



Welcome to
The Lion
At West Pennard

We hope you enjoy your stay



Welcome to The Lion.

To make your stay with us as comfortable and safe as possible we would be grateful if you could take a few minutes to read the information in this guest welcome pack.

We are a small team at The Lion, working hard to make sure your stay is as enjoyable as possible.

If there is anything we can help you with during your stay, please ask one of our team, and we will do all we can to assist you.

We pride ourselves on our reputation, and therefore welcome you speaking to us if there is anything not to your satisfaction so we can try to resolve the issue.

Also, with review sites such as Google reviews and Tripadvisor continuing to remain popular, we'd appreciate it if you could leave us a review to encourage others to enjoy The Lion. You can also follow and tag us on Facebook, Instagram and Twitter: @LionAtPennard.

We hope you enjoy your stay with us

Bamie

Owner
and the rest of The Lion team.



The Lion
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Meet the team

Once we reopened after the coronavirus pandemic in 2020, we welcomed our new owner and manager, Barrie Wilson.

Barrie brings over 15 years experience in the hospitality industry, including at some of Somerset's best quality pubs and hotels, as well as popular venues in London. Along with his hobby of interior design, Barrie has brought fresh ideas to the newly named The Lion, and hopes to keep developing the pub's look into the future to attract both locals, and those from afar who want a traditional British stay in the heart of Somerset.

We're supported by a fantastic team which help keep The Lion the welcoming, homely place you're enjoying today.

Read more about
The Lion and our team



Contact us during your stay

Should you have any problems or an emergency, and need to contact us, please come to the bar or call this number 01458 832941.

If the bar is closed or it is during the night, please contact our **emergency out of hours** number: 07917 403049.

In an emergency or life-threatening situation dial 999 and ask for required service. Please also contact one of the numbers above to make our team aware of the emergency.

Our address is: The Lion, Glastonbury Road, West Pennard, Somerset, BA6 8NH.

Our fire alarm is a two-tone continuous siren (in the event of a fire please leave through the nearest fire exit which are clearly marked).

Our weekly test of the fire alarm system takes place around 11am every Monday.

The assembly point is in the main car park at the rear of the pub. A first aid kit can be found in the main pub building.

Information about your stay



Breakfast – Served in our restaurant between 8am and 11am, unless otherwise stated at check-in.

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Food and drink – Our restaurant also serves a wide selection of delicious lunches and evening dinners including Sunday roasts. Dishes are subject to availability, and timings may differ. Please visit our website for our sample menus, opening times and to book a table: www.lionatpennard.co.uk/eat

View details about our
restaurant & book a table



Check-out – 11am please, to give our team access to clean. Please drop your keys off to reception before you leave. Any lost keys will be charged at £10. Late check outs are available upon request, this will be charged at £20 per hour for a maximum of 3hrs, after which the cost of the following night's stay will be charged.

Internet access – Wifi is accessible, free of charge. Please search for 'TheLion' wifi network; the password is on chalkboards dotted around. You may be asked to enter details to access the wifi, and if you choose to do so we may use these details to update you on news and events about The Lion, but you will be asked to grant permission.

Smoking – Is not permitted in any part of our buildings, to do so may set off the fire alarm. We reserve the right to ask guests to leave if this is not adhered to.

Refreshments - Complimentary hot drinks are provided in your room, and replenished on request. They are for in-room use only.

Telephone – Mobile coverage on some networks is limited, but the best reception can be found outside in the rear car park.

Heating – Radiators and towel rails are all thermostat controlled. Please adjust to suit your requirements.

Ironing – Please ask at reception for details of ironing facilities.

Hairdryer – A hairdryer is available for your use in your room. If you can't find it please contact reception.

Nearest facilities – Glastonbury is just two miles down the road, and offers all the services you would expect from a busy town centre.

View a map of Glastonbury



Terms and conditions



Lost property is disposed of after one month if not claimed. Postage must be paid up front for any goods returned by mail.

Smoking is not allowed in any indoor areas at The Lion. If you have been found to be smoking in your room, we will need to undertake a deep clean and this will be charged at the same rate as one night's accommodation stay.

A £10 charge will be applied for lost keys.

We reserve the right to charge for any significant damage and/or breakages to the rooms, their contents or the outside areas.

While every attempt has been made to reduce the effects of noise, this is an old building and inevitably some noise may still travel. As some guests come to relax at The Lion, we request that you do not play loud music or instruments, or use the television on a high volume especially after 10pm.

We are licensed to serve alcohol for consumption on or off the premises. We offer a range of beers, ciders, wines and spirits by the glass or bottle as well as hot and soft drinks. Drinks bought elsewhere are not allowed in the public areas of The Lion, including the bar, restaurant or outside seating area.

All the lights at The Lion are automatic so they will come on as you walk past. Most of the lights in guest bedrooms are energy saving. Even though this is the case, please turn off lights and other non-essential electrical devices when you're not in your room to conserve power. If using chargers or entertainment devices, please also switch these off when not in use.

When booking with dogs:

- Please keep dogs on leads and under control at all times. We reserve the right to restrict access to certain areas if animals are seen to be causing disturbance or inconvenience.
- Animals must be in good health, and be up to date with immunisations, worming and flea treatments.
- Pets should not be left unattended inside or outside of the premises at any time.
- Any dog mess must be cleaned up immediately.



Useful services and numbers



Nearest hospital – Minor Injuries Unit, West Mendip Hospital, Old Wells Road, Glastonbury, BA6 8JD. Contact: 01458 836450.

Major accident and emergency department – Yeovil District Hospital, Higher Kingston, Yeovil, Somerset, BA21 4AT. Contact: 01935 475122.

Doctors' surgery – Glastonbury Health Centre, 1 Wells Road, Glastonbury, Somerset, BA6 9DD. Contact: 01458 834100.

Nearest pharmacy – Boots the Chemist, 39 High Street, Glastonbury, BA6 9DS. Contact: 01458 831211.

Dentist – Glastonbury Dental Access Centre, Health Centre, Wells Road, Glastonbury, BA6 9DD. Contact: 01458 832513.

Local police –

- Street Police Station, West End, Street, Somerset, BA16 0LG.
- Shepton Mallet Police Station, Haskins Retail Park, Townsend, Shepton Mallet, BA4 5SB.
- Wells Police Station, 18 Glastonbury Road, Wells, Somerset, BA5 1TL.

Contact numbers: 999 for emergencies / 101 for non-urgent enquiries.

Nearest bank – Most of the major high street banks are available in Street, Glastonbury and Shepton Mallet. The nearest cashpoint is at Morrison's, Glastonbury. As many more customers are now paying by card, very little cash is on the premises, therefore we are unlikely to be able to offer cash back, but please ask at reception.

Vets – Shepton Veterinary Group, Allyn Saxon Drive, Shepton Mallet, BA4 5QH. Contact: 01749 343955.

Taxi firms -

- SJC Private Hire Taxis; 07984 605453
- Elite Taxis; 01458 832108 / 07566 855007 (West Pennard).
- DNA Taxi and Minibus; 0845 6836548 (Glastonbury).
- M & J Taxis; 01458 831905 (Glastonbury).
- Abbey Taxis; 01458 446544 (Street).

Rail station – Castle Cary; mainline station from London Paddington to Penzance. Station Wharf, Castle Cary, Somerset, BA7 7PE. Contact: 08457 48 49 50.

Petrol Station – Nearest 24-hour petrol station is Esso, Wirral Park Road, Glastonbury, BA6 9EE. There are also petrol stations (but not 24-hour) at Morrison's in Glastonbury and Wells, and Tesco in Shepton Mallet.

Garage – Should you need help, Clive at Corner Garage just 100 yards along the road from The Lion, towards Glastonbury, is always willing to help.