
Guest Rooms

Many, though not all, estates have a guest room. Some are large, well equipped rooms with lounge areas, kitchenette and en suite bathroom facilities whilst others are simple rooms with limited bathroom facilities only.

Originally, guest room facilities were provided for the use of relatives and friends of residents, with priority given to relatives of residents who were unwell.

The charges and terms for each guest room are set through consultation with residents on individual estates as part of the Local Agreement.

Priority Use

Priority use of the guest room is usually given to relatives/carers of residents who are unwell or when a partner dies. This enables relatives or friends to provide direct support or comfort to the resident. In such circumstances, bookings made by other visitors can be cancelled at short notice. If the guest room is already occupied, then 24 hours notice to vacate the room would normally be given.

Guest Room Availability

Residents may decide as part of the Local Agreement whether the guest room is available, for example:

- only to relatives and friends of residents on the estate *or*
- to relatives and friends of residents at nearby estates *or*
- to all Hanover residents *or*
- to Hanover staff and Board members *or*
- to other visitors not connected with Hanover

Other Arrangements

As part of the Local Agreement, residents may also decide:

- maximum booking periods
- nightly charges
- arrival and departure times
- whether pets can be accommodated
- whether children can be accommodated
- access arrangements
- bed linen and laundry arrangements
- cleaning arrangements

Booking on Your Own Estate

If you are interested in booking the guest room at your own estate, you should contact your estate manager who will explain

the booking process and the details of the terms and conditions of guest room use.

Other Estate Bookings

If you are interested in booking the guest room at another Hanover estate, please ask your estate manager to consult the National Guest Room List or contact the selected estate directly to see what guest rooms are available in the geographical area. Details of suitable guest rooms can then be provided and you can make your booking directly with the manager of that estate.

Guest Room income

Charges from guest rooms count as income for estates. Any profit from guest room income is credited to the service charge.