AA Hotel & Restaurant Guide

Contents

Welcome to the "AA Hotel & Restaurant Guide (Demonstration Version)" Help system.

Please select from the options below or use the 'Search' button above to search for a specific topic.

- Introduction
- Basic Concepts
- The Hotel Guide
- The Restaurant Guide
- Index
- Audio help

Information in the Hotel & Restaurant Guide provided by the Automobile Association

Data and Maps © The Automobile Association - November 1995

Software © Bradford Technology Limited - November 1995

Introduction

- Introduction to the AA Hotel & Restaurant Guide (CD-ROM version)
- How hotels are inspected and rated
- How restaurants are inspected and rated
- Useful information

Introduction to the CD-ROM Guide

Welcome to this electronic version of the Automobile Association's guide to Hotels and Restaurants in Great Britain and Ireland.

We hope you enjoy using the guide which has been put together using information collected over the last few years by the AA's dedicated team of Hotel and Restaurant inspectors.

In compiling this CD-ROM every attempt has been made to ensure that the information contained is accurate and up to date, and that all copyright has been respected. If you are aware of shortcomings in any of these respects then please let us know:

John Winkley
Marketing Manager
BTL Publishing
1st September 1995

Acknowledgements:
This disc has taken a tremendous effort to produce and the following deserve special credit :

Programming & ergonomics : Nick Queenan and Mark Rouse
(thanks also to Jeremy Robst)
Picture & video digitisation : Phil Boulton
Production guidance : John Sims (AA Information Research)

How hotels are inspected and rated

These options provide the background information on how the AA compiles the information used in the guide, and also provides essential information on exactly what the awards mean :

- The inspectors
- The inspection
- Star ratings
- Rosette awards
- Percentage scores
- Hotel classifications
- Hotel Groups and Company Branding
- Company Owned Hotels

The Inspectors

The AA employs a large team of inspectors to examine and classify hotels for inclusion in the Hotels and Restaurants Guide. These inspectors either have a background in the Hotel and Catering industry, or undertake a period of training or work experience to ensure they know exactly what they should be looking for.

To ensure consistent nation-wide assessment continues, our inspectors also undertake regular training courses. This allows them to keep in touch with the latest market trends, and ensure they maintain the high standards of competency expected .

The Inspection

All the hotels in this guide have been visited anonymously by the AA's professional hotel inspectorate, and only after inspectors have tested the accommodation and services and paid their bill do they introduce themselves in order to make a thorough inspection of the premises.

Once granted AA recognition, and given a star rating and its associated percentage score, the hotel is then re-visited annually. Appointment lies with the proprietor so should this change the hotel automatically loses AA recognition and must be reassessed under its new ownership before being re-appointed.

Star Ratings

The star ratings are on a rising scale of 1 to 5 and denote a universally accepted standard, ranging from the simplest to the most luxurious hotel. The star system is supplemented by out 'Branded' and 'Lodge' categories which are explained elsewhere. The following explanations tell you what you might expect at each star rating :

One star hotels are generally quite small scale, with good but quite simple furnishing, facilities and food. These hotels are often managed by the proprietor and may have a more personal atmosphere than you would find in large establishments. Also, some private hotels which do not offer a full lunch service and have restricted public access may be included in the one star category.

Two star hotels will generally be small to medium sized hotels, but may include some which are group-owned as well as proprietor managed. More will be offered in the way of facilities than in one star hotels, for example telephones and televisions in bedrooms. At least 50% of bedrooms will have en-suite bathrooms. Some private hotels may also be covered in this category.

The three star category are typically medium sized hotels offering more spacious accommodation and a greater range of facilities and services. Generally these will include a full reception service , as well as more formal restaurant and bar services. All bedrooms should have full en-suite facilities, and many will include a bath. This category encompasses a greater number of group-owned hotels.

Four star hotels are generally large hotels with spacious accommodation including the availability of private suites. The full range of hotel services should be available, including porterage, room service, and there will probably be a choice of different styles of restaurant. High standards of comfort and food are expected at this level.

Five stars will be large, luxury hotels offering the highest international standards of accommodation, facilities, service and cuisine. This will include full floor service of hot meals at all reasonable hours, a la carte breakfast and 24-hour porterage, laundry and cleaning facilities.

Red Star awards

This is a select group of hotels, recognised through this AA awards scheme as consistently providing outstanding levels of hospitality, service, food and comfort. They are awarded on an annual basis to hotels considered to be the very best within its star rating, and because of this the percentage score is considered unnecessary.

Rosette Awards

The AA makes annual awards of rosettes, on a rising scale of one to five, for the quality of food and service in hotel restaurants, as well as dedicated restaurants. Only hotels or restaurants offering the highest international standards of cuisine and service will merit the AAs' top award of four or five Rosettes.

One rosette indicates enjoyable food, carefully prepared, that reflects a high level of culinary skills.

Two rosettes denotes high standards of food demonstrating a serious, dedicated approach to the cooking.

At the three rosette level restaurants will serve very fine food prepared with considerable flair, imagination and originality.

For four rosettes, the restaurant will demonstrate the consistent achievement of excellent standards of cuisine, service and wine.

Our top award of five rosettes requires the restaurant to offer outstanding cuisine, service and wine that reaches the highest international standards.

Percentage Scores

The percentage score is a more subjective assessment of the facilities and services within each star rating, and is based on the inspector's personal experience at the time of the visit. This enables guests to distinguish between the quality of services at hotels of the same star rating.

- A score of between 50 and 59 percent indicates that the hotel satisfies all the minimum standards for that star rating and accommodation, facilities and services are acceptable.
- A score of between 60 and 69 percent indicates that the hotel more than satisfies the minimum standards and in certain areas of its operation offers higher standards that might typically be expected at that star rating.
- A score of between 70 and 85 percent indicates a very good hotel, which is strongly recommended for achieving excellent standards in certain areas of the operation.

Hotel Classifications

The majority of hotels included within the AA hotel guide are inspected and given a rating. Some however are deemed to provide a slightly different function to a normal hotel. These hotels are divided into different hotel types, and each of these is explained below:

- Town House Hotels

  This new AA classification denotes small, personally run hotels in the centre of towns and cities. They are usually buildings of character, individualistic in style and offering both high quality, spacious accommodation and a personal level of service. They may not have all the public areas or formal restaurant arrangements traditionally associated with standard hotel operation.

- Country House Hotel

  This AA classification indicates those hotels that offer a relaxed, informal atmosphere and a personal welcome to its guests. They are often, but not always in a secluded or rural setting. They should, however, offer peace and quiet, regardless of where they are located.

- Lodges

  Useful budget accommodation, outside the star-rating system, generally offering consistent quality of facilities and service. They are usually located conveniently near to main roads and motorways. Public features tend to be limited, but good standards of bedroom accommodation are expected.

- Branded Hotels

  These are well known company hotels, outside the star-rating scheme, which aim to provide a consistent style and level of facilities and services.

Hotel Groups and Company Branding

In recent years many hotel companies have developed clearly identified and identifiable 'brand' umbrellas to distinguish groups of their hotels that same important characteristics and services. We show these hotels without a star rating because in many respects their facilities will overlap two or more traditional star rating bands and therefore it is more accurate to recognise them by their well known brand name, although they are still annually inspected against a defined set of requirements and national standards.

The brand symbol (e.g. Forte Crest, Pavilion, Hilton National) appears beside their entry and a full description of each company is show in the description panel.

Company Owned Hotels

Some company owned hotels prefer to remain within the star-rating system, but to combine that with own individual identity. Hotels of this kind, owned by national or international groups or members of consortia, display their company logo alongside their star rating.

The following options provide descriptions of each of the groups of hotels in the guide :

- Campanile
- Courtyard by Marriott
- Forte Crest
- Forte Posthouse
- Forte Travelodge
- Granada Lodges
- Hilton National
- Marriott
- Pavilion Lodges
- Radisson Edwardian
- Travel Inn

Campanile

There are well over 300 Campanile hotels in six European countries. They are modern, purpose-built buildings and are run by a management couple. Reception is open every day from 7am (8am at weekends) to 11pm. There is parking; a relaxed and friendly bistro restaurant, which offers breakfast, lunch and dinner; licensed bar; and a conference room. Bedrooms have en-suite bathrooms, remote control TV with Sky, direct-dial telephone, desk area and tea / coffee making facilities. Rooms are specially equipped for travellers with disabilities.

Courtyard by Marriott

Courtyard by Marriott hotels feature superior guest accommodation at moderate prices for both the business and pleasure traveller. There are four courtyard hotels in the UK, located at Leamington Spa, Lincoln, Northampton, and Slough all offering well furnished guest rooms, with private bathroom, remote control TV, direct dial telephone and tea / coffee tray. There are also informal restaurants and bars, a fitness and leisure room and a small meeting facility

For central reservations call freephone: 0800 221222

Forte Crest

Part of the international hotel group, Forte plc, Forte Crest hotels are mainly in the UK, but with an expanding European portfolio. This is Forte's dedicated business brand, and they are generally located in city centres, commercial areas and at airports.

These hotels have a range of meeting rooms, and full business support services, including secretarial service, courier and 24 hour fax / photocopying.

Bedrooms are smart and comfortable, with free satellite TV and 24 hour room service among a range of amenities. Lady Crest and no smoking bedrooms are available and most hotels have parking and many also have indoor leisure facilities. Service includes a lobby manager to deal with individual enquiries.

All Forte Crest hotels offer free rooms for children when booking on Leisure Breaks.

For central reservations tel: 0345 404040

Forte Posthouse

There are over 60 Forte Posthouse locations throughout the country and all are ideally situated for the business and leisure traveller and have free car parking.

All the comfortable bedrooms offer en-suite bathrooms, tea / coffee making facilities, colour TV with satellite, direct dial telephone, hair dryer and trouser press and mini bar. National pricing by room means that the value for money improves with the number of occupants - particularly popular with families. 50% of the bedrooms are for non-smokers and many locations offer the additional comfort of executive rooms, and also have leisure centres with indoor swimming pools.

An informal theme is carried through from the Traders restaurant to the bar and lounge, which offer an 'Anytime' menu for light meals, but there is also a fast-food room service.

For central reservations tel (free): 0800 404040

Forte Travelodge

There are over 100 Forte Travelodges nation-wide, and they offer the same guaranteed quality standards with a fixed price per room per night. All rooms can comfortably sleep up to three adults, a child and a baby in a cot and come complete with en-suite bathroom and shower, tea and coffee making facilities, TV and radio, feather duvets and controllable central heating. Special facilities are available for travellers with disabilities and there is ample parking, and a family restaurant within walking distance.

For central reservations tel (Free): 0800 850950

Granada Lodges

Granada lodges are a national network of high quality budget accommodation and there are over two dozen, located on 'A' roads or motorways. Ample parking, 24 hour check-in, and an adjacent family restaurant, open either at meal times or all day are features of these popular hotels. They are attractively landscaped modern buildings, which include ground floor accommodation, at least one room with special facilities for disabled guests, and no-smoking rooms. All bedrooms are a good size, with en-suite bathroom and shower. Free facilities include TV with Sky and radio/alarm clock, controllable central heating, and tea / coffee making facilities. Hair dryers and credit card payphones have recently been added to all the rooms and all sleep up to three adults and one child

For central reservations tel (free): 0800 555300

Hilton National

Hilton National is a domestic chain of more than 20 first class, modern hotels located in key business areas on or near major motorway networks throughout Britain.

All bedrooms have private bathroom and shower with WC, remote control TV, radio, direct dial telephone, work space, hair dryer, trouser press and tea / coffee making facilities. They include executive, family, no smoking and occasional rooms specially equipped for disabled guests. The hotels feature extensive conference and banqueting facilities, including boardrooms and training rooms, business centres, car parking, and most have an indoor leisure centre. Restaurants offer a choice between carvery and an a la carte menu, and room service is available for light meals.

For central reservations tel: 0171 734 6000

Marriott

With over 250 Marriott Hotels, Resorts and Suites world-wide, Marriott focuses on the needs of group, business, pleasure and international travellers desire a full line of quality services. In the UK, Marriott are represented with 14 hotels offering spacious and comfortable guest rooms with private bathroom, remote control TV, direct dial telephone, 24 hour room service and porterage. There are extensive meeting and banqueting facilities, restaurants and bars, and in most locations, comprehensive leisure centres and free car parking. Many also have a floor of executive rooms.

For central reservations tel (free): 0800 221222

Pavilion Lodges

Pavilion Lodges are a group offering high quality budget accommodation located in modern buildings which are usefully situated within motorway service areas, attractively landscaped and set back from the road.

They offer ample parking, 24 hour check-in, and an adjacent family restaurant, open either from 7am to 10pm, or 24 hours per day.

Rooms have a quiet aspect and all are of a good size with double twin or family rooms. All rooms also have en-suite bathroom and shower. Facilities include TV with Sky channels, radio / alarm clock, controllable central heating, trouser press, hair dryer, and tea / coffee making facilities. Each lodge has two rooms for disabled guests.

Radisson Edwardian

Radisson Edwardian Hotels' policy is to provide elegant hotel accommodation with high levels of service in the very heart of London's West End and near Heathrow. This includes concierge service, free on-site parking at Heathrow, 24 hour room service, separate cocktail bar or wine bar, lounge service, and restaurants with international cuisine.

Bedroom decoration ranges from smart to luxurious, and all rooms have en-suite facilities, TV (with in-house movies at selected hotels), hair dryer, trouser press and direct dial telephone. Suites are also available.

The hotels offer luxurious furnishings and restful surroundings reminiscent of a country house atmosphere, yet are ideally suited for London's shopping districts, theatres, museums and night life. They can also offer guests corporate hospitality at the top sporting occasions as well as theatre and arts programmes.

Radisson Edwardian is the 'Preferred Partner' for Hertz, the 'London Hotel Partner' for British Airways and has a marketing partnership with Radisson International Hotels.

In addition, the Savoy Court is a smaller hotel within the same group offering a more informal range of services.

Travel Inn

Travel Inn is a rapidly expanding network of high quality, low cost accommodation with over 60 properties located near major 'A' roads and near motorways. They have ample parking, and are typically affiliated to an adjacent family restaurant and pub, such as Beefeater or Brewers' Fayre, serving breakfast, lunch and dinner. They are buildings, landscaped sympathetically with their surroundings, and include ground floor accommodation and at least one room with special facilities for the disabled, as well as no smoking rooms.

All bedrooms are a good size with en-suite bathrooms(including bath, shower and WC) and every room has a remote control TV, radio / alarm clock, controllable central heating, and tea / coffee making facilities. The tariff is per room per night, accommodating up to two adults and two children aged up to 16 years old (at most Travell Inns) and the reception is open until 11pm.

For central reservations tel: 01582 414341

How restaurants are inspected and rated

These options provide the background information on how the AA compiles the information used in the guide, and also provides essential information on exactly what the awards mean :

- Restaurant inspection
- Knife and Fork ratings
- Rosette awards

Restaurant Inspection

Unlike the star rated hotels, AA restaurants are the only area where visits take place uninvited to test and sample goods on offer. Because of this, we do not have any formal agreement with the restaurant proprietors and this allows us the freedom to recognise all those places we wish to highlight and bring to the attention the guide users.

Knife and Fork Ratings

Restaurants are classified with knife and fork symbols within the range 1 to 5 and these are used to denote the type of establishment you can expect. It must be stressed that the Knife and Fork rating is not a reflection of the style or quality of cuisine available. To determine style and quality of cuisine the Rosette award must be used.

The following are definitions of each of the Knife and Fork rating bands :

Simplicity is generally the keynote here, evident in both service and decor.

Generally a higher standard of service, decor, furnishings and amenities will be found at this level - it is quite usual that a small lounge or cocktail bar may be available here.

Often a restaurant where it usual to sit in the bar or lounge for an aperitif and to order your meal. You can expect a higher standard of comfort and a more formal service.

Normally to be found only in the larger cities, these are well appointed sizeable restaurants with a bar or lounge and formal service.

Representing the height of luxury and good living, this category should be comparable in decor and service to the best 5 star hotels.

Useful Information

These topics provide useful information for people that will making use of any of the establishments detailed in the Guide.

- Booking
- Cancellation
- Prices
- Complaints
- Licences to sell alcohol
- Fire precautions
- Payment

Booking

Book as early as possible, particularly if accommodation is required during a holiday period (beginning of June to end of September, public holidays, and in some parts of Scotland, during the ski season).

Some hotels ask for a deposit, and some also ask for payment in advance, especially from chance callers who only book for one night. Some hotels do not take advance bookings for bed and breakfast overnight stops and will not accept reservations after mid-week.

Cancellation

Once the booking has been confirmed, notify the hotel immediately you are in any doubt about whether you can keep to your arrangement. If the hotel cannot re-let your intended accommodation, you may be liable to pay a fee of about two-thirds of the cost of the rooms you had booked (your deposit will count towards this payment).

In Britain it is accepted that a legally binding contract has been made as soon as an intending guest accepts an offer of accommodation, either in writing or verbally. Illness is not accepted as a release from this contract. For these reasons, you are advised to take out travel insurance (e.g. AA Travelsure), to protect you against reneging on this contract.

Prices

The Hotel Industry Voluntary Code of Booking Practice is designed to ensure that the customer is clear about the precise services and facilities they are purchasing, and what the total cost will be before committing themselves to a legally binding agreement by making a booking. If no price is agreed before a guest arrives at a hotel, the Code stipulates that the hotel should provide them with a card at the time of registration, detailing the total obligatory charge. The AA actively encourages its use in hotels in this Guidebook to ensure the traveller receives fair treatment.

The Tourism (Sleeping Accommodation Price Display) Order 1977 compels hotels, motels, guesthouses, farmhouses, inns, and self-catering accommodation with four or more letting bedrooms to display the minimum and maximum prices charged for each category of room in the entrance hall. This Order works in complement with the Voluntary Code of Booking Practice.

In the Irish Republic, establishments must display tariffs in either the reception or bedrooms to gain registration to the regulatory body, the Bord Faire.

The tariffs quoted in this hotels directory may be affected by inflation, variations in the rate of VAT and many other factors. You should always be careful to ascertain the current prices before making a booking. Prices in the directory were provided by hoteliers in good faith, and must be accepted as indications rather than firm quotations. If no indication of 1994 tariffs is given, it is strongly recommended that you make enquiries direct to the hotel before making any bookings. Prices quoted show minimum and maximum charges for one or two persons and include a full breakfast unless otherwise stated. Despite this, quotes may also be affected by the following factors:

a) Hotels may offer special weekday or weekend terms.

b) Seasonal Variation.

c). The use of a double room for a single occupancy.

All prices quoted are inclusive of VAT which is applicable on basic tariffs, food and all services. VAT is applicable throughout the United kingdom, except the Channel Islands.

In Ireland all prices quoted are in Punts (IR£). The rate of exchange between Pounds Sterling and Irish Punts is liable to fluctuate over time. The application of VAT and service charges varies in Ireland, but all prices quoted are inclusive of VAT.

Meal Prices :

The meal price section gives an indication of the cost of food served by a hotel. The price quoted is the maximum charge for the hotel's Table d'hôte menu. An indication is also given of whether an à la carte menu is available. If only an à la carte menu is available, then the guide provides the maximum charge levied for this menu. Again these charges were provided by the Hoteliers in good faith, but must be taken as an indication of food prices rather than a firm quotation.

Complaints

If the services, facilities or food provided by a hotel during a stay prove unsatisfactory, it is recommended that an immediate complaint is made. This should provide the hotelier with an opportunity to rectify matters. If a personal approach is unsuccessful, please contact AA Hotel Services at :

AA Hotel Services
Fanum House
Basingstoke
Hampshire
RG21 2EA

Licences to sell alcohol

All establishments in this Guide are licensed to sell alcohol, unless otherwise stated. Hotel Residents can obtain alcoholic drinks at all times, if the owner is prepared to serve them. Non-residents eating at the hotel restaurant can obtain drinks with their meal. Different licensing laws apply to each of the home nations and major islands in the United Kingdom and in the Irish Republic.

Children under 14 (18 in Scotland and Ireland) may be excluded from bars, except areas intended for the service of food. Those under 18 are not allowed to purchase or consume alcohol on hotel premises (in England alcohol may be purchased with a meal by those over 16).

Fire Precautions

The AA tries to ensure that every hotel in Great Britain listed in this guide has been granted a fire certificate by the appropriate regulatory body.

The AA regularly inspects the fire fighting equipment, emergency notices, and emergency exits in the Irish Hotels listed within this Guide.

You are strongly urged to read and understand emergency notices detailing fire procedure for your own and other peoples safety.

Payment

Most hotels are willing to take payment by a variety of different methods. To pay by cheque often requires the guest to provide notice and some form of identification (usually a cheque card) at many hotels. Travellers' cheques are accepted by many hotels, but not all. If a hotel accepts leading Credit or Debit cards, this is shown alongside details on price.

Basic Concepts

These options detail the basic techniques and terms which you will need when you use the Hotel & Restaurant Guide.

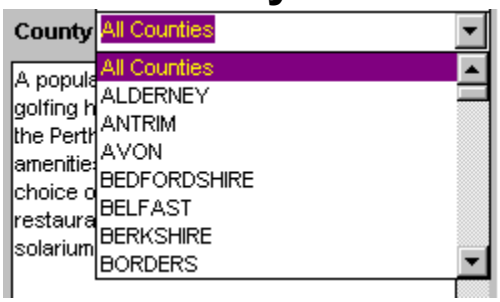
The main screen
Modes

The Main Screen

These options describe the basic features which can be found on the main screen. You will need to understand these basic features before you can make effective use of the Guide.

- The 'County' listbox
- The 'Town' listbox
- The 'Name' listbox
- The 'Previous / Next' buttons
- Viewing the information panels
- Printing information
- Quitting the guide

The 'County' listbox



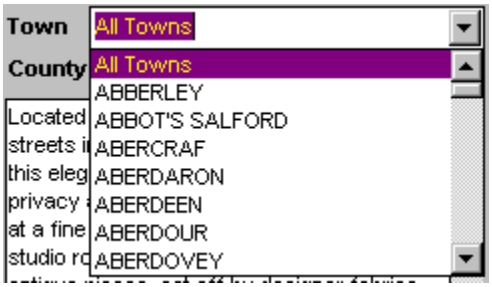
The County listbox contains a list of all the counties in Great Britain and Ireland.

By using the scroll bars and clicking, or typing in the name of the county you are interested in you affect the set of Hotels listed in the Name list box. For example, changing the county to 'BEDFORDSHIRE' would have the following effect:

- The Towns listbox is filled with all the towns in Bedfordshire.
- The Name listbox is filled with all the hotels in Bedfordshire (depending on the alphabet tab setting)

In this way it is possible to search quickly for a set of hotels in a particular county, without having to perform either an 'Easy Search' or a 'Detailed Search'.

The 'Towns' Listbox



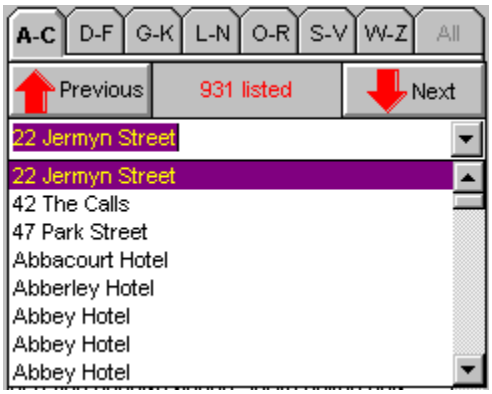
The Towns listbox contains a list of all the towns in whatever county is currently selected in the County listbox. If 'All Counties' is currently selected in the County listbox then all the towns featured in the Guide are listed.

By using the scroll bars and clicking, or typing in the name of the town you are interested in you affect the set of Hotels listed in the Name list box. For example, changing the county to 'ABERDEEN' would have the following effect:

- The Name listbox will be filled with all the hotels in Aberdeen

In this way it is possible to search quickly for a set of hotels in a particular town, without having to perform either an 'Easy Search' or a 'Detailed Search'.

The 'Name' Listbox



The Name listbox contains the list currently available hotels.

By using the scroll bars and clicking, or typing in the name of the hotel you are interested in you make the selected hotel the active one and its details are displayed in the information panels. Once a particular hotel is made active all its details are available to be viewed.

Because there are such a large number of hotels in the Guide an Alphabet tab control is provided above the listbox in order to narrow down the number of hotels displayed in the listbox. Whenever the current set of hotels is great in terms of numbers of hotels then the 'All' tab will be disabled and the hotel names subdivided into the alphabetic groups shown.

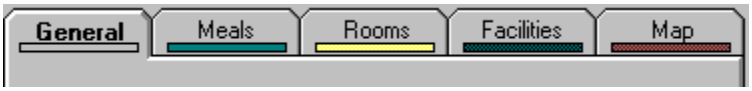
The 'Next/Previous' Buttons

The Next and Previous buttons provide a simple means of the navigating up and down the currently listed set of hotels in the Name listbox.

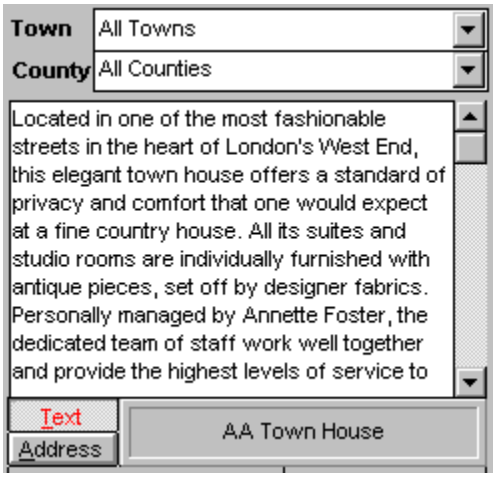
The buttons have no effect if you are trying to navigate past the top or the bottom of the list.

Viewing the Information Panels

All the details about a particular hotel or restaurant are contained on a number of panels. These panels are the tab panels and the description panel.

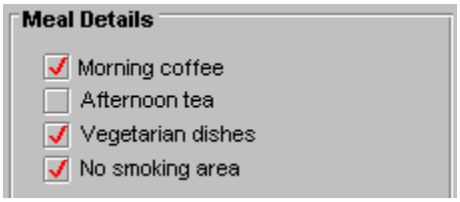


The tab panels are accessed by clicking on the tabs (shown above). Each tab provides access to a different subset of information regarding the currently active hotel. Full descriptions of the information displayed in each of the panels is available in the help section titled: The Hotel Guide or The Restaurant Guide.



The description panel (shown above) is visible when the 'General' tab is selected on the tab control. It contains the textual description for the active hotel. It can also show contact information when the 'Address' button is pressed. The 'Address' button toggles the Description panel between the description of the hotel and its contact information.

The format of the information displayed on the information panels varies but is very straightforward. For example :



These are tickboxes to indicate that the particular establishment either provides or does not provide a particular service. Using this example, it can be seen that the hotel provides morning coffee, afternoon tea, and a no smoking area, but does not provide vegetarian dishes.

All other information is provided in textual format and so should be easily understood.

Printing Information

The 'Print' button provides a facility for printing the information on the current hotel out, on the default printer.

Pressing the button results in the Print Preview. Once the Print Preview is shown you can print by pressing the Print button, or Cancel to exit without printing.

OPTION NOT AVAILABLE IN DEMONSTRATION VERSION

Quitting the Guide

To quit the AA Hotels & Restaurants Guide either use the system menu to close the window or use the 'Quit' button shown above. If any searches are active and the search criteria has not been saved then you will be asked whether or not you wish to save the criteria.

Modes

As the title of Guide suggests the program works in 2 modes: Hotels and Restaurants.

In hotels mode the set of information concerning hotels is available and in Restaurants mode the set of information concerning restaurants is available.

Switching between these two modes is done by using the radio buttons at the bottom of the main screen (see diagram above).

The main screen in each mode is slightly different from the other one. These differences are because of the different sets of information available for hotels and restaurants. Also, because there is much more information for hotels than there is for restaurants, there are 2 types of search in Hotels mode and only 1 type of search Restaurants mode.

For information on the different ratings systems used for each type of establishment, please refer to the sections titled : How Hotels are Inspected and Rated or How Restaurants are Inspected and Rated

The Hotel Guide

These options provide details and explanations of the features of the package when operating in 'Hotel' mode.

- The 'General' panel
- The 'Meals' panel
- The 'Rooms' panel
- The 'Facilities' panel
- The 'Map' panel
- Performing a hotel search

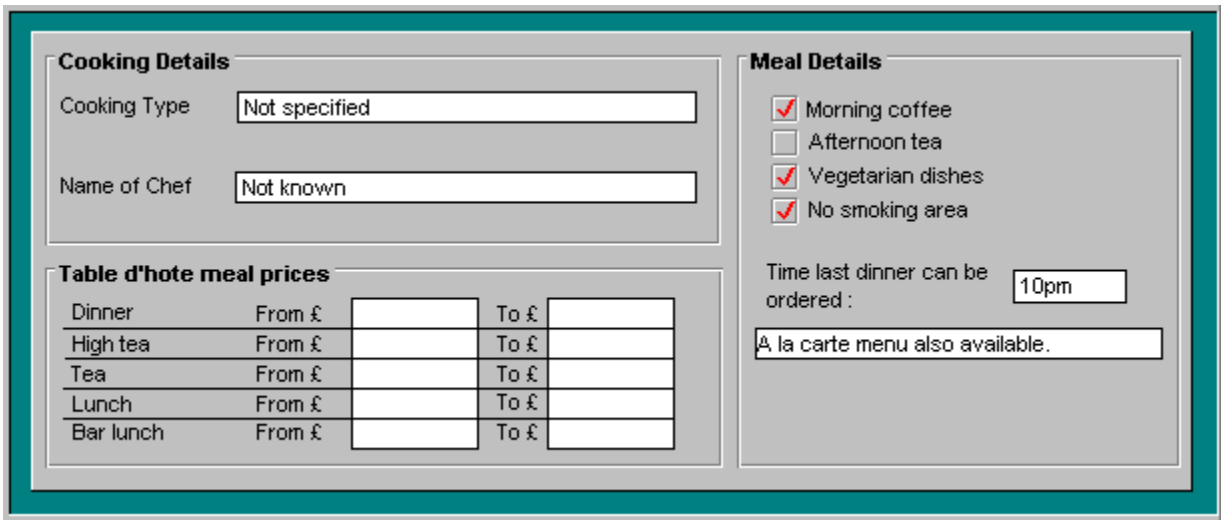
The 'General' panel

This is the 'General' panel. For each new hotel the panel starts by displaying the default picture. If there are any photos available for the establishment then you will be able to yse the camera buttons that appear at the bottom of the panel. If there is more than 1 photograph available for the hotel then the appropriate number of camera buttons appear at the bottom of the panel.

A small number of hotels have video clips. If the hotel has any video clips available then a 'video camera' button appears along with the camera buttons. Pressing the video button will play the video.

The 'General' panel also provides access to areas of the main screen that might have been hidden by the other panels (all the other panels go across the width of the main screen).

The 'Meals' Panel



The 'Meals' panel is shown above. It provides information on food facilities at the currently active hotel.

Information on the categories shown is available by selecting any of the following options :

- Cooking details
- Table d'hote meal prices
- Meal details

Cooking Details

This part of the 'Meals' information panel provides the following information :

- Type of cooking: there are many different styles of cooking and the one that this restaurant specialises is shown here. In some cases the cooking style might not be known.

- Name of chef: the name of the Head Chef at the establishment. In some cases the name of the chef might not be known.

Table d'hote meal prices

This part of the 'Meals' information panel gives the following information:

- Details on price for Dinner / High Tea / Tea / Lunch / Bar Lunch : if a particular price is not given then it either means that the hotel does not provide a meal of that sort, or that an up to date price is not available.

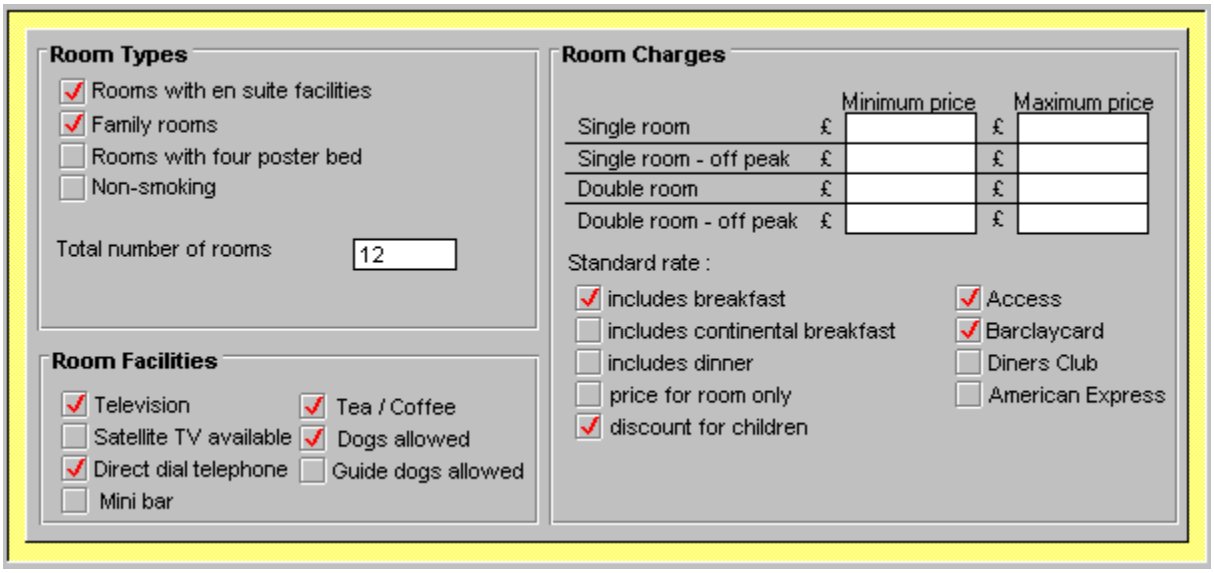
  It is important to stress that all the prices shown in the guide are not guaranteed, and should be checked before booking.

Meal Details

This part of the 'Meals' information panel gives the following information:

- Extra details of services offered by the hotel in the form of tickboxes.
- The latest time by which your order for food should be made.
- An indication as to whether or not an a la carte menu is available. If this message is visible then an a la carte menu is available. If it is not available then an a la carte menu is not available.

The 'Rooms' Panel



An example of the 'Rooms' panel is shown above. It provides information on rooms available at the currently active hotel.

Information on the categories shown is available by selecting any of the following options :

- Room types
- Room facilities
- Room charges

Room Types

The room facilities part of the 'Rooms' information panel provides the following information :

- Details of the types of rooms that are available at the hotel in the form of 4 tick boxes.
- An indication of the number of rooms at the hotel. If this box is blank then current information for the particular hotel is not available.

Room Facilities

The room facilities part of the 'Rooms' information panel provides the following information :

- A series of tick boxes showing what facilities the hotel supports as far as rooms are concerned.

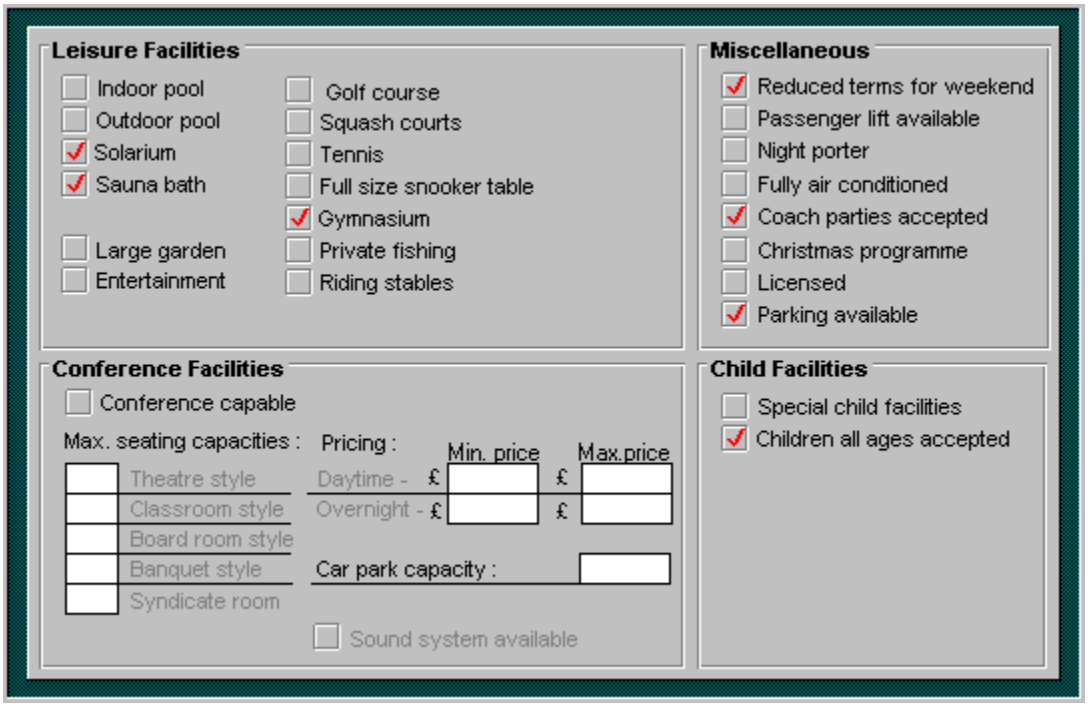
Room Charges

The room charges part of the 'Rooms' information panel provides the following information :

- Details on room charges for Single / Single off peake / Double / Double off peak : if a particular price is not given then it either means that the hotel does not provide a room of that sort, or that an up to date price is not available.

  It is important to stress that all the prices shown in the guide are not guaranteed, and should be checked before booking.
- A series of tick boxes providing further price related details. This includes an indication as to whether or not a discount is available for children.
- A series of tick boxes indicating which major credit cards are accepted at the hotel.

The 'Facilities' Panel



The 'Facilities' panel is shown above. It provides information on a wide range of facilities available at the currently active hotel.

Information on the categories shown is available by selecting any of the following options :

- Conference facilities
- Child facilities
- Leisure facilities
- Miscellaneous

Conference Facilities

This part of the 'Facilities' panel provides the following information :

- An indication of whether or not the hotel can provide conference facilities.
- Seating capacities - these the cover the most popular seating arrangements that you might require, e.g. boardroom or classroom style.
- Car park capacity (given as the number of cars the car park can cater for).
- Pricing structure for the conference facilities on offer. If a price is not given in particular box, then this can either mean that the hotel does not offer this type of service, or that an up to date price is not available.

  It is important to stress that all the prices shown in the guide are not guaranteed, and should be checked before booking.
- Finally, an indication is provided as to whether or not the hotel can provide a sound system for conference purposes.

Child Facilities

This part of the 'Facilities' panel provides the following information :

- Whether or not children of all ages are accepted into the hotel. If children of all ages are NOT accepted into the hotel, then an indication of the minimum age accepted is provided.
- An indication as to whether or not special child facilities are provided by the hotel. These could be such things as baby-changing facilities, a cot provided in the bedroom, or a crèche facility.

Leisure Facilities

This part of the 'Facilities' panel provides the following information :

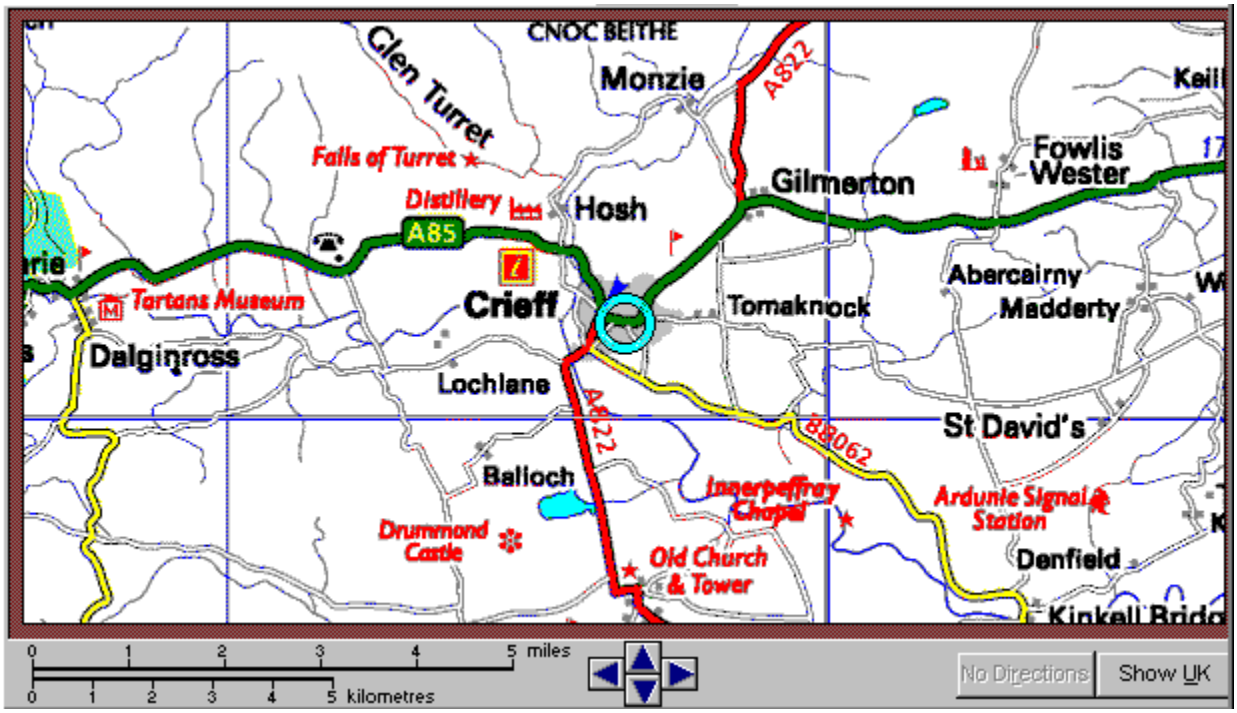
- A series of 13 tick boxes providing details of all the leisure activities that the hotel can cater for, and that might influence your choice of hotel.
- If entertainment is provided at the hotel, then a textual description of what is on offer might appear below the checkboxes.

Miscellaneous

This part of the 'Facilities' panel provides the following information :

- A series of 8 tick boxes covering items that do not fall into previous categories, but could nevertheless be an important factor in your choice of hotel.

The 'Map' Panel



The 'Map' panel is shown above. It provides a basic map facility to help in locating the hotel or restaurant that is currently active.

Most of the establishments in the guide have precise coordinates available, and for these a marker is shown indicating the position of the establishment on the map (the marker is a yellow circle, as can be seen in the centre of the map above). Other establishments do not have precise coordinate information available, and for these the approximate area of the map is shown with no marker. Unfortunately, no mapping data is available for Eire and Northern Ireland.

A number of additional controls are provided on the mapping panel and these are described below :

- Using the Map Navigation buttons
- Getting textual directions to the establishment
- Displaying and using the 'UK View' window

Using the Map Navigation Buttons

The Map Navigation buttons can be used for moving the view shown in the map panel. Simply press the appropriate button to move the map view in that direction.

If you try and move to an area that has no map information (e.g. off the coast) then one or more of these buttons will become grayed out, stopping the map view from moving any further in that direction.

Getting Textual Directions to an Establishment

Some of the establishments in the guide have directions in textual format as well as mapping information. You can access these textual directions by using the 'Directions' button shown underneath the map panel. If the current establishment does not have any textual directions then the button will grayed out.

The 'UK View' Window

Pressing the 'Show UK' button opens the 'UK View' window. This window can be used to show where the current map displayed in the map panel is in the UK. A blinking marker is shown to indicate the current position.

You can still interact with the map panel whilst the 'UK View' window is active.

You can also use the 'UK View' window to jump the map view to a particular point in the UK. You do this by clicking on a point on the picture of the UK and the map displayed in the map panel will jump to this location. If you try to jump to an area that cannot be shown (e.g. in the middle of the Irish Sea) then a beep will be heard and the map view will remain the same.

In this demonstration version you are limited to selecting only the Yorkshire region.

Performing a Hotel Search

Whilst the guide is in Hotel mode two types of searches can be performed in order to find hotels with specific features that fulfil certain criteria.

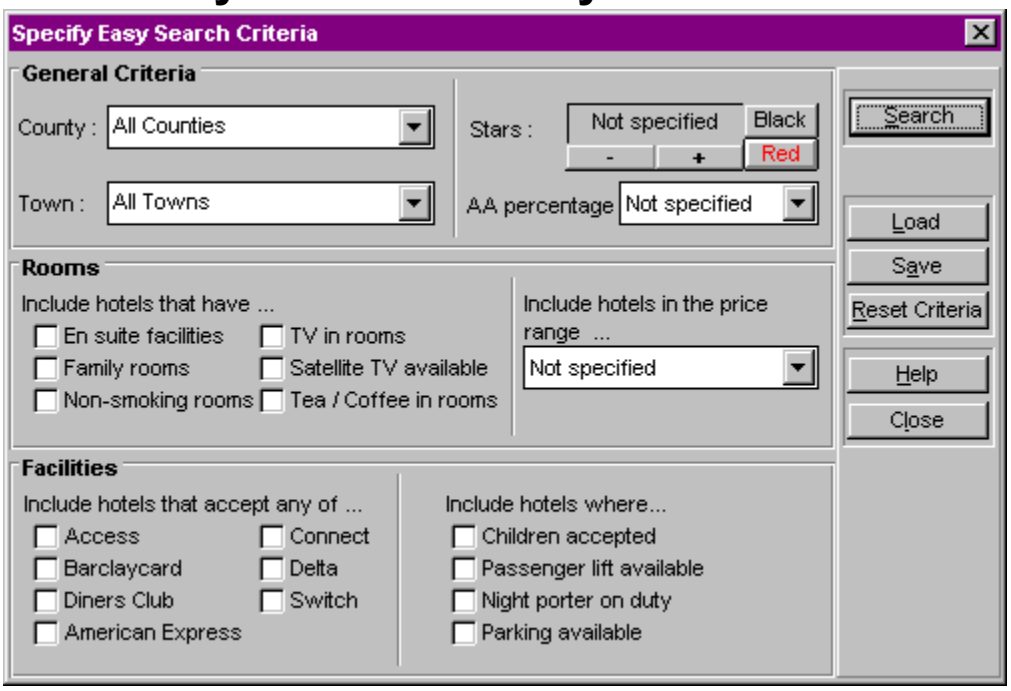
The reason for the two types of search are to do with the amount of information stored about each hotel. A large amount of information is stored about each hotel, and it possible that you only want to search by standard information such as 'Star rating' or 'Rosette awards'. If this is the case you would use the 'Easy Search' facility, which provides the user with the basic criteria to search upon. The 'Easy Search' facility also has the advantage of being faster than a 'Detailed Search' because fewer potential criteria are available to search upon.

Alternatively, it might be that you wish to search by very specific criteria, such as 'Night porter available' etc. This facility is provided by the 'Detailed Search' facility, where the available criteria covers the full range of hotel information.

These types of search are :

- 'Easy Search'
- 'Detailed Search'

The 'Easy Search' Facility

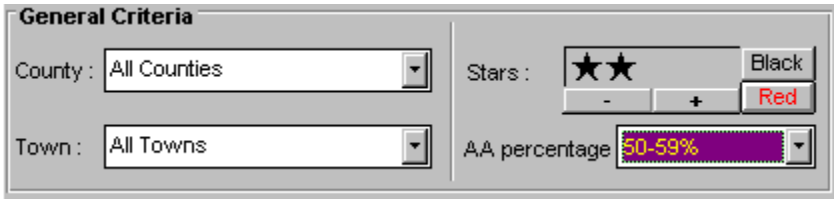


This is the 'Easy Search' dialog box. This is where you specify the criteria that form the basis of the search.

The dialog box is divided into a number of parts and detailed descriptions of these is provided in the options below :

- General Criteria
- Rooms
- Facilities
- The Search button
- Loading / Saving criteria

General Criteria



This part of the 'Easy Search' search dialog provides the following criteria:

- The 'County' listbox - this allows the search to be limited to hotels in a specific county. The listbox works in the same way as the one on the main screen in that if a county is selected then the contents of the 'Towns' listbox change to list the towns in that particular county.
- The 'Towns' listbox - this allows the search to be limited to hotels in a specific town.
- The 'Stars' criteria box - this allows the search to be further limited to those hotels with a specific black or red star rating. Use the '+' and '-' buttons to increase or decrease the number of stars, and use the 'Black' or 'Red' buttons to change the colour of the stars.
- The 'AA percentage' listbox - provides a choice of percentage ranges to further limit the search.

(For example, the diagram above shows search criteria for displaying those hotels with 2 black stars and an AA percentage of 50 to 59%. The search is not limited to a specific county or town.)

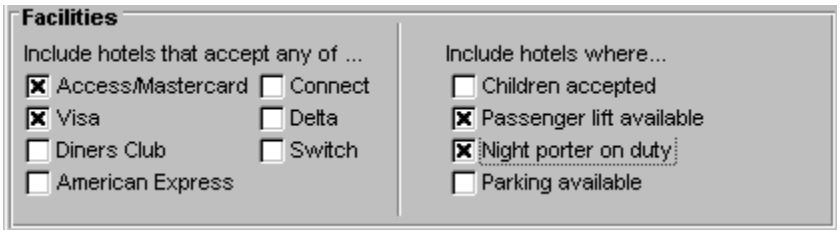
Rooms Criteria

This part of the 'Easy Search' dialog box provides the following set of criteria :

- A set of 6 checkboxes allowing the search to be limited to those hotels which provide the facilities described.
- A listbox providing a set of room price ranges which can also be used to limit the search.

(For example, the diagram above shows search criteria to find those hotels that have ensuite facilities in rooms and Satellite TV, and are in the price range £75 to £100 for a single room.)

Facilities Criteria



The Facilities Criteria part of the 'Easy Search' dialog box provides the following criteria :

- A set a 4 checkboxes to specify credit cards which the hotel must accept.
- A further set of 4 checkboxes providing other popular criteria.

(For example, the above diagram specifies a search for those hotels that accept Access/Mastercard or Visa and where a passenger lift is available, as well as a night porter.)

The 'Search' Button

The 'Search' button on the 'Easy Search' dialog box starts the search executing so long as some search criteria have actually been set.

A progress bar for the search is provided at the bottom right of the 'Easy Search' dialog box to indicate how long the search is taking.

The results of the search, i.e. all those hotels fulfilling the search criteria, are displayed back on the main screen, where information can be accessed regarding each hotel in the normal way (see 'Viewing the Information Panels').

It may be that no hotels fulfill the search criteria in which case the 'No hotels' message appears on the main screen.

- IMPORTANT

  Be aware that the alphabet tab control still operates when displaying the results of searches. Also, the 'Number Found' refers to the number found WITH the currently active alphabet tab. The 'All' tab will only become active if there are not too many hotels to be displayed in the listbox. If there are too many hotels in total as a result of a search then the 'All' tab will be disabled.

Loading/Saving Criteria

It is possible to load and save 'Easy Search' criteria so that you only have to specify a particular search once.

Use the 'Load' or 'Save' buttons to do this.

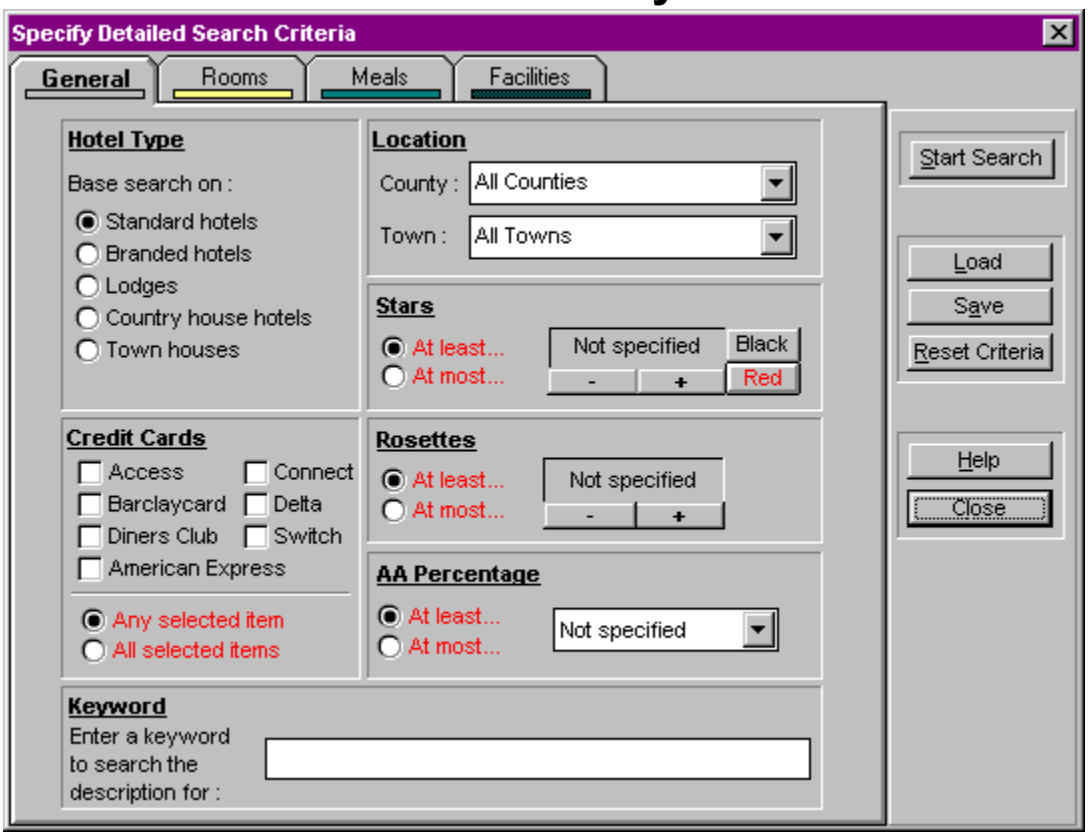
'Easy Search' criteria files are normally saved with the '.ESH' extension to differentiate them from 'Detailed Search' or 'Restaurant Search' criteria files.

- IMPORTANT

  The three file types used in the guide for storing search criteria are not compatible with each other. For instance, it is not possible to Load previously saved 'Easy Search' criteria into the 'Detailed Search' dialog box.
  Although it is possible to use any extension you wish to when saving files each file type has it's own unique internal identifier, used to determine which file type it is.

OPTION NOT AVAILABLE IN DEMONSTRATION VERSION

The 'Detailed Search' Facility

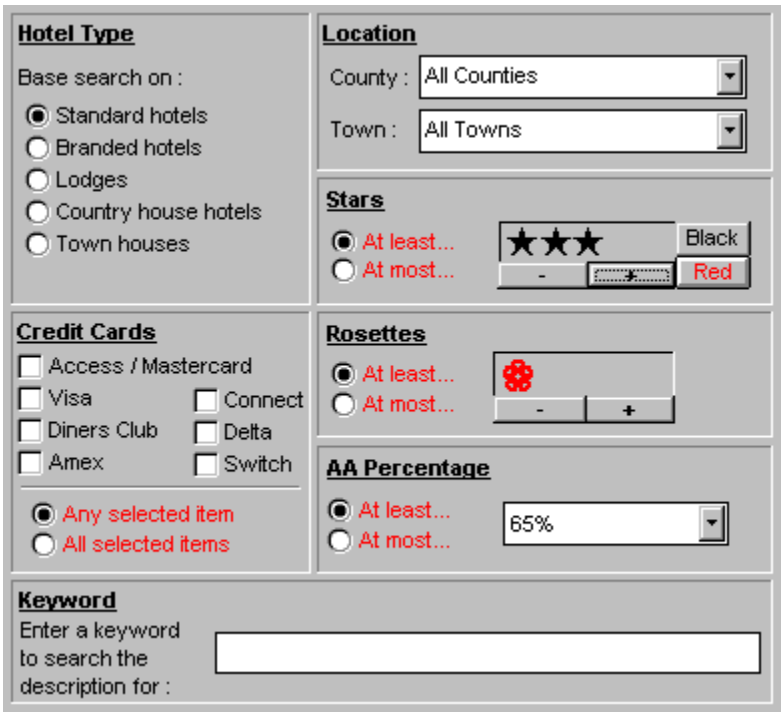


This is the 'Detailed Search' dialog box. This is where you specify the criteria that form the basis of a detailed search.

The dialog box is divided into a number of parts and use a tab control, like the one on the main screen. Detailed descriptions of these parts is provided in the options below :

- General Criteria
- Rooms Criteria
- Meals Criteria
- Facilities Criteria
- The 'Search' button
- Loading / Saving criteria

General Criteria



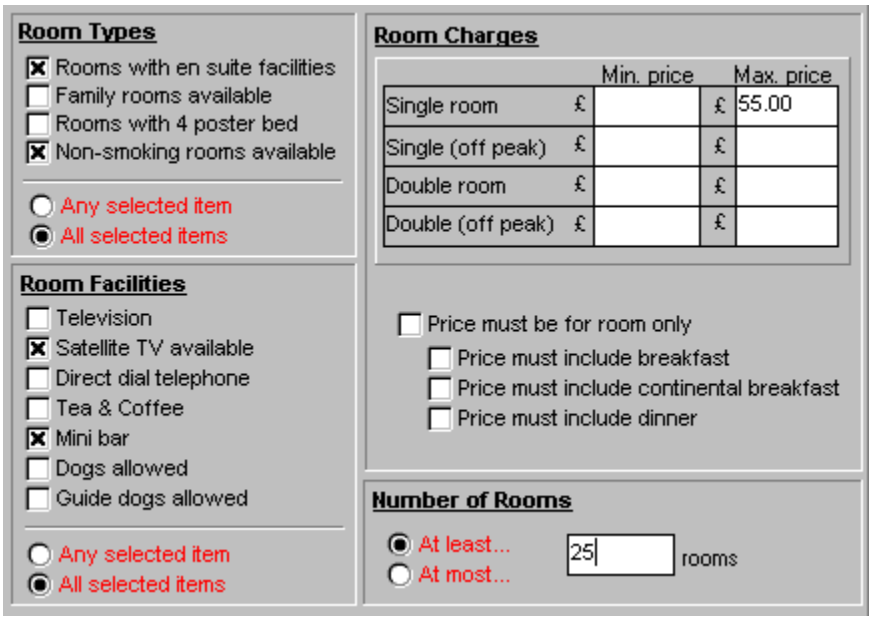
This panel of the 'Detailed Search' dialog box provides the following criteria :

- Hotel type - there are 5 different types of hotel which the guide provides information on. It is possible using these radio buttons to limit the search to one of these types of hotel
- Credit cards - provides the means of limiting the search to hotels which accept any or all of the selected credit cards.
- Location - the 'County' listbox allows the search to be limited to a specific county. The 'County' listbox works in the same way as the 'County' listbox on the main screen in that if a county is selected then the contents of the 'Towns' listbox change to list all the towns in the selected county.

  The 'Towns' listbox allows the search to be limited to hotels in a specific town.
- The 'Stars' criteria box - this allows the search to be further limited to those hotels with 'at least' or 'at most' the specified black or red star rating. Use the '+' and '-' buttons to increase or decrease the number of stars, and use the 'Black' or 'Red' buttons to change the colour of the stars.
- The 'Rosettes' criteria box - this allows the search to be further limited to those hotels with 'at least' or 'at most' the specified number of rosette awards. Use the '+' and '-' buttons to increase or decrease the number of rosettes.
- AA percentage - this allows the search to be limited to those hotels with 'at least' or 'at most' the specified percentage rating.
- Keyword - this enables the user to search for a particular word in the hotel's description. The hotel description is the information displayed in the description panel of the main screen.

For example, the diagram at the top shows search criteria specifying standard hotels with at least 3 black stars and at least 1 rosette award with a AA percentage of at least 65%.

Rooms Criteria

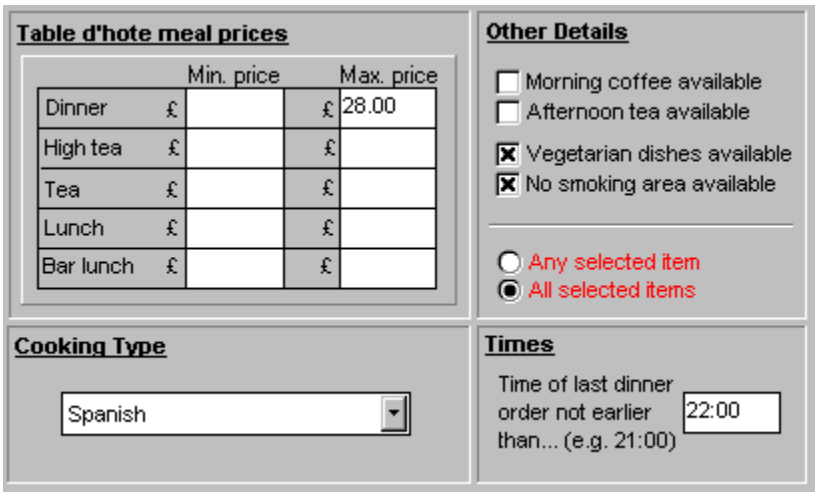


This panel of the 'Detailed Search' dialog provides access to the following sets of criteria :

- Room type - these 4 check boxes allow the search to be limited to those hotels providing specific types of rooms. Use the 'Any...' or 'All...' radio buttons to specify either that the search should include hotels with any of the selected options or hotels that have all the selected options.
- Room facilities - these 7 checkboxes allow the search to be limited to those hotels providing specific facilities in their rooms. Use the 'Any...' or 'All...' radio buttons to specify either that the search should include hotels with any of the selected options or hotels that have all the selected options.
- Room charges - enter a price range to search for here (there is no need to include the '£' sign). The remaining 4 checkboxes allow the price criteria to further limit the search.
- Number of rooms - this edit box allows the search to be limited to hotels that have 'at least' or 'at most' the specified number of rooms.

(For example, the diagram above shows a search for hotels that have both rooms with en suite facilities and non-smoking rooms; also the rooms must have satellite TV available and a minibar; also the price for a single room at standard rate must not be greater than £55.00 and the hotel should have at least 25 rooms.)

Meals Criteria



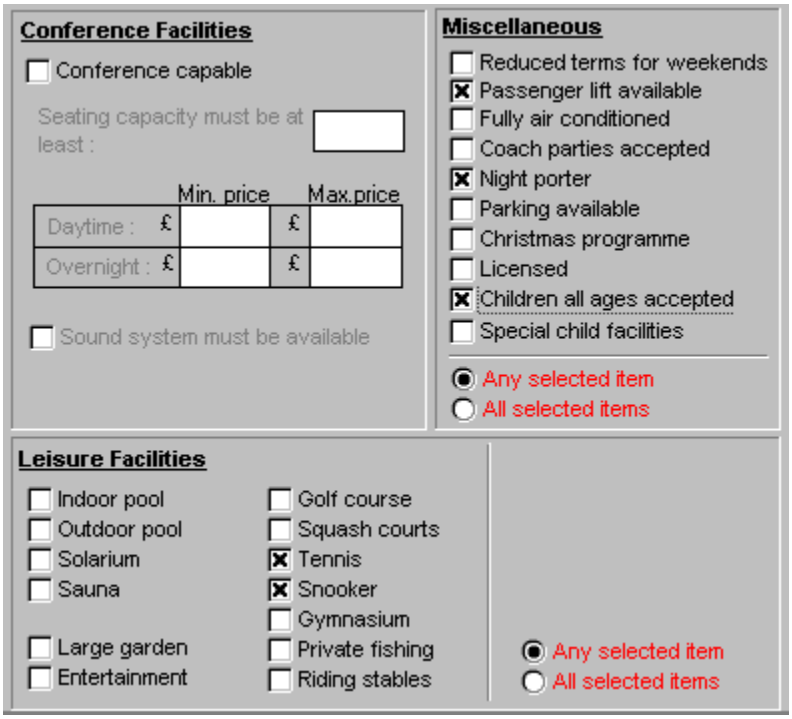
This part of the 'Detailed Search' dialog box provides access to search criteria concerning the meals that the hotel is able to provide. The criteria are presented as follows :

- Table d'hote meal prices - this allows the search to be limited to a specific price range for a particular type of meal (there is no need to type the '£' sign in the price)
- Cooking type - this listbox provides a list of all the meal types provided in the Guide enabling the search to be limited to those hotels providing a specific type of food.
- Other details - other facilities provided by the hotel as part of its meals service are included here. Use the 'Any...' or 'All...' radio buttons to specify either that the search should include hotels with any of the selected options or hotels that have all the selected options.
- Times - this allows the search to be limited to those hotels with the specified last dinner order time or earlier.

(For example, the above diagram specifies a search that includes hotels where the price of dinner is not more than £28.00 and the type of cooking is vegetarian; the hotel must also provide vegetarian dishes and a no smoking area; and the hotel must accept orders for dinner up until 22:00).

Facilities Criteria

This part of the 'Detailed Search' provides access to the following set of criteria concerning the facilities that the hotel offers :



- Conference facilities - clicking on the 'Conference capable' checkbox will make the other conference criteria controls active. This allows criteria for minimum seating capacity; price, and sound system to be set, and the search will be limited to those hotels fulfilling these criteria.

  Please note that the 'Conference capable' checkbox must be checked for the rest of the conference criteria to be included in the search. For instance, if you have set conference price criteria and then unchecked the 'Conference capable' checkbox the price criteria will NOT be included in the search.
- Leisure facilities - these checkboxes allow the search to be limited to those hotels that have 'All' or 'Any' of the selected facilities.
- Miscellaneous - these checkboxes allow the search to be limited to those hotels that have 'Any' or 'All' of the selected miscellaneous options.

(For example, the above diagram shows that a search has been specified to include hotels that have either Tennis or Snooker facilities and have a passenger lift or a night porter or accept children of all ages).

The Search Button

The 'Search' button on the 'Detailed Search' dialog box starts the search executing so long as some search criteria have actually been set.

A progress bar for the search is provided at the bottom right of the 'Detailed Search' dialog box to indicate how long the search is taking.

The results of the search, i.e. all those hotels fulfilling the search criteria, are displayed back on the main screen, where information can be accessed regarding each hotel in the normal way (see 'Viewing the Information Panels').

It may be that no hotels fulfil the search criteria in which case the 'No hotels' message appears on the main screen.

- IMPORTANT

  Be aware that the alphabet tab control still operates when displaying the results of searches. Also, the 'Number Found' refers to the number found WITH the currently active alphabet tab. The 'All' tab will only become active if there are not too many hotels to be displayed in the listbox. If there are too many hotels in total as a result of a search then the 'All' tab will be disabled.

Load/Saving Criteria

It is possible to load and save 'Detailed Search' criteria so that you only have to specify a particular search once.

Use the 'Load' or 'Save' buttons to do this.

'Detailed Search' criteria files are normally saved with the '.DSH' extension to differentiate them from 'Easy Search' or 'Restaurant Search' criteria files.

- IMPORTANT

  The three file types used in the guide for storing search criteria are not compatible with each other. For instance, it is not possible to Load previously saved 'Easy Search' criteria into the 'Detailed Search' dialog box.
  Although it is possible to use any extension you wish to when saving files each file type has it's own unique internal identifier, used to determine which file type it is.

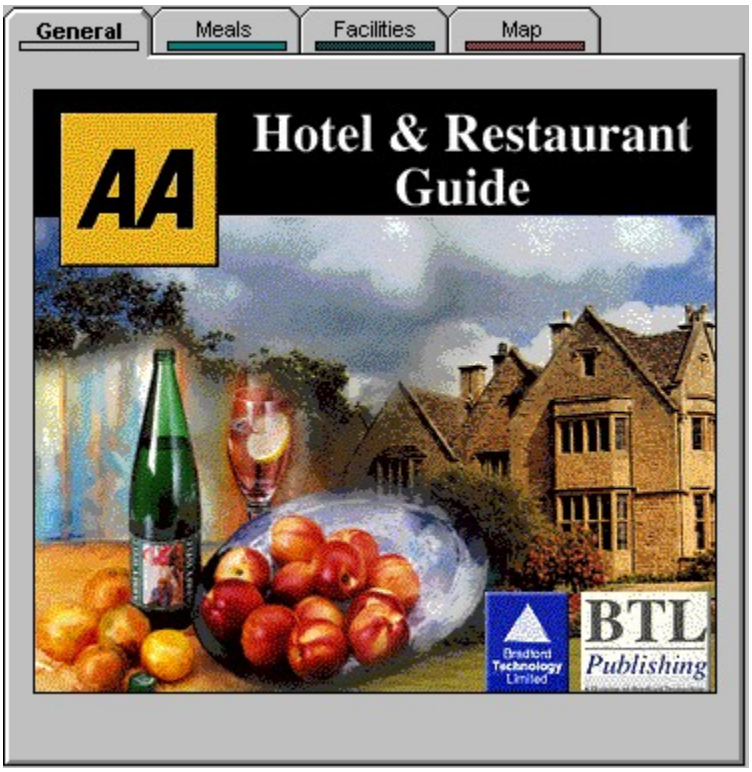
OPTION NOT AVAILABLE IN DEMONSTRATION VERSION

The Restaurant Guide

These options provide details and explanations of the features of the package when operating in 'Restaurant' mode.

- The 'General' panel
- The 'Meals' panel
- The 'Facilities' panel
- The 'Map' panel
- The Restaurant search facility

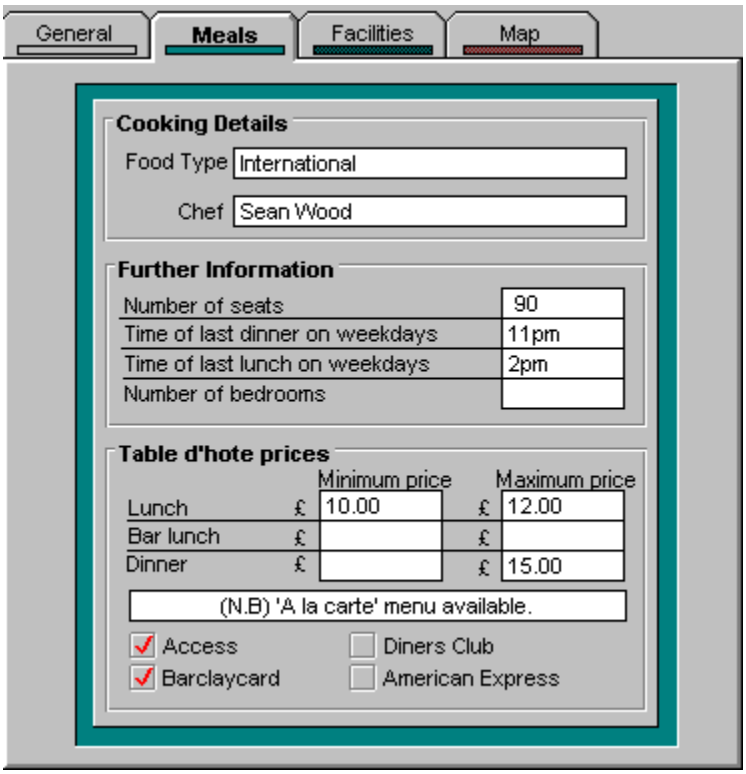
The 'General' Panel



This is the 'General' panel. It is not possible to display any photos of restaurants as non exist as yet in this version of the Guide.

The 'General' panel also provides access to areas of the main screen that might have been hidden by the other panels (all the other panels go across the width of the main screen).

The 'Meals' Panel



The 'Meals' panel is shown above. It provides information on food facilities at the currently active hotel.

Information on the categories shown is available by selecting any of the following options :

- Cooking details
- Further information
- Table d'hote prices

Cooking Details

This part of the 'Meals' information panel provides the following information :

- Type of cooking: there are many different styles of cooking and the one that this restaurant specialises is shown here. In some cases the cooking style might not be known.

- Name of chef: the name of the Head Chef at the establishment. In some cases the name of the chef might not be known.

Further Information

This part of the 'Meals' panel provides the following information :

- Number of seats in the restaurant - if this box is blank then the number of seats at the restaurant is not currently known.
- Time of dinner on weekdays - if this box is blank then the information is not currently available.
- Time of first lunch on weekdays - if this box is blank then the information is not currently available.
- Number of bedrooms - some restaurants have a small numbers of rooms to offer to customers. If this box is blank then the restaurant either has no rooms to offer or no information is currently available.

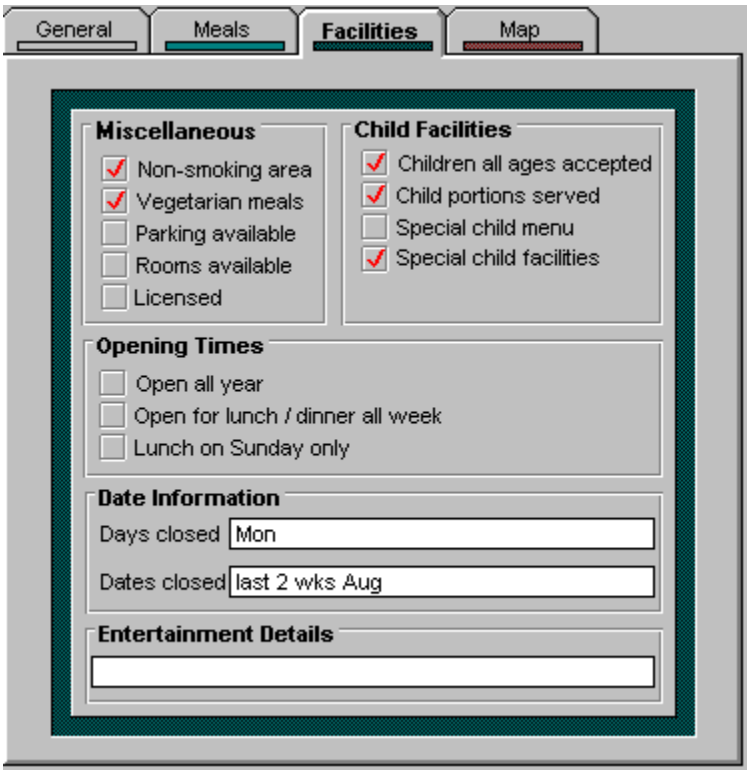
Table d'hote meal prices

This part of the 'Meals' panel provides the following information :

- Details on price for Lunch / Bar lunch / Dinner : if a particular price is not given then it either means that the restaurant does not provide a meal of that sort, or that an up to date price is not available.

  It is important to stress that all the prices shown in the guide are not guaranteed, and should be checked before booking.
- Credit cards - these tickboxes show which credit cards the restaurants accepts as a means of payment.

The 'Facilities' Panel



The 'Facilities' panel is shown above. It provides information on a wide range of facilities available at the currently active restaurant.

Information on the categories shown is available by selecting any of the following options :

- Miscellaneous
- Child facilities
- Opening times
- Date information
- Entertainment details

Miscellaneous

This part of the 'Facilities' panel provides the following information :

- 5 tickboxes providing information not covered in other information panels but which could influence your choice of restaurant e.g. vegetarian meals provided...

Child Facilities

This part of the 'Facilities' panel provides information facilities for children that the restaurant offers :

- 4 tickboxes detailing child facilities such as, children's menu available.

Opening Times

This part of the 'Facilities' panel provides the following information :

- Indications of any restrictions on regular opening times at the currently active restaurant.

Date Information

This part of the 'Facilities' panel provides the following information :

- Specific days closed - these might weekly days closed, e.g. Mon, Tue.
- Specific dates closed - these dates might be individual to the particular restaurant and also might include standard holidays such as Christmas day etc. Please check closing days before booking.

Entertainment Details

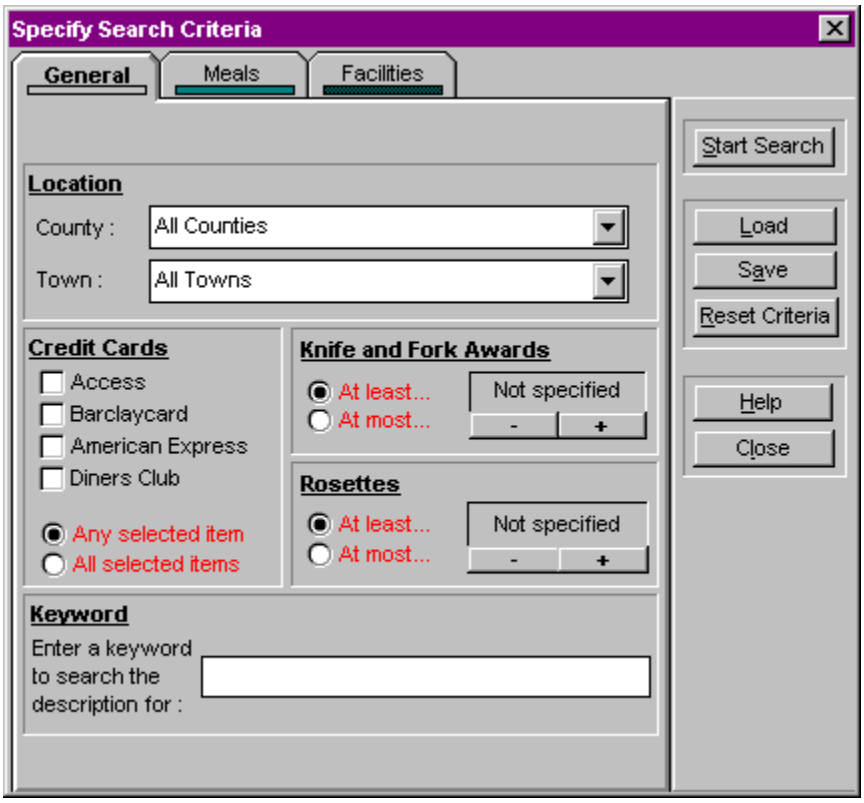
This part of the 'Facilities' panel provides the following information :

- Entertainment details - some restaurants provide entertainment for diners. This box provides details of any such entertainment if any details are currently available.

Performing a Restaurant Search

Unlike Hotels mode, Restaurant mode only has one type of search. This is because there is less information stored for each restaurant than for hotels.

To specify the criteria for a Restaurant search press the 'Search' button to activate the Restaurant search dialog box :

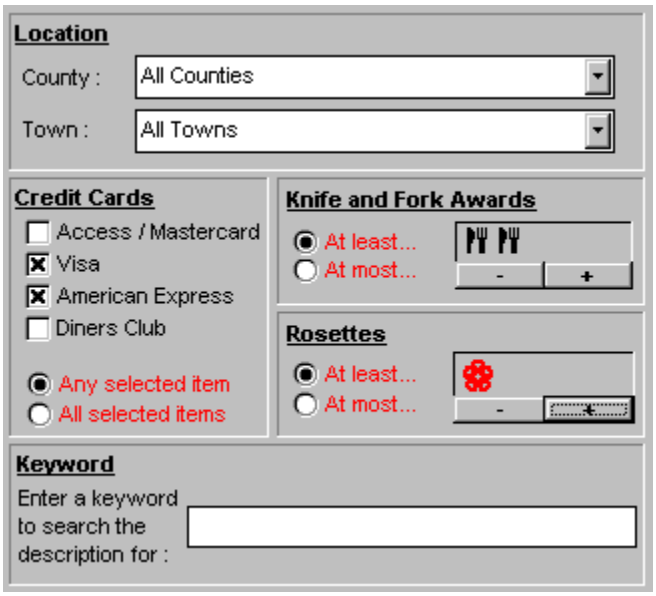


This is the 'Restaurant Search' dialog box. This is where you specify the criteria that form the basis of a Restaurant search.

The dialog box is divided into a number of parts and use a tab control, like the one on the main screen. Detailed descriptions of these parts is provided in the options below :

- General criteria
- Meals criteria
- Facilities criteria
- The 'Search' button
- Loading / Saving criteria

General Criteria



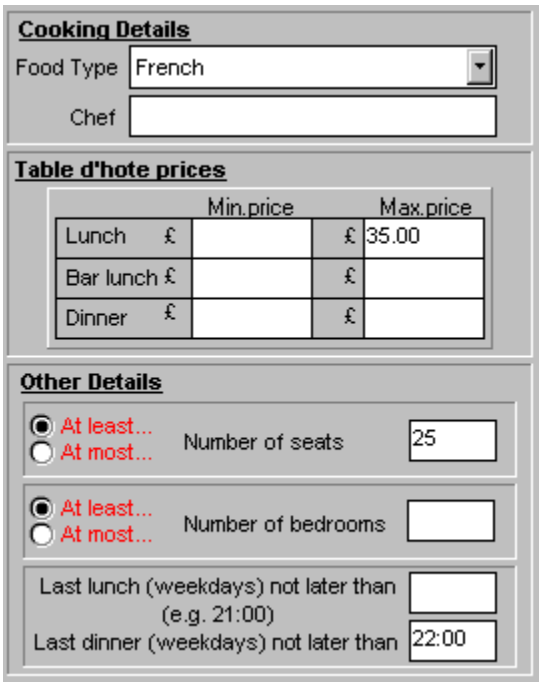
This part of the 'Restaurant Search' dialog box provides the following search criteria :

- Location - the 'County' listbox allows the search to be limited to a specific county. The 'County' listbox works in the same way as the 'County' listbox on the main screen in that if a county is selected then the contents of the 'Towns' listbox change to list all the towns in the selected county.

  The 'Towns' listbox allows the search to be limited to hotels in a specific town.
- Credit cards - provides the means of limiting the search to hotels which accept any or all of the selected credit cards.
- The 'Knife & Fork' criteria box - this allows the search to be further limited to those restaurants with 'at least' or 'at most' the specified number of Knife and Fork ratings. Use the '+' and '-' buttons to increase or decrease the number of Knife and Fork ratings.
- The 'Rosettes' criteria box - this allows the search to be further limited to those restaurants with 'at least' or 'at most' the specified number of rosette awards. Use the '+' and '-' buttons to increase or decrease the number of rosettes
- Keyword - this enables the user to search for a particular word in the restaurant's description. The restaurant description is the information displayed in the description panel of the main screen.

(For example, the diagram above specifies a search for restaurants that accept either Visa or American Express and have at least 2 Knife & Fork wards and at least 1 Rosette award.)

Meals Criteria



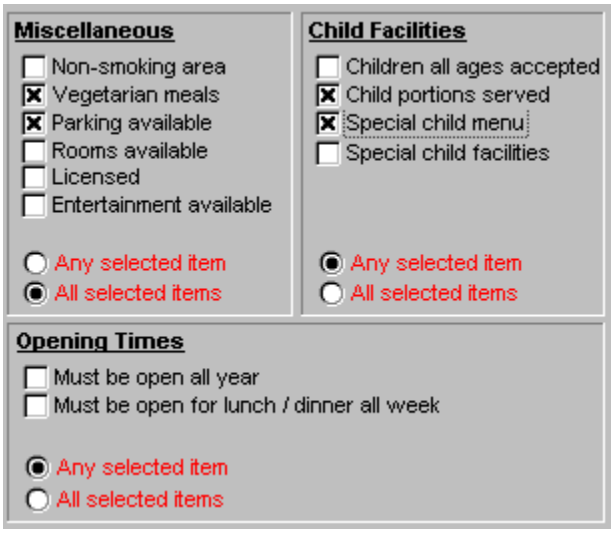
The 'Meals' part of the 'Restaurant Search' dialog box provides the following search criteria :

- Cooking details - this listbox provides a list of all the meal types provided in the Guide enabling the search to be limited to those restaurants providing a specific type of food.

  Also it is possible to search for a specific Chef - type in the last name of the chef you wish to search for.
- Table d'hote meal prices - this allows the search to be limited to a specific price range for a particular type of meal (there is no need to type the '£' sign in the price)
- Other details - the remainder of these options allow criteria to be set for minimum or maximum number of seats at the restaurant / minimum or maximum number of bedrooms at the restaurant / earliest times for lunch and dinner (weekdays only). Leaving any of these boxes blank excludes the criteria from the search.

(For example, the above diagram specifies a search for restaurants providing French food, with a dinner price not greater than £35.00 and at least 25 seats, as well as a time for the last dinner not later than 10pm.

Facilities Criteria



This part of the 'Restaurant Search' dialog box provides the following criteria :

- Miscellaneous - these checkboxes allow the search to be limited to those restaurants that have 'Any' or 'All' of the selected miscellaneous options.
- Child facilities - these checkboxes allow the search to be limited to those restaurants that have 'Any' or 'All' of the selected child facility options.
- Opening times - these checkboxes allow the search to be limited to those restaurants that have 'Any' or 'All' of the selected opening time options.

(For example, the above diagram specifies a search for those restaurants that provide vegetarian meals and car parking, and also serve special child portions or have a special child menu.)

The 'Search' Button

The 'Search' button on the 'Restaurant Search' dialog box starts the search executing so long as some search criteria have actually been set.

A progress bar for the search is provided at the bottom right of the 'Restaurant Search' dialog box to indicate how long the search is taking.

The results of the search, i.e. all those restaurants fulfilling the search criteria, are displayed back on the main screen, where information can be accessed regarding each restaurant in the normal way (see 'Viewing the Information Panels').

It may be that no restaurants fulfil the search criteria in which case the 'No hotels' message appears on the main screen.

Loading/Saving Criteria

It is possible to load and save 'Restaurant Search' criteria so that you only have to specify a particular search once.

Use the 'Load' or 'Save' buttons to do this.

'Restaurant Search' criteria files are normally saved with the '.RSH' extension to differentiate them from 'Easy Search' or 'Detailed Search' criteria files.

- IMPORTANT

  The three file types used in the guide for storing search criteria are not compatible with each other. For instance, it is not possible to Load previously saved 'Easy Search' criteria into the 'Detailed Search' dialog box.
  Although it is possible to use any extension you wish to when saving files each file type has it's own unique internal identifier, used to determine which file type it is.

Index

≡
#
A
B
C
D
E
F
G
H
I
J
K
L
M
N
O
P
Q
R
S
T
U
V
W
X
Y
Z

A

Audio help

B

Basic Concepts

Booking

C

Campanile

Cancellation

Child Facilities (Hotel mode)

Child Facilities (Rest.mode)

Company Owned Hotels

Complaints

Conference Facilities

Contents

Cooking Details (Hotel mode)

Cooking Details (Rest. mode)
County listbox
Courtyard by Marriott
D
Date Information (Rest.mode)
Directions
E
Easy Search
Entertainment Details (Rest.mode)
F
Facilities Criteria (Det.Search)
Facilities Criteria (Easy search)
Facilities Criteria (Rest.Search)
Facilities Panel (Rest.mode)
Facilities Panel
Fire Precautions
Forte Crest
Forte Posthouse
Forte Travelodge
Further Information
G
General Criteria (Det.Search)
General Criteria (Easy search)
General Criteria (Rest.Search)
General panel (Hotel mode)
General Panel (Rest. mode)
Granada Lodges
H
Hilton National
Hotel Classifications
Hotel Groups and Company Branding
Hotel Search
How hotels are inspected and rated
How restarants are inspected and rated
I
Index
Inspection
Inspectors
Introduction the Guide
Introduction
K
Knife and Fork Ratings

L
Leisure Facilities
Licences to sell alcohol
Load/Saving Criteria (Det.Search)
Loading Saving Criteria (Easy search)
Loading/Saving Criteria (Rest.search)
M
Map Panel
Marriott
Meal Details (Hotel mode)
Meal prices (Hotel mode)
Meal prices (Rest. mode)
Meals Criteria (Det.Search)
Meals Criteria (Rest.Search)
Meals Panel (Hotel mode)
Meals Panel (Rest. mode)
Miscellaneous (Hotel mode)
Miscellaneous (Rest.mode)
Modes
N
Name Listbox
Next/Previous Buttons
O
Opening Times (Rest.mode)
P
Pavilion Lodges
Payment
Percentage Scores
Prices
Printing
Q
Quitting
R
Radisson Edwardian
Restaurant Inspection
Restaurant Search
Room Charges
Room Facilities
Room types
Rooms Criteria (Det. search)
Rooms Criteria (Easy search)
Rooms Panel

Rosette Awards

S

Search Button (Det.Search)
Search Button (Easy search)
Search Button (Rest. Search)
Star Ratings

T

The Detailed Search Facility
The Hotel Guide
The Main Screen
The Restaurant Guide
Towns Listbox
Travel Inn

U

UK View Window
Useful Information
Using the Map Navigation Buttons

V

Viewing Information Panels

Z

Zooming In and Out

Audio help

In the full version 'Audio' help is available for a selected number of topics in the help file.

current set of hotels

The current set of hotels is determined by the currently selected county or town, or by the results of a search.

'Detailed Search'

<The Detailed Search Facility>

'Detailed Search'.

<The Detailed Search Facility>

'Easy Search'

<Easy Search>

Hotel Guide

<The Hotel Guide>

How Hotels are Inspected and Rated

<How hotels are inspected and rated>

How Restaurants are Inspected and Rated

<How restarants are inspected and rated>

load

Print Preview

The Print Preview provides an approximate idea of what the printed information will look like.

search
<Performing a Restaurant Search>

set of hotels

The current set of hotels is determined by the the currently selected county or town, or by the results of a search.

star-rating system
<Star Ratings>

The Hotel Guide
<The Hotel Guide>

The Restaurant Guide
<The Restaurant Guide>

'Viewing the Information Panels'

<Viewing the Information Panels>