

Guest Information Directory

We hope the following information will answer any questions you may have about the hotel, our services and the local area.

If you have any further questions please do not hesitate to ask any member of the team.

In Room Amenities

Bedrooms are equipped with televisions which receive channels

Should you require an iron & ironing board during your stay, please ask a member of staff who will be happy to provide these.

Rubber non-slip bath mats are available in all rooms. Please use them for safety reason

The showers have an emersion switch on a pull cord or switch in your rooms. This needs to be on for the power shower to work.

The bathroom mirror light is switched on either by a pull cord in the centre of the mirror or with a sensor located underneath the mirror.

The hotel provides complimentary toiletries and towels for guests during their stay.

Wifi

Guest Wifi is available throughout the hotel free of charge.

Please log in to; **The Swan at Hay**

This will take you to a launch page, where you will need to fill in your name and email address to access the internet.

Check In / Check Out

Residents may check in from 3pm onwards; earlier by prior arrangement.

We ask residents to check out of their rooms by 11am on the date of their departure to allow us time to complete service for the next occupant.

Late Arrival (Late Entry to the Hotel)

Should you wish to check in after 10pm we request that you give us some prior warning, so we can anticipate your arrival

The hotel normally closes the front door at 10pm.

Should you wish to go out for the evening and anticipate a late return, the back door to the car park is open for residents to use 24 hours

Telephone

External calls can be made by dialling 9 before the number you require. To speak with reception, please dial '0'.



To call other rooms in the hotel, please press '2' followed by the room number. Eg. to call room 1, dial '201'.

Pets

We are happy to accommodate well-behaved dogs with their owners for a small charge of £15 per stay

If you wish to leave your dog in your room for a short time, we request that you bring a crate or cage for them. Dogs not left in a cage or crate must not be left unattended in your room, nor are pets allowed to sit on the furnishings including the bed and sofas.

The Market Bar, 1812 Bar and Snug area in the hotel allows well behaved dogs into; we do however not allow them on the furniture. They must also be kept under control and on a lead by the owners. The garden room is the only area we sadly do NOT allow pets.



Tourist Information

Hay on Wye - Oxford Road 01497 820144

www.hay-on-wye.co.uk

Hay Festival Box Office/Enquiries 01497 822629

General

Chemist – High Town 01497 821459

Doctors Surgery, Forest Road 01497 822100

Dentist (Private), Oxford Road 01497 820421

Dentist (NHS), Oxford Road 01497 822730

Optician, Backfold 01497 821260

Hay Vets, Forest Road 01497 821260

Post Office – High Town

Taxis

The hotel can arrange a taxi service for you upon request. Please ask a member of staff at reception.

Alternatively, please call;

Booktown Taxis 07881 726547

Hay Taxis 07974 106656 / 01497 820444

A2B Taxis 01874 658899

Markets

Hay Market - Every Thursday from 9am.

www.haymarkets.co.uk

Abergavenny – Tuesday, Wednesday, Friday, Saturday

Brecon – Tuesday/Friday

Builth Wells - Monday

Crickhowell – Thursday

Hereford – Wednesday/Saturday

Dining Times

Breakfast

Monday to Sunday: 8am-10.00am

Lunch

Monday to Sunday: 12:00-2:30pm



Sandwiches and Light Bites: served daily 12:00pm-8:30pm

Evening Dining

Dinner is served from 5:30pm – 20:30pm

Bars

We have our Market Bar and 1812 Bar. Both bars are the perfect place to relax and enjoy a drink with us. Our bars are open 24 hours to residents.



A brief history of the hotel

The earliest known reference of the building dates back to 1771, but had always been popular during the 18th century, not just as an inn but as a post, auction and coach house. The building was originally called the 'White Swan' and is one of the oldest pubs in Hay on Wye. In 1812, the Swan was rebuilt as a coaching inn.

It is not known exactly when the 'Swan Inn' became the 'Swan Hotel' that it is still known by today.

In more recent times, Hay on Wye has become internationally known as the 'Town of Books' thanks to the Bi-Annual Hay Literary Festival. With such a popular festival and a 'secret' recording studio, come some very big names in literature, music, television and politics to name a few.

Guest names include – Music Mogul, Oasis band manager and hotel regular Alan McGee, Bob Geldof and the Boomtown Rats, Hollywood movie star Kathleen Turner, Nobel Prize winning poet Seamus Heaney, and British comedian and actor Jonny Vegas who enjoyed himself so much, he extended his stay!

The Swan Hotel, was purchased in October 2015 by a small hotel group 'Interesting Hotels' and became the third hotel in the company with sister Hotels including Llangoed Hall, just 9 miles away and Sudbury House in Oxfordshire. Our other Sister hotels are Hawkstone Park in Shropshire, Poets House in Cambridgeshire, Chateau Rhianfa in Angelsey & Hellidon Lakes in Northamptonshire.

The company has undertaken a substantial refurbishment programme of the building to bring the hotel back to its former glory of a comfortable Coaching Inn and Hotel whilst making it the pinnacle of places to stay in Hay on Wye.

In our lounge area beside the Garden Room and in the hallways near reception the artwork on display was purchased from The Lion Street Gallery, and is by Welsh artist Jonathan Trimm detailing the Brecon Beacons and Wye Valley. The Welsh Cob in our Market Bar is a piece by famous Welsh artist Aneurin Jones.

Throughout the hotel, we have a selection of books that we purchased from Hay on Wye Booksellers. The owner of this shop, who now has Europe's largest collection of second hand books, began by selling books over 40 years ago on a table, which is now our 1812 bar.

