

# *Welcome to Lavinia House, Whitby*



Welcome to our Guest House in Whitby. It is an ideal base for discovering the coast, the North Yorkshire Moors, and the narrow streets of this delightful historic town. There is something for everyone and we hope your stay with us will be a pleasant one.

Lavinia House was built in the 1850's, and although retaining its character and features of the original dwelling it offers the comfort and standards expected in a well modernised guest house.

The house is situated at the top of the Khyber pass and enjoys views of the sea, is close to all local amenities and offers friendly, relaxed hospitality to all guests.

Whitby's skyline is dominated by the ruins of St. Hilda's Abbey, high on Whitby's East Cliff. Spreading below Whitby, a maze of alleyways and narrow streets run down to the busy quayside.

From the old town of Whitby, 199 steps lead up to the parish church of St. Mary, whose churchyard on Whitby's East Cliff gave Bram Stoker the inspiration to write his world famous book, Dracula

Whitby is situated on the Yorkshire Coast. To the south lie the coastal villages and resorts of Ravenscar, Scarborough, Filey and Bridlington. All these are well within a short drive from Whitby.

## **Guest House Information**

### **Meals**

Lavinia Guest House is an accommodation only property and we kindly ask that no food to be brought onto the premises.

### **Bedrooms**

Please vacate your rooms by **10.00am** on the day of departure, to enable them to be serviced for incoming guests.

It is requested that any accidents be reported as soon as possible so that the appropriate action or repairs may be carried out for your convenience.

### **Free WiFi**

Network: Lavinia House

Password: 3Eastcrescent

### **Keys**

Please ensure that you leave your keys with Lyndsey or Mark on the day of your departure. Should a set of keys be lost, a charge of £50 will be incurred. This is to cover the cost of a new lock, keys, key fob, key tag and the labour to fit the new mechanism.

### **Night Emergency Calls**

Should you require any assistance during the night, please ring the night bell situated along the passageway from the office.

### **Smoking**

Lavinia House is a strictly no smoking establishment and it is an offence to smoke on these premises. Anyone who smokes will be asked to leave immediately and charged £50 for additional cleaning of the room.

**Guests returning to Lavinia House after 10.30pm are requested to consider other guest who may be asleep. Guests are reminded that no overnight visitors to guest rooms.**

We hope you enjoy your stay at Lavinia House and your feedback would be appreciated.

### **Telephone number:**

Whitby Medical centre: 01947 820888 Whitby Hospital: 01947 899200 Dentist: 01947 602040


Police: 0845 6060247

Lyndsey & Mark



Dear guests, on your keys you will see the black Yale fob, this replaces the need to enter the code in the lock. Just place the fob against the screen on the door lock and wait for the beeps, and then you can turn the silver knob and push the door open.

TV - Bedroom televisions have Freeview digital channels with a built in DVD player. One remote control operates both the TV and DVD player.

Internet  is available to all of our guests free of charge.

Should you require any extra toiletries, tea, coffee or milks please just ask.

**HELP SAVE THE ENVIRONMENT.**

We are committed to protecting the environment by saving any unnecessary washing of laundry. You can show your respect for nature and help save the environment by reusing your towels during your stay.

## Parking

# Parking Permit

Only scratch off the year, month and first day of your stay. The permit is valid for a maximum of 4 days. Do not scratch off any more days as this will invalidate the permit.

Put your vehicle registration in the box next to the W. You are now good to go and can park in the **W** zones.

NB. Lavinia House accepts no responsibility should any parking tickets be issued to guests.

Using a coin scratch off the Day, Month and Year to show your arrival. Please leave the ticket, this side up in your vehicle.



A great place to live. work & play  
**Scarborough Borough Council**  
4 Day Scratch Card  
Holiday Accommodation  
Visitor Parking Permit

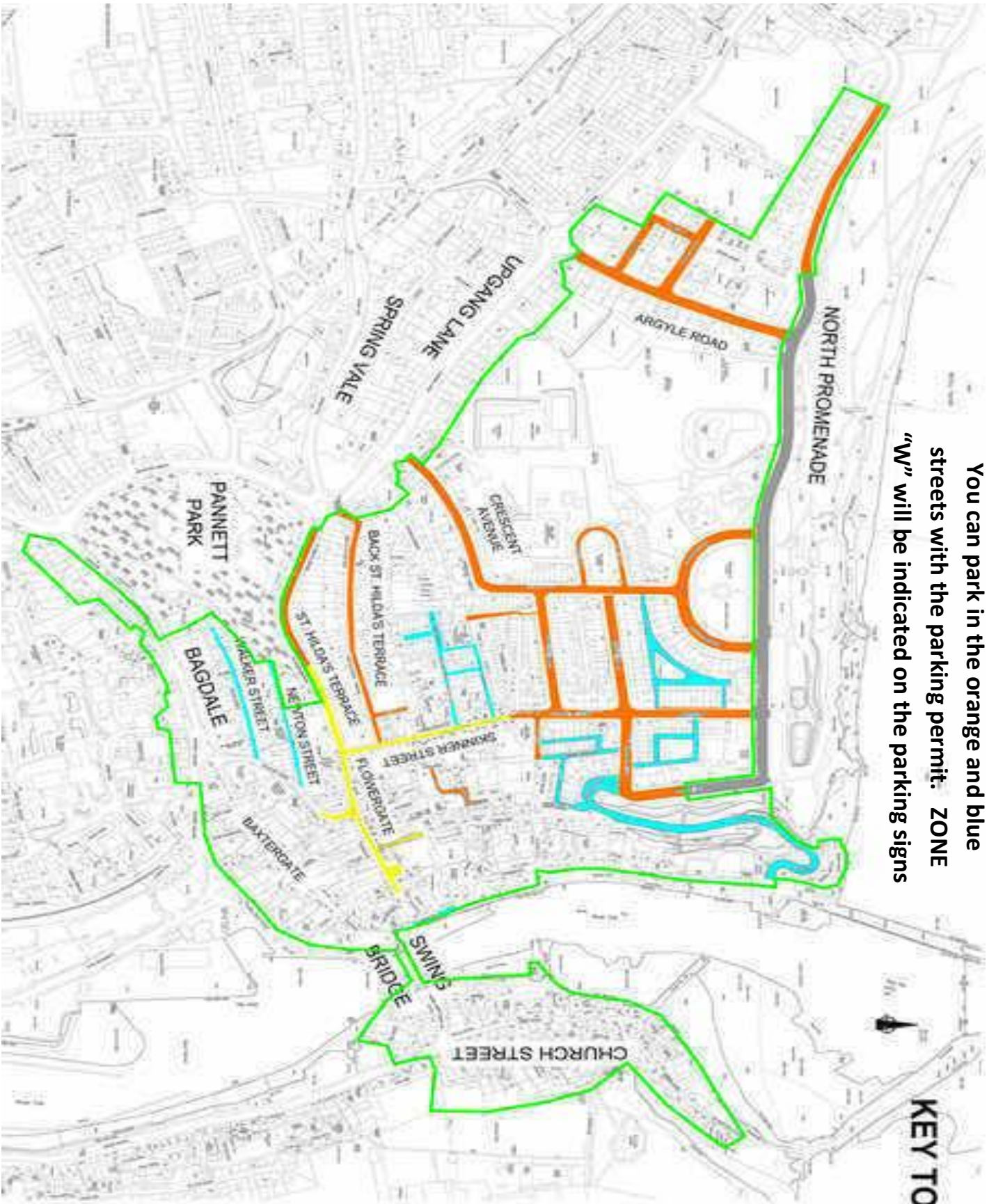
YEAR	2018	2019	2020	2021			
MONTH	JAN	FEB	MAR	APR	MAY	JUN	
	JUL	AUG	SEP	OCT	NOV	DEC	
DAY	1	2	3	4	5	6	7
	8	9	10	11	12	13	14
	15	16	17	18	19	20	21
	22	23	24	25	26	27	28
	29	30	31				

Scratch off only 1 box for year, month & date

ZONE No.	<b>W</b>	VEHICLE REG. NUMBER
		Your Reg
NOT TRANSFERABLE		
HOLIDAY ACCOMMODATION NAME		
Lavinia House		
H 7046854		

Permits are valid for a maximum of 4 Days until 10.00am the day after expiry.  
This permit is invalid if not correctly validated. For how to complete see... Failure to comply will result in a Penalty Charge Notice being issued.

You can park in the orange and blue streets with the parking permit. ZONE "W" will be indicated on the parking signs



### KEY TO PARKING TYPES

- Approved zone boundary. (All properties within zone eligible for permits)
- Permit holders and 2 hour disc parking
- Permit holders only (no disc parking)
- 1 hour disc parking (no permit holders)
- Pay and Display area.

## **Terms and conditions**

### **Reservations / Confirmation**

All accommodation reservations must be confirmed at the time of booking by either providing a valid credit/debit card guarantee, deposit or full prepayment. By issuing the credit/debit card details the booker is giving Lavinia House permission to take payment from the card if a reservation is cancelled or if an account is left unpaid, according to the terms of the booking. Lavinia House does not hold provisional bookings. Once a reservation has been confirmed Lavinia House will confirm the reservation by email, unless otherwise agreed by another suitable method.

### **Lost keys**

For future guest's security, when a key is lost, the lock will need to be replaced. Therefore a charge of £50 will be incurred for each set of lost keys. This is to cover the new lock, keys, key fob and keytag. This sum also covers the labour to fit the new mechanism.

### **Smoking**

Whilst smokers are very welcome, there is a **no smoking policy** throughout the guesthouse. You must not smoke in our Guesthouse or interfere with our fire detection system. If you do so, we will terminate your booking without refund and reserve the right to require you to leave the guest house immediately. You authorise us to charge you any costs we incur if you smoke or cause damage in our Guesthouse including costs for specialised cleaning (to make the room fit for sale as a non-smoking environment) and the cost of the room for any time period that it is unusable. You authorise us to charge this amount to the payment card used in your booking. We may also refuse to accept bookings to the Guesthouse you in the future.

### **Damage**

Any damage should be reported as soon as possible to allow us to repair as necessary to avoid any unnecessary disruption. The guest shall be responsible to the Guesthouse for any damage caused to the allocated room or furniture, furnishings (bed lining, cushions and curtains etc) and equipment therein or to the Guesthouse. The guest shall pay Lavinia House the amount required to make good or remedy any such damage up to an unlimited amount. This includes damage discovered after your departure. You authorise us to charge you any costs we incur if you cause damage in our Guesthouse including costs for specialist cleaning, repair and renewal, the cost of the room for any time period it is unusable, and any other inconvenience caused. We may refuse to accept any bookings from you in the future.

### **Removal of Guesthouse property**

You authorise us to charge you any costs of replacing any items (towels, bed lining, hairdryer, kettle, TV etc) that are removed from the premises without consent, this includes items discovered as missing after you have departed. The charge will be the full amount to replace the missing items, including any carriage charge.

### **Takeaway food**

Takeaway food is not permitted in the bedrooms as odours and stains are difficult to remove. Guests failing to comply may incur an additional charge to cover extra cleaning and/or damage caused.

### **CCTV**

In the public areas of Lavinia House CCTV may be in operation and video recordings may be made including audio. This activity is carried out for the security of staff and guests.

We apologise if any of the conditions above offend, but due to a small minority we find ourselves in a position where we have to protect our business and the safety and wellbeing of our guests and staff.

Thank you for your understanding.

## **Places to eat in Whitby**

*Below are just a few of the eating establishments local to us*

**Rusty Shears:** A vintage tea room which as well as serving main meals, Rusty Shears does an excellent choice of breakfast menus. Great sharing platters and the best key lime pie money can buy, with the added bonus of a huge collection of Gin on offer.

A lovely quaint place for something to eat, and Booking is highly recommended. 4 Silver street, Whitby. Tel: 01947 82511



**The Singing Kettle:** Tucked away in Angel Yard, which is just in between Baxtergate & New Quay Road, Singing Kettle is a very popular Café, offering fresh home-cooked food, which is very popular with Visitors and Locals alike. Angel Yard, Just off Baxtergate, Whitby. (At the side of Weatherspoon's Angel pub) Tel: 07985 238046



**Cranberry Swamp:** Cranberry Swamp is a cool stylish cafe located at 24 Skinner Street, Whitby North Yorkshire. They specialise in gluten free food but do offer a choice of bread for those of you who love your toast! 24 Skinner Street, Whitby. Tel: 01947 228080



**Skippers Café:** A local Whitby Café with food ranging from the Full English Breakfasts, Lunch, Fish and Chips to Man vs Food Challenges. 5 Haggergate, Whitby. Tel: 01947 606696



**Humble Pie & Mash** – is exactly what it says, a tin plate with a generous helping of homemade pie with various fillings, mash, gravy and pea's. A quaint little place that will take you back in time. 163 Church St, Whitby Tel: 01947 606444



**Abbey Wharf** – a personal favourite of ours, a bar/restaurant right on the water's edge. Over the swing bridge and hang a left down to Market Place. Tel: 01947 600306



**Harry's Lounge Bar and Brasserie** – just a couple of minutes' walk down to Pier Road, Harry's offer a great view to watch the world go by and enjoy a meal or drink from.

10-11 Pier Road, Whitby Tel: 01947 601909





**The Marine Bar and the Moon and Sixpence**, both coffee shop/bar restaurant, are again on the waters edge. Lively coffee shop bistro by day, and by night a bar restaurant, the Marina bar having a live pianist most nights playing soft jazz. The Moon and Sixpence can be very lively at night with a great atmosphere.

Marine Parade Whitby. Marine Bar Tel: 01947 605022 Moon and Sixpence Tel: 01947 604416



**The White Horse and Griffin**, if you're a steak lover, then this is one to try for the fabulous 28 day hung sirloin steak. Just over the swing bridge turn left onto church street and it's on your right. 87 Church St, Whitby Tel: 01947 604857



**Ditto Restaurant** – Just on the corner of Skinner Street is this fabulous little restaurant, highly rated and it is advisable to book. 26 Skinner St, Whitby Tel: 01947 601404



**Mademoiselles** – A French-style Café Bistro, that as well as being a nice sitting for having a coffee and slice of cake, this establishment produces fabulous, French cuisine. They also offer vegetarian, vegan and gluten free dishes. 1 Skinner St, Whitby Tel: 01947 602970



**The Willow Branch** – A licenced coffee bar which is a great place to visit for a light lunch or an afternoon tea. 5a, 5 Golden Lion Bank, Whitby Tel 01947 825060



Nobody comes to Whitby and goes home without having a plate of fish and chips. There are many good fish restaurants and takeaways to be found in the town. The ever popular Magpie café and takeaway, the award winning Trenchers, the Quayside, the Fishermans Wife, Mister Chips are to name but a few.

