

REGENCY



ELEGANCE

# A Pen from the Glen

NEWSLETTER OF THE ROYAL GLEN HOTEL • SIDMOUTH



Our annual newsletter wings its way to you this year I hope without the hitches of the last one, when the old and the new data base seemed at war with one another and it ended up being a labour of love instead of the promised so much quicker and easier at the press of the button. Where have we heard that one before! I apologise to those of you who did not receive one at all, especially those of you who have been coming for a long time, we were so very embarrassed. Our front cover picture is one of Princess Victoria at the age of 10:- We were very privileged to be presented with 2 books, 'The Life of Her Majesty the Queen 1887' and 'A Jubilee Memoir' from Mr & Mrs Boffin of Oxfordshire. Given to one of their relatives inside it is

inscribed 'Lilian Webb in Jubilee Year June 21st, and both recount the story:- 'When the Royal Child was but seven months old, she was taken by her father and mother to Woolbrook Cottage, Sidmouth, on the east coast of Devon, for the benefit of the sea air. The household was thrown into a state of alarm at the beginning of the year 1820 by an alarming incident. It appears that a boy had obtained possession of a gun, with which he fired at small birds so close to the residence of the Duke, that the charge broke the nursery windows, and some of the shot passed quite close to the head of the youthful Princess, then in the arms of her nurse.' I know that there are some Historians that have questioned the authenticity of this story, so it was satisfying to see it written again in two more publications.



## REFURBISHMENT UPDATE

The beginning of the year saw us working tremendously hard in our maintenance programme. Victoria's Restaurant is looking very smart in its new Apricot colours and new cutlery. The kitchen is now completed in its complete overhaul and we again received our seal of excellence from the Local Authority. We completed 6 bathrooms and many new shower attachments, new thermostat valves on radiators, many new covers and curtains, some of the corridors have been redecorated. One of our heaviest outlays have been windows which as many of you appreciate being Grade A listed means we have to replace with wood, so each one has to be hand made in our own character, a strain on resources and with it very problematic in the standard of fitting etc. Oh to be able to buy off the shelf PVC! No, I promise we wouldn't. We are committed to retaining our own special Victorian ambience which we know, many of our visitors who return again and again say please don't change and many first time Guests are thrilled to have found us tucked away in our little dell. We know how important it is to move forward with the times as well and this winter we shall be trying to do more than ever to bring everywhere up to the same standard, in keeping with our 'cottage orne, Victorian Villa'.



## SIDMOUTH FOLK FESTIVAL

The 2004 Sidmouth International Folk Festival was tremendous in its 50th year. Blessed with good weather, it saw plenty of crowds at most venues. The dismay and disappointment that it would be the last one of its kind was far reaching. However it is hoped that a fringe festival will be held in the town in 2005, which will ensure continuity, and then a full scale all be it with changes will be planned for 2006. At least 2000 people have booked for next year not wishing to lose their annual bookings for the return of a bigger festival in 2006.



## LOCAL OLYMPIC MEDALIST

We are very proud of our local Olympic Medalist Mary King whose horses are stabled at Salcombe Regis. Mary had her three day event Bronze Olympic Medal upgraded to Silver after Germany were stripped of their gold following an appeal. However because of this we have all yet to see it, as indeed Mary has. The presentation by the Princess Royal at Buckingham Palace at the invitation of the Queen is scheduled for Monday 18th October. Mary said: "It will be great to actually get the medal at last. I have been invited to lots of things since the Olympics and everyone always says 'bring your medal' and I have to say 'I haven't got it!'"

## DISABILITY ACT UPDATE

Last winter we laid a new surface to the car park to enable much easier access than the former gravel. Our immediate ongoing programme will make all stairs have better rails, a portable ramp at the front door and garage step. A hearing loop at Reception. A large print menu is available on request. Owing to the logistics and planning permission needed for our building we are still to assess how quickly we could make the ground floor public areas firstly and secondly one bedroom wheelchair accessible. All our staff found a South West Tourism Course 'Welcome All' very informative. Of course it goes without saying, and we have always had many favourable comments that the staff are naturally attentive to anybody's needs. Should you not have stayed with us before please state any special needs or requests on making your enquiry as different rooms may suit different needs.



## PRIDE OF EXMOUTH

The Pride of Exmouth boat trips operating between June and September depending on the tide more than the weather has proved very popular this year. It runs very close to the shoreline, allowing passengers to take in the splendours of the World Heritage Coastline from Sidmouth's red Triassic rocks, topped with Cretaceous Upper Greensand to the ancient pebble beds washed their way from Brittany 400 million years ago at Budleigh Salterton to the nesting kittiwakes, cormorants and oyster catchers at Orcombe Point onto the red desert cliffs at Exmouth.



## SIDMOUTH TOWN BAND

Sidmouth Town Band enjoyed a good summer season of 15 concerts on Sunday evenings from May to September on the stage in Connaught Gardens ending on a balmy evening with a crowd of 500 people.



## PRIDE OF SIDMOUTH

The new lifeboat has arrived ready for next season. It is being named by Judi Spiers (a local radio and tv presenter) 'The Pride of Sidmouth' all fund raising has been done voluntarily.

Again Kieran Duncan is preparing some mouth watering feasts over the coming festive period. Through December our Christmas Function menu runs Monday to Saturday lunch or dinner for individual diners or small parties. Our traditional Sunday Lunches continue uninterrupted at the very reasonable price of £12.50 per person, and if its a family gathering why not treat the children to a free swim. The New Year 3 Day Break still has some vacancies priced at £192.00 per person.

## ROYAL GLEN CHRISTMAS LUNCHEON/DINNER

*From Wednesday 1st December 2004*

*Cream of Chicken & Spring Onion Soup*

*Fresh Baked Brioche stuffed with Prawn & Chive Vinaigrette  
Served with a Mixed Leaf Salad*

*1/4 Queen Pineapple*

*Overflowing with Cottage Cheese and Grapes*

*Cold Set Smoked Chicken & Asparagus Terrine*

*Served in a Tarragon Jelly with a pickled Walnut Chutney & Mixed Leaf Salad*

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*Butter Roast Local Turkey*

*Traditionally served with Hazelnut Seasoning, Bacon & Sausage Roll with  
a Rich Roast Gravy*

*Roast Loin of Pork*

*Carved over a bed of Wild Mushrooms & Glazed with a Calvados Sauce*

*Confit of Duck*

*Set on a bed of Celeriac Puree and finished with a Caramelized Orange Jus*

*Pan Fried Scallops and Sea Bass*

*Coupled with a Spaghetti of Vegetables & served with a Saffron Sauce*

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*VEGETARIAN OPTION (Advance notice required)*

*Savoury Choux Ring filled with Garlic Mushrooms in a Cream  
Sauce*

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*Traditional Christmas Pudding & Brandy Sauce*

*Fresh Seasonal Fruit Tartlet*

*Coupled with a Contrasting Fruit Coulis*

*Homemade Chocolate Ripple Cheesecake*

*Choco-Orange Tuille, Chocolate Lined Tuille Basket*

*Filled with Orange Sorbet & finished with a Passion Fruit Sauce*

*Or*

*A selection of Cheese & Biscuits*

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*Coffee & Mint*

## NEW FACES

Some changes have inevitably taken place; but it is with great pleasure I welcome the following members on to the team. Fran has joined us as Resident Assistant Manager with a strong focus on the Restaurant; Angela as Housekeeper, always positive and a real team player; Jeff has taken over as Bar Manager (Previously Hall Porter) and keeping us entertained after dinner, Judith and Robert are now enjoying their short week on Sunday and Monday as Receptionist and Porter respectively, Jesse as Porter, and Lucienne as 2nd Chef who has pulled all the stops out whilst Kieran has been off with a shoulder injury but thankfully now recovering. Tim has gained his NVQ level 2 in the Kitchen and now is working towards Level 3. Antigoni has also gained NVQ Level 2 in Reception and is about to start Level 3. Our thanks go to all our new members, also our South African colleagues Jacques, Michelle and Tijn and of course to all our loyal and hard working Staff who have been with us a number of years, coping with all the vagaries of our industry.

## THANK YOU

Thank you to Guests who fill in our questionnaires with constructive criticism and genuine appreciation which goes a long way to encourage us all.

Mr & Mrs Partridge from Wiltshire writes:-

*From the moment we arrived we loved the hotel, don't change the Victorian feel, furniture, pictures etc*

Miss Mardent & Mrs Huxtable wrote:-

*We love the homely character of the hotel, its tasteful wallpapers and coordinated upholstery, its many pictures and antiques for all to enjoy. Nothing is too much trouble to its friendly and cheerful staff. Top Marks to everyone.*

## ANNUAL HOLIDAYS & REFURBISHMENT

Many of the staff are off on their holidays on January 2nd, but Reception is open Monday to Saturday 9.00am to 4.00pm throughout January. At other times the phone is manned by Hilary and Vivienne except in a few circumstances when you may get an answer machine, but we will return your call as soon as possible. We look forward to hearing from you. Everything returns to normal on Tuesday 1st February, with hopefully all our decorating projects complete and ready to welcome visitors. We wish you all a very Merry Christmas and a Happy and Prosperous Year in 2005. We hope we may have the opportunity of welcoming you once again.

*Mr & Mrs Orson Crane,*

*& daughters Hilary Caldwell and Vivienne Bess*

Tariff		10% Service Charge added to accounts
1st NOVEMBER until APRIL.	Terms from 8 guineas per week or 30/- per day, per person.	
EASTER and OCTOBER.	Terms from 11 guineas per week, or 40/- per day, per person.	
JUNE, JULY, AUGUST and SEPTEMBER.	Terms from 12 guineas per week, or 45/- per day, per person.	
	Terms vary according to size and position of Room.	
	Special Terms for Winter Months and long periods.	
	No reduction made for temporary absence.	
	Private Bathrooms Available.	
ONLY EXTRAS.		
Meals in Bedrooms	.....	1/- per tray
Early Morning Tea	.....	1/- per person
Dogs	14/- per week (not allowed in the Public Rooms).	

*An old hotel tariff from 1959 - the real 2005 tariff is below!!*

## WINTER TARIFF

November 1st 2004 - April 30th 2005

		Standard Room	Small Room
Weekly	(D B&B)	£322.00	£294.00
Daily	(D B&B)	£56.00	£52.00
3 Day Break	(D B&B)	£153.00	£142.50
2 Day Break	(D B&B)	£108.00	£99.00
Daily	(B&B)	£39.00	£35.00

*Winter Special November 2004 - March 2005 5 nights DBB  
£215.00 per person (no specific room guaranteed).*

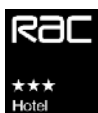
## MAY & OCTOBER (ONLY) 2005

		Standard Room	Small Room
Weekly	(D B&B)	£384.00	£371.00
Daily	(D B&B)	£61.00	£58.00
3 Day Break	(D B&B)	£174.00	£165.50
Daily	(B&B)	£44.00	£41.00

## SUMMER TARIFF

1st June - 30th September 2005

		Standard Room	Small Room
Weekly	(D B&B)	£403.00	£384.00
Daily	(D B&B)	£64.00	£61.00
3 Day Break	(D B&B)	£183.00	£174.00
Daily	(B&B)	£47.00	£44.00



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Proprietors: Mr & Mrs O.G. Crane & Family

