautiful glass ceiling has been covered over. This, it is said was blacked out during the war so that the gentleman of the day could have their nightcaps but not create any light pollution while doing so. The building survived the coastal bombings (next door was not so lucky) and just out of the Ballroom window you will see a small gunners bunker. Also if you take a stroll up to Warrior Square, look carefully and you will see that Queen Victoria was not so lucky – try and find the bullet hole!



If you have any special requests or require assistance please contact us at the reception or call us on 01424 813696 and we will endeavour to meet your needs. We hope you will enjoy your stay with us.

Internet & technical queries

If you have any technical issues then please do let us know. We do not supply any power invertors.

Wifi name: The Bank

Wifi password: InOmniaParatus

The 5:30pm sundowner

Complimentary winter warmer glass of sherry, served by our in the ballroom daily. Please join us.

Overnight

From 6pm the main door will be locked. Please use your key fob to enter the hotel after this time. After 6pm (or in an emergency), to contact a member of staff, please call 07736074992.

Emergency Information

For minor injuries, a first-aid kit is kept at the reception desk at the bottom of the main staircase.

For serious injuries or medical problems

If there is an emergency the Fire Service, Ambulance or Police can be contacted by calling 999. If you have a medical problem that is not urgent but require advice please call 111.

Nearest Hospital (10 mins drive)

The Conquest Hospital, The Ridge, Hastings, TN37 7RU (4.5 miles) 0300 1314500.

Nearest Pharmacy Station Plaza Health Centre, Station Approach, Hastings TN34 1BA



Emergency Dentists – 01424 850792 .

Appointment phone line live from 6.30pm to 10.30pm with appointments between 7.00pm to 9.00pm.

Fire Assembly Point

Please familiarise yourself with the fire exit route plan positioned by the door of your hotel room. If the fire alarms sound when you are in or around the hotel premises, please follow the fire exit route to the fire assembly point, which is in the main car park. If you discover a fire, please press the nearest fire buttons around the hotel & immediately inform a member of staff. Do not attempt to tackle the fire yourself.

Breakfast

The most important meal of the day! A complimentary breakfast is included in your stay. One of the breakfast options is a bedroom basket so you can relax in bed and have your breakfast brought to your door. If you require this service then please do let the staff know before you go to bed.

We have a bespoke menu however there is also an amazing choice of restaurants in St Leonard's for you to choose from.

Breakfast – weekdays: 7.30am-10.30am

Breakfast – weekends: 8am-10.30am

Breakfast options

The Full English – full as this is how you will feel after it!

Eggs (your way), bacon, sausages, beans, mushrooms, sliced tomatoes & fried bread, toast, butter and preserves, tea or coffee, juice

The American – power punching, calorie packed!

Eggs (your way), bacon, sausages, Belgium waffle, tea or coffee, juice

The Continental – for the guest on the go!

Croissant with butter and jam, Danish and yoghurt, tea or coffee, juice

The Low Calorie – for that healthy start to the day!

Fresh fruit, yogurt and muesli, tea or coffee, juice

The Breakfast basket – for the lazy morning

(Delivered to your room – for this option please book the night before)

Fresh fruit, yogurt and muesli

Paper bag Breakfast – to eat in or to have on the go

Baguettes and Sandwiches: Bacon, Egg or perhaps Sausage

Good old-fashioned porridge oats available

Cereals and other goodies on the side also available

Menu – food & drinks

The in house menu can be found in the ballroom. Please refer to the menu for food, soft drinks, beers & wine.