

REGENCY



ELEGANCE

# A Pen from the Glen

NEWSLETTER OF THE ROYAL GLEN HOTEL • SIDMOUTH



*Wintery scenes at The Royal Glen*

Our Pen from the Glen wishes you all, Seasons greetings and also a big thank you to all our extended Glen family who have continued to support our family and staff this year and some, for many years. As custodians Vivienne and I are committed to sympathetically looking after the fabric of the building so that visitors can enjoy its special atmosphere and history, and Winter 2010/11 saw us well and truly kept busy with our ongoing refurbishing program. The new boiler was our priority, however with the suggestion it was totally impractical to continue to heat the restaurant with the air convection plant, with trepidation we agreed to under floor heating. Fortunately we had the height to play with and to loose one of the big steps was going to benefit staff and visitors alike. As we started it was then obvious we needed to remove the alcove corner wall and straighten the arches that the 6 ft staff would frequently hit their heads on!

These all turned out to be satisfyingly successful and beneficial improvements. The new lighting and breakfast bar has added to the new look and feel of the restaurant.

Pictured right - Vivienne & Hilary greeting visitors at the newly appointed Reception. Key cards have been installed in all bedrooms except for Kent room and the front door (because of the listed building status). Two more bathrooms were upgraded to the 5 star standard of the 3 contemporary rooms.



## GUESTS FAVOURITE DAYS OUT

Feedback I had from our Guests this year about their favourite visits were to *Powderham Castle* by bus. Mrs Turner particularly enjoyed the very informative guide that showed them around the 600 year old home of the Earl & Countess of Devon on the edge of the Exe estuary.

*Exeter Tours by the Redcoats.* These free guided walking tours are the perfect way to explore Exeter, operating daily throughout the year, no booking is required, simply choose a tour, meet your guide and discover historic Exeter. Alternatively there are leaflets available to take the tour on your own.

My family favourites this year have included *Quaywest* which is a great day out for children aged between 5-15. It is a water park, and although the drive to Paington is never without traffic it is a real once a year treat for our children and it doesn't have to be fantastic weather, they are in the water all the time! Of course you don't have to travel for a pool. Our indoor pool is ideal for a fun swim, or a leisurely work out alongside the gym.

*Escot Park.* Only 20 minutes drive away this is a great day out to spend time with family from grandparents to the youngest.

My three companions (aged 12) really wanted to do the wetlands bog walk which actually is wading through mud up to your waist, but this has to be booked in advance and is at specific times and dates. One of the best things about Escot, is that it is uncommercial and unspoilt, the grounds are kept but not manicured. My full account can be found on our website.



*The Beech Maze at Escot Park*

## TREASURE TRAILS

This year families have received a complementary copy of a walking trail for Sidmouth which is a murder mystery as you go along with clues to solve, & directions to follow. On the trail you learn some interesting, unusual & historical information.

## CYCLING IN DEVON

We have seen an increase in visitors using a luggage ahead service and walking from one destination to another. Although not many bring bicycles, there are, many places to cycle. We did

have more overseas visitors this year mainly from Germany and Holland, and 2 visitors brought their electric bikes from the Netherlands. They certainly found the rolling hills of Devon a different experience from home. Bicycles and Mobility scooters may be housed at the pool entrance where there is a plug for recharging.

Our most local cycle path and walk along the River Sid starts at the entrance to the Byes with the Toll House. A building which has just been renovated by the council (first acquired in 1936 by them) and is particularly interesting to me because it has several similarities with the Glen. Such as, the air vents on the walls, the roof tiles in Welsh slate and the overstated style fashionable in that era.

Other cycle rides can be found on our website: [www.royalglenhotel.co.uk](http://www.royalglenhotel.co.uk)



*The Old Toll House at the entrance to the Byes cycle path*

## DONKEY SANCTUARY

It is with great sadness that we pay tribute to Dr Elizabeth Svendsen who was the founder of the Donkey Sanctuary, 30 years ago this coming year. Dr Svendsen was taken ill the day after the 2011 week finished. She will be sadly missed by all the many people through the sanctuary but she will never be forgotten as she leaves such a tremendous legacy. The Sanctuary is a working farm set in acres of unspoilt farmland in East Devon's area of outstanding natural beauty and home to 500 donkeys in need of care. The Donkey Sanctuary aims to protect donkeys and mules & promote their welfare worldwide. There is also a trust for children & donkeys providing riding therapy to children with special needs & disabilities. The dates for Donkey Week 2012 are Tuesday 8th to 15th May.

## AROMATHERAPY INDULGE YOURSELF

In 2012 our visitors will be able to book into our therapy room with Susan Eburne B.A.B.T.A.C. our resident therapist. Susan will be offering the following:

Full Body massage	£35.00	(1 1/2 hrs)
Full Body Aromatherapy	£40.00	(1 1/2 hrs)
Back Massage	£20.00	(1/2 hr)
Leg Massage	£20.00	(1/2 hr)
Scalp Massage	£20.00	(1/2 hr)

If you book an appointment when making your hotel reservation a £5 voucher will be allocated.



## JURASSIC COAST VISITORS CENTRE

Officially opened in July the Jurassic Coast Interpretation Centre on the esplanade has been housed in part of the shelters beneath the cricket field. It has proved a hit with visitors and residents alike. There is a well known print of the sea front in 1800s with today's picture above.

## THE ROYAL CELEBRATIONS 2011 & 2012



The Union Jack Flags flew around the Glen on Kate and William's wedding day. We celebrated with a small gathering in the Drawing room to watch the proceedings on the big screen and toasted the happy couple with bubbly and cake. We will of course be celebrating the Queen's Diamond Jubilee with a mouth watering Dinner and 1 resident guest will be

the lucky winner of a commemorative china piece sourced from our local 'Goviers' china shop.

## THE VERANDA

The tented canopy although patched up in the past was restored to its former glory with new timbers, glass and lead work and not a piece of ply in sight. With its glorious view down towards the sea, it is a delightful place in which spend a quiet morning coffee, snack lunch or cream tea.

## FAMILY NEWS

This year saw all 3 Bess brothers in the first team. For the second year Devon held a minor counties 3 day game at our Sidmouth home ground versus Berkshire. Devon won and in effect went forward to play in a final against Cambridge which they also won. Our own Joshua Bess was man of the match and even found himself on South West news. Cricket is played every day in August and visitors are welcome at the club house & grounds. Sidmouth ground hopes to play host to the Devon game in August 2012.

Our Kitchen Brigade were pleased with the comments of AA and Visit Britain this year who highlighted dishes that we know are favourites of our Guests as well:

Roast Loin of Venison carved over a port wine and forest fruit jus *'an enjoyable dish of good depth of flavour and accurately cooked. Saucing well balanced and complementary. Good selection of fresh vegetables.'* Pork Loin Steak, *'a good quality and substantial sized piece of pork which was well cooked. Accompanied with silver service of suitable cooked seasonal vegetables. The cider apple jus complimented as did the sage, onion and cheddar crust.'*

Congratulations to Commis, Lewis for completing his NVQ level 2.

## 2012 OLYMPIC GAMES

There will be some visitors who will want to keep abreast of the Olympics as they unfold, some who may want to visit further along the coast at Weymouth where the sailing will be held, and some who will want to get away from it all, so business is as normal, we look forward to welcoming you all.

## HISTORICAL LITERATURE

Thank You to Mr & Mrs Duncan for sending a copy of their brochure from the early 60's. We always think we have a record of all of them and then one more picture turns up that we don't remember.



Also, this postcard (below) copied from an original water colour, was brought in with the marking 'Worth's Series', can anyone give me any more information on this? A donation to children's hospice was given for this copy.



## SECLUDED GARDEN

When you are not enjoying our own sunny retreat, take a short stroll to Connaught gardens. Sidmouth's Connaught and Exmouth's Manor Gardens are officially among the best in the country. Both have again received the prestigious Green Flag Award. Furthermore this year saw Sidmouth celebrate its best-ever South West in Bloom with double trophy and gold award accolades. Sidmouth was named the region's top small town, landing the Preece cup and a gold award at a Royal Horticultural Society ceremony. The town also won the Plantscape Coastal Trophy for its Seaworld display at the Three Cornered Plot which also garnered a gold award.

### 2012 WEBSITE

[WWW.ROYALGLENHOTEL.CO.UK](http://WWW.ROYALGLENHOTEL.CO.UK)

On our website can be found not just an annual What's On, but it is also updated each week with more local events. Make sure we have your email address if you would like to know of any activities or special interests, and occasionally we may have a promotion over a quiet period and we will keep you informed.

Online bookings are likely to increase year on year, although they remain only a small percentage for us at present. We favour the personal contact with our visitors as those returning usually have particular favourite rooms and we would always try and match first time visitors' needs and requirements with our individual rooms. Our comment forms are continually a great source for us to endeavour to improve on customer satisfaction. We would encourage anyone to write a review on Eviivo or Trip Advisor, *your* opinion is highly valued. Our aim at The Royal Glen is to provide a consistently high standard of service and customer care, with a friendly and welcoming atmosphere in our family run hotel. We undertake to work as a professional team and where possible to endeavour to exceed expectation. We strive to take the Glen into the future in a caring and enthusiastic way for the benefit of visitors and staff alike.

As we move through the seasons we again turn our thoughts to our next winter improvements, and preparation for the 2012 season. Our 2012 tariff follows with information on special breaks and offers.

*With Best Wishes from myself, Hilary Caldwell and Vivienne Bess, and all the staff, We look forward to hearing from you and to making your booking for you.*

### TARIFF 2012 : SPECIAL DEALS

**Upgrade break:** Room upgrade 3 day Dinner Bed & Breakfast Tuesday 28th February – 2nd March.

**Winter Warmers** run through from 4th to end of March offering 5 nights for the price of 4 on stays starting on a Sunday (based on the 3 day break tariff).

**Half Term Holidays 2012.** Children sharing with parents Bed & Breakfast includes childrens' evening meal of fruit juice, roast & ice cream. Half tariff for children 15 & under in own room.

**For 1 day only** Thursday 11th October B & B £50 p person DBB £70 p person.

**Special Activity Breaks Sunday** 14th October - 27th, including Jurassic days, History days & Escorted walks please ask for details.

**Christmas Shopping Special** Sunday 28th and Sunday 4th November 5 nights for the price of 4.

**Group rates** are available in March, April, May & October and best prices are dependant on minimum numbers, weekend or weekdays. We can cater from 20 to 55 approximately and welcome, bridge players, walkers, history enthusiasts, golfers (4 courses within 10 miles) and cricketers or just family gatherings to name but a few. We do not accept large coach companies.

### FEBRAURY 28<sup>TH</sup> MARCH & NOVEMBER TARIFF 2012

Prices per person per night  
Feb 28th - 4th March Upgrade nights subject to availability

	Superior	Standard	Selected
5 Day Break (DB&B)	£69.00	£62.00	£56.00
3 Day Break (DB&B)	£77.00	£70.00	£65.00
Daily (DB&B)	£79.00	£73.00	£68.00
Daily (B&B)	£59.00	£53.00	£48.00

**Winter Special March 2012 & Christmas Shopping Special Oct 28th & Nov 4th - Arrive Sunday, depart Friday: 5 nights at the price of 4.** D,B&B Superior £308.00, Standard £280.00, Selected £260.00 per person. Join our email listing for up to date news.

### APRIL TARIFF 2012

(including Easter) Prices per person per night

	Superior	Standard	Selected
5 Day Break (DB&B)	£72.00	£66.00	£59.00
3 Day Break (DB&B)	£80.00	£73.00	£68.00
Daily (DB&B)	£85.00	£79.00	£73.00
Daily (B&B)	£65.00	£59.00	£53.00

### MAY & OCTOBER TARIFF 2012

Prices in brackets are per person per night.  
October upgrade night 14th - 27th (subject to availability)

	Superior	Standard	Selected
Weekly (DB&B)	£560 (£80)	£525 (£75)	£490 (£70)
3 Day Break (DB&B)	£261 (£87)	£243 (£81)	£225 (£75)
Daily (DB&B)	£92	£86	£81
Daily (B&B)	£72	£66	£61

### SUMMER TARIFF 2012

(1st June - 30th September 2012) Prices in brackets are per person per night

	Superior	Standard	Selected
Weekly (DB&B)	£588 (£84)	£546 (£78)	£504 (£72)
3 Day Break (DB&B)	£270 (£90)	£252 (£84)	£237 (£79)
Daily (DB&B)	£95	£89	£84
Daily (B&B)	£75	£69	£64

*All terms are per person inclusive of VAT at 20%*

THE ROYAL GLEN HOTEL

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Proprietors: Mrs H Caldwell and Mrs V Bess



★★★

