

Hunt out advice & answers

Arrival

How will I know where to go?

When you arrive at the Resort please make your way to the Resort Hotel Reception where our team will welcome you and your relaxing break will begin.

For directions to The Celtic Manor Resort, please visit celtic-manor.com

What time can I check in?

We offer guaranteed check in at 4pm. You are most welcome to arrive earlier in the day and enjoy the facilities here at The Celtic Manor Resort.

Do I need to bring any documentation with me?

Please ensure that you bring your booking confirmation with you, along with (for international guests only) photographic identification in the form of a passport or driving licence.

Can I park my car at my lodge?

There are two parking spaces outside each lodge. Should your party have more cars than this, you may use the Twenty Ten Clubhouse car park. Please note that guests currently need to arrange their own transport between our hotels, clubhouses, Hunter Lodges and other facilities. A limited evening shuttle service is available for guests with a dinner reservation at one of our resort restaurants.

I'm playing golf during my stay – can I leave my clubs in my lodge?

Yes, your golf clubs may be stored in your lodge.

Can I charge items to my lodge during my stay?

We can set up the billing for your lodge either to allow guests to charge to individual bedrooms or to the lodge as a whole, giving you the flexibility to pay your bill as you wish. Please note that a credit card will be swiped for pre-authorisation on check in for £100 per night of your stay. The Celtic Collection no longer accepts cash or cheque payments at any property or venue. All payments can be made either by card or via our mobile app only.

Accommodation

What electrical equipment is in my lodge?

Each of our Hunter Lodges is equipped with the following items as standard:

- Dishwasher with two complimentary tablets (additional tablets may be purchased if required at a cost of £2 for two tablets)
- Fridge freezer
- Toaster and kettle
- Oven, hob and microwave
- Iron and ironing board
- Music system with docking station and wireless Bluetooth technology in the living room
- Alarm clock in each bedroom
- LED televisions in each bedroom, the den and the living room
- DVD Blu-Ray player in the living room
- Complimentary WiFi throughout the lodge

Please note that there is no washing machine in the lodge, laundry services are available for an additional charge.

What else is provided?

Bed linen, bath and hand towels are supplied in each lodge, along with slippers and robes. Additional towels are available in the main bathroom for use in the sauna and hot tub. Tea towels, kitchen roll, bin bags and toilet rolls are also provided for your convenience, along with one complimentary basket of logs for use with the log burner.

Are there any toiletries supplied?

Each individual bedroom has one Elemis shampoo, conditioner, shower gel and hand wash. We advise guests to bring all other required toiletries with them.

What happens if I break something during my stay?

Whilst we do not charge a deposit, any breakages will be charged to your bill following departure.

Will my waste be recycled?

Recycling facilities are provided on-site at the Resort. Please ensure that you empty your bin and place your rubbish in the communal bins provided in a central location near to your lodge.

What equipment is provided for small children?

We are able to set up your lodge for small children by providing travel cots with bed linen and high chairs in the dining area, at no additional charge. There is no other equipment provided in the lodges.

Will my lodge be serviced daily?

Towels will be refreshed in your lodge on Monday, Wednesday and Friday. Should you wish to have your lodge serviced daily, please inform our Reservations Team who can include this in your booking for an additional charge of £80 per day. This will include your beds being made (please note that bed linen will not be changed), bathroom tidied, towels refreshed and bins being emptied.

Can I bring my pet?

Unfortunately no pets are allowed to stay in our Hunter Lodges, with the exception of guide dogs.

Are Hunter Lodges accessible to disabled users?

All of our lodges are accessible for wheelchairs users via a ramp. One of our lodges has been specially designed to provide two ground floor bathrooms with accessible showers. This lodge is also designed and furnished to provide an environment which is as close to 'allergy-free' as practically possible.

Can friends visit us?

While friends are welcome to visit for the day, guests are reminded to ensure that they are abiding by Welsh government guidelines, particularly in terms of the number of households and 'bubbles'. Please note that all visitors must depart by 11pm. After this time only Hunter Lodge residents may remain in your lodge.

Hunter Lodge Facilities

What other facilities are available in the lodge?

In each lodge, there is a sauna and hot tub available for use by adults in the party. Children under the age of 16 years and pregnant ladies are not permitted to use the sauna or hot tub. Please refer to the safety guidelines available in the lodge before using the facilities if you are unsure.

Please note that we empty, clean and refill all hot tubs after every stay, therefore your hot tub may take up to 12 hours to reach the required temperature.

Is there a log burner available to use in the lodge?

There is a fully functional log burner available for your enjoyment. Logs can be purchased at a cost of £18 per basket to include firelighter and matches.

Please note that naked flame candles are not permitted to be used either inside or outside our lodges

Are there any other facilities that can be provided to enhance our stay?

On the first floor of the lodge there is an additional multi-purpose room (approx. 12m²) which can be set up as follows:

- Chill Out Snug – the standard set-up for all lodges, including four beanbags and a television
- Additional Bedroom – extra space to accommodate two children aged 13 years and under (with a double sofa bed)

What facilities will we have access to at the Resort?

You will have access to all of the facilities that the resort has to offer, subject to opening times and availability. For more information, please visit celtic-manor.com.

Transportation

How do we get to other parts of the resort?

Please note that guests currently need to arrange their own transport between our hotels, clubhouses, Hunter Lodges and other facilities. A limited evening shuttle service is available for guests with a dinner reservation at one of our resort restaurants.

Are we able to hire a golf buggy for the duration of our stay?

Buggies may only be hired by those playing golf for the duration of their round. Due to the nature of the Resort and the internal traffic management plan, we are unable to allow guests to hire golf buggies to drive around the Resort.

Are mountain bikes available to hire?

We do not currently offer this service but please feel free to bring your own mountain bikes to the Resort.

Dining

What is supplied in my lodge for arrival?

A welcome pack including tea, coffee, sugar, sweeteners and milk will be supplied for your arrival.

Is there somewhere to purchase groceries on site?

There is no convenience store on site.

Can I buy a cooked breakfast instead of cooking in my lodge?

Yes – guests are welcome to enjoy a full Welsh breakfast at the Celtic Manor Golf Club or The Olive Tree restaurant. Charges for breakfast can be billed to your lodge account and settled upon check out. All guests are required to pre-book breakfast reservations by scanning the QR code provided on check-in.

Can I order takeaway from off site companies?

No – takeaway vehicles are not permitted on site.

Will there be a barbecue that we can use?

No, we regret that barbecues are not permitted at our lodges.

Can I arrange for a chef to cook for me in the lodge?

Due to COVID-19 safety guidelines, we are not currently able to offer this service.

Activities

Which facilities can we use whilst we are here?

All Resort facilities are available to you during your stay. Advance booking is required for all activities including golf, spa treatments, adventure activities and restaurant dining. We would advise booking these well in advance to avoid disappointment.

Can we use the swimming pool and leisure facilities?

The facilities at Dylans Health and Fitness Club are the closest option and ideal for guests staying at our Hunter Lodges.

Can I arrange to have a babysitter?

Due to COVID-19 safety guidelines, we are not currently able to offer this service.

Departure

What time must I leave my lodge?

Check-out time is **10am**. Please note that a late check-out facility is not available and full nightly charges will apply in the event of late departure. Please leave your lodge by 10am and check out at the Resort Hotel Reception prior to departing.

Can I use the facilities after I have checked out?

Yes, please feel free to use the facilities for as long as you wish.