

IHG® Welcome

Your Guide to a perfect stay

Our Guest Service team are available 24 hours a day to help make your stay memorable, just dial '0' from your in room telephone to be put through to a member of the team. Alternatively, please contact us directly on 07775 503 954.



Staying connected has never been more important.

Stay connected with our complimentary high-speed Wi-Fi, just select "Crowne Plaza Reading Wifi" sign in with your email address and press click to connect.



Revive Health Club

Access to our Revive Health Club is included in your stay. Opening hours are
Monday - Friday 06.30 am to 22.00pm
Saturday - Sunday 06.30 am - 20.00pm.
Under 16's hours are 09.00am - 12.00pm and 15.00pm - 18.00pm, every day. Facilities available include a 17-metre swimming pool, jacuzzi, sauna, steam room and fully equipped gym. No pre-booking is required to use these services.



Breakfast

Please join us in the morning for breakfast, designed to give you a safer and yet still satisfying start to your day. Available 06.30 – 09.30 Monday to Friday, and 07.30 – 10.30 Saturday, Sunday and Bank Holidays. Please see traffic light system for busy periods.



Left something at home?

Not to worry, we have a variety of items available for collection from our Reception. Whether you forgot your toothbrush, need extra towels, or just ran out of tea and coffee, pop down to reception, we've got you sorted.



Simple Checkout.

Check out has never been simpler – just drop your key in the drop box on reception. Check out is by Midday, late check out is available for our IHG members please do not hesitate to contact frontdesk if you need a little longer.



Something to eat?

Our restaurant has reopened as per government guidelines. Join us from 12.00– 21.00, 7 days a week. Please ensure you book a table at the bar, to avoid disappointment. Food and drink is also available on our river side terrace, weather permitting!



Other Points.

Smoking – A £100 charge will be applied for smoking in your bedroom. We will be pleased to direct you to one of the outside areas on the ground floor.

Club Lounge – We are pleased to welcome our guests that have booked an Executive Balcony Room, Suites or Executive Room have access to our club lounge. This facility is available 24 hours a day to those entitled within their room booking. Canapes are served at the Club Lounge while Alcoholic Drinks will be served in the Bar from 1730-1930. Soft Drinks are available in the Lounge daily. Members are entitled for 3 drinks per day / per voucher.

For room service, please dial '2334' from your in-room telephone to place your order.



Thirsty?

Pop down to our bar before 23:00 to enjoy them sat in the bar or order your drinks back in your room. Drinks after 23:00 are available for room service only.



Housekeeping Rules & IHG Clean Promise

We understand how important cleanliness is to you, and as an IHG branded hotel, we deliver the IHG Clean Promise. Should your room not be cleaned to your satisfaction, please contact the front desk (dial "0" from your in room telephone) immediately – we promise to make it right – that is the IHG Clean Promise.

As an additional level of precaution, and to ensure we can safely service your room during your stay with us, we will be servicing your room while you are not in the room. Rooms will be serviced as standard each morning. If you wouldn't like your room to be serviced, please place the "Do Not Disturb" sign on your door.

To encourage a "Greener Stay" IHG Members staying two or more nights that choose not to have their room serviced, will be rewarded with 500 Rewards Points onto their account.

IHG® Hotels & Resorts

KIMPTON®
HOTELS & RESTAURANTS

Regent

HOTEL
INDIGO®

CROWNE PLAZA®

HUALUXE
華邑酒店及度假村®

Holiday Inn

Holiday Inn
Club
Vacations

INTERCONTINENTAL

VOCO™

STAYBRIDGE
SUITES

CANDLEWOOD
SUITES

avid

EVEN HOTELS

Holiday Inn
Express

IHG®
Rewards
Club