YOUR SPECTACULAR STAY

The fun starts here!
On your arrival

Food
Drink
Theme Park fun
Golf
Waterpark
Spa
Events
Gifts
Terms and conditions

Check In

On your arrival at the Alton Towers Resort, please feel free to take advantage of the complimentary car parking for all hotel guests. Our aim is to have your room ready by 3pm, however if you arrive early we are happy to store your luggage for you, so you are able to take advantage of the early ride time* and escape into the wonderful world of the Alton Towers Resort. Check out is at 10am.

Disabled Access

The Resort has disabled access and we have car parking for disabled guests at the front of the hotels and at the main entrance to the Theme Park. Call us on 0871 222 1100† before you arrive if you have any special requirements or ask at Reception for further assistance.

Essential Extras

If you have ordered any Theme Park or Waterpark tickets these can be picked up from Reception when you check in. There are some fantastic advantages of booking in advance, including early bird booking discounts and the opportunity to visit the Theme Park and Waterpark for free the following day.

If you would like to purchase your tickets before you arrive, would like to book a Spa visit, or have any other special requests please contact our reservations team on 0871 222 1100† who will be happy to help.

Wi-Fi ACCESS – Available in both hotels, just call Reception (Dial 0) to arrange.

Family Information

There is a shared family facility room in each hotel, available to all guests, which includes a fridge, microwave, and washing machine. Ask at Reception for more information.

Unfortunately we don’t provide baby sitting or listening services. If you need a cot** for your little one, please contact Reception.

*Please note early ride time is not available for February Half Term, Scarefest or Fireworks.
**Cot subject to availability.

All guest rooms are non-smoking.
Only guide dogs are permitted.
Charge it to your room

Swipe your credit card at Reception, and you can charge from any of the hotel outlets to your room, by presenting your registration charge card. Alternatively, our restaurants take all major debit and credit cards.

Dinner Reservations

We advise you to book your table in advance of your visit. Please call 08712 221100 to guarantee your preferred time slot. If you have young children, you may prefer to reserve a table between 5.30pm and 7.00pm, when it's less busy.

Our food and drink offering is subject to availability and change. For current information, please ask at Reception. If you are lucky enough to look under 25, and wish to purchase alcohol, we will ask to see ID.

Secret Garden Restaurant

Alton Towers Hotel (dial 76)

We have truly brought the outdoors indoors with our fabulous secret garden theming. This popular restaurant offers superb views of the lake and gardens and serves classic brasserie dishes, which change with the season.

Breakfast served 7.30am - 10.00am.
Lunch and dinner. Please see the notice board in Reception for opening times, or call the restaurant direct.

Flambo’s Exotic Feast

Splash Landings Hotel (dial 77)

Come with us on a journey of world food from a selection of tapas to Indian curries, Mexican fajitas and beyond – where will your taste buds take you?

With fantastic views overlooking our Caribbean Waterpark, Flambo’s is the perfect place to re-fuel before your next adventure. Offering dishes from around the world with sensational starters, magical main courses and delicious desserts including our chocolate fountain and ice cream parlour.

Breakfast served 7.30am – 10am
Lunch and dinner. Please see the notice board in Reception for opening times, or call the restaurant direct.

Emperor Grill

Alton Towers Hotel

Fantastically themed around the adventures of Sir Algenon the Explorer, the Emperor Grill offers a quality dining experience. Serving delicious dishes fresh from the grill and a marvellous selection of wines from around the world.

Opening times vary throughout the year. Please see the hotel information boards or ask at Reception for further details.

The Emperor Grill will only be open during peak times. Please see the hotel information boards or ask at Reception for further details.
Charge it to your room

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Ma Carrita’s
Splash Landings Hotel
Enjoy a Caribbean cocktail, an ice cold beer or glass of wine, whilst overlooking our fantastic Waterpark.
Bar open daily 9.30am until late.
Pizza and pasta menu available 9pm until late

Dragon Bar
Alton Towers Hotel
Our fabulous bar is an ideal location to enjoy a leisurely drink. We can provide waiter service to your table while you are enjoying our fantastic entertainment.
Dragon Bar opening times vary throughout the season, ask at your chosen Hotel Reception for current opening times on arrival.

Ice Cream Parlour
Splash Landings Hotel
Serving a delicious selection of ice creams.
A perfect taste of the Caribbean!

Atrium
Alton Towers Hotel
From tasty bites and snacks to something more substantial, we’ve got it all here
Brunch served 8.00am - midday.
Lunch served midday - 4pm.

Original Sandwich Co
Alton Towers Waterpark
Fresh and wholesome sandwiches, hot subs, children’s meals, salads, hot drinks and muffins.
Made in the kitchen from fresh, ethically sourced ingredients all day, everyday!

Coffee Shack
Splash Landings Hotel
Our Caribbean Coffee Shack serves a range of coffees, teas and delicious hot and cold snacks throughout the day, keeping you refuelled before the next adventure!

Our food and drink offering is subject to availability and change. For current information, please ask at Reception. If you are lucky enough to look under 21, and wish to purchase alcohol, we will ask to see ID.

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THEME PARK FUN
Take me to the Rides!

The Theme Park is open from the 16th March to 3rd November 2013.* You can get there from the hotel by following the picturesque Woodland Walk** - it takes about 15 minutes and is open from 10.00am to 12.00 noon. Or you can hop on the monorail next to Splash Landings Hotel, which is open from 8.30am.*** The Theme Park will close for the end of the season on 3rd November but our Resort is open all year round.

Early Ride Time
Benefit for Hotel Guests*** If you have pre-purchased a Hotel and Theme Park package, or you have purchased tickets to the Theme Park as a hotel guest on the day, then you can benefit from early access to the Theme Park from 9.00am for a selection of rides, prior to our day guests.

Closing Time
The Theme Park closes from 5.00pm, depending on the time of year. See the notice boards at the main entrances or check at the Reception. The Theme Park will close for the end of the season on 4th November but our Resort is open all year round.

Buy a Fastrack ticket and reduce your waiting time on selected attractions.****

If you just can’t get enough of our great Theme Park, you can buy a Return Ticket while you’re here which entitles you to discounted entry for a return visit.***

For more information on Return Tickets, Annual Passes and Fastrack, visit the Resort Box Office or one of our Sales & Information booths - our friendly team is here to help!

*The Theme Park may close for special events. Please check opening times before you visit. Check at the Reception for opening times.
**The route of the Woodland Walk is not suitable for the infirm, wheelchair users or pushchairs and is subject to weather conditions.
***Subject to availability and change. ****Limited numbers, and available on selected days only.

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Test your skills at Extraordinary Golf located near Splash Landings Hotel. Two wacky 9-hole crazy golf courses with outrageous obstacles themed around some of the famous Alton Towers Resort rides and attractions. Putt your way to Oblivion, and score a hole in one at the Driving School. A superb way to start or end your day.

**EXCLUSIVE HOTEL GUEST BENEFITS**

Children play for half price, when accompanied by a full paying adult playing 18 holes.*

*On the production of your Hotel registration card.

Open all year round (subject to weather conditions).

For more information, ask at Reception.
Fabulous Facilities
We’ve got great individual and family changing facilities! Our lockers take two £1 coins which are fully refunded when finished. If you want to dip into the Waterpark as soon as you arrive, remember you’ll need to pack towels and swimwear separately. Towels are available to rent from the Waterpark reception.

Be Buoyant
A limited number of free buoyancy aids are available for you at the poolside.

Splash times
Please visit our website for Waterpark opening times at www.altontowers.com/waterpark

Safety first
To keep everyone safe, minimum restrictions of 1.1m apply on some slides and flumes except those in the Little Leak area.

Exclusive Hotel Guest Offer
Book your Waterpark tickets in advance of your visit and enjoy your second day completely free!*

*only applicable to full price tickets
Child/adult Ratio Policy

0–4 years: 1 adult to 1 child. 5–9 years: 1 adult to 2 children.

Kids under 10 must be accompanied into the water by a responsible adult (16+).

We ask all visitors to refrain from bringing food into the Waterpark.
Escape... to our luxurious Spa and spoil yourself with our complete range of relaxing, enriching and revitalizing treatments, whilst enjoying our beautiful aqua relaxation rooms with themed Roman sauna, steam room and reflexology footbaths. It’s the perfect retreat, whether you’ve got half an hour or half a day to spare.

The Spa can be found in the Alton Towers Hotel and is open daily from 10.00am. The Aqua Relaxation Rooms are open daily from 10.30am.

When using the Aqua Relaxation Rooms, swimwear is required - we provide complimentary robes, towels and slippers so you can fully unwind and relax in our beautiful conservatory.

EXCLUSIVE HOTEL GUEST BENEFITS*

- Aqua Relaxation evening sessions from 4.30pm - £10 - normally £12.50
- Tranquillity Scalp Massage - £20 - normally £33
- Fake Bake Spray Tan - £20 - normally £25 (a selection of shades available)
- Shellac Nails (fingers or toes) - £20 - normally £25
- 10% discount on any luxury Elemis facial - normally £65

*On the production of your Hotel registration card and subject to availability.
19th October – 3rd November 2013

Escape to the Alton Towers Resort and experience spine tingling spooks at the annual Scarefest event. With haunting horrors and ghastly attractions for the bravest family members and spooky fun for our younger guests, there is something for all the family this Halloween.

8th to 10th November 2013

Visit the Alton Towers Resort this November for a spectacular fireworks event that will dazzle and delight. The sensational display is a fabulous way to end the Theme Park season and grab your last chance to experience the world beating rides and attractions at the Resort.

Christmas - December 2013

Celebrate Christmas with an amazing winter wonderland experience. Enjoy a selection of children’s rides and attractions and visit Santa and his reindeer in a unique Christmas break at the Alton Towers Resort.

February half term

15th to 23rd February 2014

Enjoy an action packed day or short break at the Alton Towers Resort. A great selection of rides and attractions will be open for all the family to enjoy – it’s the perfect winter escape!
The Alton Towers Resort is a great place to celebrate any occasion, or just to make someone feel special.

Your pre-ordered gifts will be waiting in your room for you upon arrival.

Luxury Chocolates
250g, £8
Go on – indulge yourself or someone else with this selection of chocolates and truffles.

Champagne £40
Enjoy Brut Champagne (75cl) served chilled in your room.

Alton Towers Bear
Small £9; medium £13; large £25
Balloons £15 (5 helium balloons)

Celebration Cake £15
Have this delicious cake delivered to your room or served in the restaurant with your meal.

Deluxe Bouquet £40
These gorgeous flowers are hand tied and presented in their own water reservoir.

Single Red Rose £10
Perfect simplicity.

Great Combinations
Fancy more than one treat? Then give us a call on 0871 222 1100* and let us know.
And now the small print...

Please read these terms and conditions carefully as they form the contract between you and us.

Please note that personal data in the form of images of visitors to the Alton Towers Resort is collected via the operation of closed circuit television (CCTV), ride photography and video cameras, all of which are located throughout the Alton Towers Resort. Your image may be recorded and processed to produce photographic images and video recordings for marketing or safety/security purposes. For further information, please visit altontowers.com

1. The contract
The contract takes effect when you receive your confirmation of booking. By accepting this, you are confirming that you have read and accepted the terms and conditions. Should you make a booking with us on behalf of a third party, you will be held jointly and severally responsible to us for the total cost of the services/products booked.

2. Your reservation
When you confirm your reservation of booking, please telephone our reservation department on 0871 222 1100† if any of the details contained in it are incorrect.

3. Payment
When a booking is made more than 30 days ahead of arrival date:
• Payment for online bookings must be made for the total cost of your stay immediately by credit or debit card.
• For telephone bookings, a deposit of 50% of the total cost of your stay and full payment of any extras pre-booked is required at the time of booking. The balance must be paid 30 days before the date of your arrival.
When a booking is made less than 30 days ahead of arrival date:
• Payment for online bookings must be made for the total cost of your stay immediately by credit or debit card.
• Payment for telephone bookings must be made for the total cost of your stay immediately by credit or debit card.
• Any extras incurred during your stay such as dinner etc. will need to be settled on departure from the hotel.
If a credit or debit card has been provided at check in, it will need to be settled on departure from the hotel.

4. Credit and debit card payments
Credit and debit card payments will normally be authorised and charged to your account the same day or next working day. No receipts will be sent. You may authorise us to charge the balance payment to the same credit or debit card on the balance due date, by either
• Authorising us to charge to your account on the balance due date, by either
• For telephone bookings, a deposit of 50% of the total cost

5. Other payment methods
All cheques and postal orders sent by post must be made payable to Alton Towers Resort Operations and have the reservation number written on the reverse and be accompanied by the signed payment form. VAT at the rate of 20% is included in the price, although we reserve the right to amend prices if there is any change in VAT rates.

6. Refunds
Where a refund is to be made by Alton Towers Resort, payments made by a credit or debit card will be refunded via the same card number, less any non-refundable deposit and any other non-refundable amount.

7. Amendments and cancellations
If, for any reason, you would like to amend your booking after it has been confirmed, we will do our best to assist you. If you wish to amend your booking and provide us with less than 7 days notice, then cancellation charges as detailed below will apply. However you may transfer your booking into someone else’s name, provided we are advised of and in agreement with the changes, for which there is no administration fee payable.
If, for any reason, you have to cancel your stay you should contact Reservations immediately on 0871 222 1100†. You will be given a cancellation number, which you should record. The reasons for any such cancellation will be considered sympathetically and, if requested by you, we will attempt to offer you a stay on an alternative date.
Please note that any change of date will be likely to involve a change in price of your stay. You must pay any increase due immediately, and any refund due we will pay as per our refunds policy detailed above. If you do not want to stay at another time and wish to cancel a booking or if you wish to alter your booking with less than 7 days notice prior to your scheduled arrival date, the following charges will apply:
• Notice given of amendment or cancellation; applicable charges.
• More than 7 days before arrival date; £25.00 administration fee (for cancellations only).
• From 7 days to 1 day before arrival date; 50% of total cost as stated on the reservation confirmation.
• Arrival date or non-arrival date; 100% of total cost as stated on the reservation confirmation. Any fees charged will be non-refundable.
Alton Towers Resort reserves the right to make alterations to a booking but to no lesser value or quality. The customer will be notified in writing as soon as it is reasonably practicable of any such alteration.

8. Cancellation Insurance
We strongly recommend that you take our cancellation insurance against your booking. Details of insurance will be given at the time of making your booking. If you are interested in taking out cancellation insurance, please contact: TPS (Insurance Admin Services) Ltd, 1 Prince of Wales Road, Norwich, NR1 1AW. Telephone 0844 412 2722 for immediate cover.

9. Your Security
Your stay is provided by Alton Towers Resort Operations Ltd.
We are required, by law, to provide insurance in the event of insolvency. In accordance with ‘The Package Travel, Package Holidays and Package Tours Regulation 1992’ all guests booking with Alton Towers Resort Operations Ltd are fully protected for the initial deposit and subsequently the balance of all monies paid in the event of the insolvency of Alton Towers Resort Operations Ltd.
A certificate detailing this cover is held by Alton Towers Resort Operations Ltd as evidence of cover. This insurance has been arranged by International Passenger Protection Ltd and underwritten by insurers who are members of the Association of British Insurers. Our insurance details are as follows: Marsh Ltd, Towers Place, London EC3R 8SY.
10. Behaviour Policy
Your behaviour should not be excessive or rowdy, especially at night. Offensive or illegal behaviour will not be tolerated and could lead to eviction from Alton Towers Resort.

You must show consideration for your neighbours and other guests. Please treat accommodation and facilities with respect and care so that other guests may continue to enjoy them. We reserve the right to recover from you any compensation we may pay to other guests as a result of your action, or any damage caused to hotel property.

11. Large/Group Bookings
We require school/college parties and all male/female groups to contact our Group Reservation Co-ordinator on 0871 222 1100† before a reservation can be made. We reserve the right, at our sole discretion, to refuse any bookings, including a group booking.

12. Guest Feedback
If you feel dissatisfied with any aspect of your stay with us, please speak to the duty manager within the hotel. In most cases we will be able to help immediately so you can enjoy the rest of your stay.

13. Theme Park Regulations
All persons entering the Theme Park are admitted subject to the Theme Park Regulations that are displayed at the entrance to the Theme Park, a copy of which is available on request.

14. Guests with disabilities
We have a number of guest rooms with different facilities for different disabilities.

15. Important News
The information contained in the brochure is believed to be correct as of January 2012. However, we are unable to accept responsibility for any errors in, omissions from, or changes in information within this brochure and reserve the right to amend any part of it if such alterations are thought to be necessary. In particular, we reserve the right to change the prices without prior notice provided that such changes are notified to you prior to your stay.

The photographs reproduced within this brochure are intended to give a general impression of Alton Towers Resort and what you may expect from your stay.

We will attempt to ensure that as many rides and attractions as possible are open for use during your stay at Alton Towers Resort. However, all rides, entertainment and attractions offered are subject to availability and Alton Towers Resort reserves the right to change, alter or withdraw any of its services, whether due to operational, technical, weather or other reasons without prior notification. Alton Towers Resort reserves the right to close for special events.

16. Smoking
Alton Towers Resort is a non-smoking venue, there are designated smoking points across the Resort. Guests will be charged a minimum of £100 fine if they are found smoking in non-designated areas.

17. Health
All unhealed wounds must be covered with a waterproof plaster. Please advise our staff if you have an infectious disease or skin complaint. Do not enter the water if you have had diarrhoea within the last 48 hours.

18. Safety information
Please ensure there’s one adult (16+) in the water to supervise every child under 5 in your party, or one adult per every two children between 5 and 9 years. Height restrictions of 1.1m apply on all slides and flumes except those in Little Leak.

19. Spa terms and conditions
The Alton Towers Spa is open to over 16s only, with the exception of File and Polish and i.d bareMinerals make up lesson and application for over 13s only. Swimwear is required if you are visiting our Aqua Relaxation Rooms. Towels and robes are provided. Prices are subject to change without notice.

20. Spa cancellation policy
Guests will be asked to pay in full at the time of booking. Payment will be taken if less than 24 hours is given for a cancellation or non arrival on the day. For treatments / Aqua Relaxation Room appointments, guests are kindly asked to give 24 hours notice or the full value of the treatment / Aqua Relaxation Room session will be charged. Alton Towers reserves the right, in its absolute discretion, to refuse entry and to close and/or alter any part of the facilities, subject to availability. A credit card is needed to secure your booking.

Treatment prices are subject to change without notice.

†Calls to 0871 numbers cost 10 pence per minute on the BT network. Calls from other carriers and mobiles may vary.

The Waterpark

The Alton Towers Spa
ENJOY your stay with us