

## Catton Old Hall

A truly beautiful 17th Century hall with a wealth of history and character, owned by Jason and Nicola Waterman who purchased the property in 2014.

Both Jason and Nicola are passionate about the hall and have worked hard to update its interior into luxury boutique style rooms.

There are seven en-suite letting rooms here and we also boast a large luxury four poster room with a recently updated bath room with a standalone bath and wet room style shower.

All the rooms have their own individual character along with a spacious garden at the rear of the hall for guests to enjoy.

I'm Danielle and not only do I manage Catton Old Hall I also feel extremely blessed to call it my home.

I live here with my partner Glenn and our two sons Owen and Ollie.

It is an absolute privilege to be the manager here and run such a unique and successful business and with the help and support of my family and others I strive to ensure everything runs smoothly.

Catton Old Hall is first and foremost a family home; we warmly welcome Family, Friends and paying house guests to share in its uniqueness, and history.

We hope we have created an intimate, friendly and cosy "home from home" experience in an oasis of 17th century calm away from the hustle and bustle of the city.

We are very proud of our Full English Breakfast which includes locally produced Archers award winning sausages. The breakfast menu is available to view online.

Since being the manager here our reviews have been outstanding, with lots of positive, heartwarming feedback and reviews from our guests who have assured me that they will be back to visit us again.

We would also like to invite you to share your comments and reviews on our Facebook page, Booking.com and also in our guest book.

We hope you enjoy sharing Catton Old Hall with us and mostly we hope to elcome you back again and again.

We already love our home but if you have any suggestions for improvements we would love to hear them.

**We would kindly ask guests to take a few minutes to read the following notes so that we can ensure that everyone has a lovely stay.**

### NOISE

In order to reveal the wonderful beams in this house a great deal of sound insulation was lost. As part of our programme going forward we ill be installing acoustic sound proofing floor panels.

As you can appreciate this is going to take time so we would ask that very early in the morning and very late at night that you could please be aware of this.

Our sincere apologies for the inconvenience this may cause.

### BREAKFAST

Please note our breakfast times which you will find on the menu online.

If you wish for an earlier time please let us know on your arrival as everything is cooked fresh we would be loathed to delay your day.

Please note, breakfast is room service only.

### CHECK IN/CHECK OUT

Check in is from 3pm and check out is no later than 10am.

We will try to accommodate different times if required and if at all possible.

On check in you will be given two keys, one for your room and one house key for you to come and go at your leisure.

When checking out please leave your key in your room and text the manager to inform her that you've vacated the property.

### BREAKAGES, DAMAGES & FAULTY EQUIPMENT

Oops! Occasionally we realise that there will be some accidental breakages or damage. If you should unfortunately have an accident and break/damage something - we are very approachable!

We should however expect any breakages or damage paid for at the end of your stay.

Should the damage or breakage be somewhat significant, please note that we reserve the right to charge your credit/debit card for the repair or replacement of the items damaged.

The replacement value or cleaning costs for linen, upholstery and carpets that are irreversibly stained will be charged for, for example - ink, lucozade, waterproof mascara, food dyes, sick, bleach, hair dye etc.

Guests will be required to pay for any loss or damage to furniture or equipment provided in the accommodation.

We would be grateful if you could also alert us of any faults or damage you may come across not caused by yourselves.

### NO SMOKING POLICY

We have a strict no smoking policy, no smoking including E-Cigs is permitted in any part of the hall including bedrooms, bathrooms and the

breakfast room. We request your cooperation in complying with this policy especially in the view that it is a Grade II listed building of historical interest.

We would also point out that it is a legal requirement and that it is against the law to smoke on these premises.

Non-adherence to this may result in the immediate termination of your stay and an additional charge of £100 to cover the extra cleaning and delay in re-letting the room whilst the cleaning takes place. Should any carpets, upholstery, linen etc become damaged by burn marks, we reserve the right to charge such expenses to your credit/debit card.

A covered external area is provided outside the door to the garden for the convenience of guests who smoke but please be mindful and consider that this area is also used by guest's non-smokers.

### USE OF CANDLES

Due to our home being a Grade II listed building, we kindly ask that owing to the increased risk of fire posed by the use of candles that non are to be used on the premises including bathrooms.

### PARKING

Please park considerably at the rightside of the hall and according to the notice displayed in car park - nose or tail to the fence on a slight angle to allow other cars onto the drive.

If your car is particularly long then the area in front of the sheds is wider. Please avoid parking in front of the house as taxis need to pick up/drop off at the front door, also where possible please avoid parking at the very top of the drive as this is where we tend to park, giving the rest of the driveway to guests.

Please note that vehicles and contents are left in the car parking area at the owners risk.

## TAXIS & BUSES

Car parking in Norwich can be premium, especially on match days. Signs displaying car parking spaces are dotted around the inner ring road.

A taxi to the centre of Norwich is approximately £8 and takes 10 minutes subject to time of day ie, rush hour.

Late night taxis will invariably cost slightly higher. Please note if you require a taxi between 8am and 9am it is advisable to book the night before.

Best ways taxis 01603 666666

ABC taxis 01603 666333

Canary taxis 01603 414243

A more environmentally friendly and less stressful option perhaps, is to take the bus which goes directly into the city centre. The bus takes a little longer but the stops are just a few steps from the hall. Buses run every 15 minutes weekdays and on Saturdays. On Sundays the service is less frequent.

There are two routes:

1. THE ORANGE LINE Bus numbers 21 & 22. Turn right out of the gate of the hall; catch the bus on the opposite side of the road near the doctor's surgery. This route also goes to the Norwich and Norfolk Hospital.

2 THE TURQUOISE LINE Bus number 13. Turn left out the gate and left into The Paddocks to catch the bus into the City Centre.

## USEFUL PHONE NUMBERS

NHS Walk in Centre and Minor Injuries Clinic .

Level 4

115-117 Castle Mall

Norwich

NR L3DD

Open: 7am-9pm 7 days a week 365 days a year

Tel: 03000300333

Hospital - Accident & Emergency  
Norfolk and Norwich University Hospital  
Colony Lane  
Norwich  
Tel: 01603 287225

Norwich International Airport  
Amsterdam Way  
Norwich  
NR6 6JA  
Flight arrivals/departures Tel:01603411923  
Special Assistance Tel: 01603 420672

Norwich Railway Station  
Station Approach  
Norwich NRL IEF  
Tel: 0345 6007245 (option 8)

Nearest Cash Point  
Morrisons Supermarket  
The Paddocks Old Catton NR6 7HS  
Opening Hours: 8am - 8pm  
Thursday/Friday 8am - 9pm  
Sunday 10am-4pm

Nearest Petrol station  
ESSO  
Mile Cross Lane  
Norwich  
Norfolk  
NR6 6SH

## HEATING

The heating control is on the radiator and can be adjusted up or down for your comfort.

Spare blankets and pillows can be found in the storage areas of your room. If you open a window please be good enough to turn the radiators off.

### WI-FI

We offer free Private WIFI for our guests, use and usage is strictly subject to the terms and conditions found when connecting to the service.

Unfortunately we cannot guarantee the availability of the service, the speed at which the information may be transmitted or received via the services or that the services will be compatible with your equipment or software.

We hold no responsibility or control over the information you transmit or receive via this service.

WiFi login: VM2064417

WiFi password: FWSY2VWGSSN5

WISHING YOU A VERY ENJOYABLE STAY