

WELCOME TO



THE CROSS KEYS
ALDEBURGH

ADNAMS.
SOUTHWOLD

Hello.

The team and I would like to welcome you to The Cross Keys. We hope you relax and enjoy your time with us and if there is anything that we can do to make your stay more comfortable, please do not hesitate to let us know.

Aldeburgh is a small yet vibrant seaside town with plenty of activities to keep you entertained during your stay. Whether you are looking for quirky shopping along our bustling High Street, walking the miles of coastal footpaths or simply relaxing on the beach with an ice cream, Aldeburgh has it all. If you require some inspiration, please ask our team for recommendations.

You will receive an email from us shortly after your departure inviting you to share your feedback and thoughts on your visit. Your feedback is very important as it helps us to continuously improve the experience that we deliver.

Wishing you a lovely stay on the Suffolk Coast, explore and enjoy.

Emily Portsmouth
General Manager



GENERAL INFO

WI-FI

We provide complimentary Wi-Fi for all guests. To connect, simply select the "Adnams Free Wi-Fi" network on your device and launch your browser window.

FOOD AND DRINK

Our team of experienced chefs deliver an exciting and regularly changing menu inspired by local flavours and seasonal produce.

Breakfast is served from 9:00am until 10:00am, offering both tasty full English breakfasts and lighter, continental options.

Our bar is open daily from 11:00am until 8.30pm, Monday to Sunday. We serve food from noon until 7:00pm. Being a proud member of the Adnams family, we serve a wide range of Adnams beers, wines and spirits including seasonal specials and collaboration beers.

ROOM BITS & BOBS

For your convenience a hairdryer is provided in the top drawer of the chest. Do you need an extra blanket to keep warm and snuggly, or fancy an extra pillow? Just speak to one of our team and we will be delighted to provide these for you. An iron and ironing board is available on request, and if you would like a newspaper each morning, just speak to a member of our team and we will order one for you.

KEYS

You will be provided with a key to your room and one to the resident door of The Cross Keys. Please ensure you return both keys upon check out.

HOUSEKEEPING

We offer daily housekeeping, however should you wish not to be disturbed, please find a "do not disturb" sign hanging on your door for you to display.

DEPARTURES

It's not goodbye but see you soon! We politely ask that you checkout by 11:00am on the day of your departure. If you plan upon departing before 8:30am, we ask that you settle your bill the night prior to your departure. We look forward to welcoming you back to The Cross Keys again very soon.

LOCAL TRANSPORTATION

Local bus and train information can be provided, please speak to a member of our team. The nearest train station to The Cross Keys is Saxmundham, located roughly 8 miles away. Taxi services in and around Aldeburgh are limited therefore we urge you to provide plenty of notice.

FIRE PRECAUTIONS - IMPORTANT

We recommend you familiarise yourself with the emergency procedures in the event of a fire such as exit routes and alarm breakpoints. The Cross Keys is equipped with a fire detection system; should you hear the alarm please evacuate immediately and gather at the Fire Assembly point located in the public carpark which can be found at the rear of The Cross Keys on Crag Path.

SMOKING

You are not permitted to smoke inside any part of the building including your guestroom. Should you wish to smoke, please do so in designated outside areas only.

NIGHT SERVICE / FRONT DESK

Our team would be delighted to assist you with any questions or queries, please just pop over to the Bar. The Cross Keys does not have staff onsite between 9:00pm and 7:00am. Should you require emergency assistance, please call 07825 676735 and our team will be able to assist.

ROOM CHECKS

In the unlikely event of replacement, repair, or additional cleaning costs required for any item of the pub's property, we reserve the right to reclaim all costs incurred, including loss of business.

PAYMENT

During your stay you are welcome to add any food or drink charges to your room bill. Any extras can be settled with your remaining accommodation charges on departure.

We accept all major credit and debit cards except AMEX. Guests who wish to depart before 8.30am are requested to settle their room accounts the night prior to departure. Please note that cheques are no longer accepted as a method of payment.

LIABILITY

We can not accept responsibility for valuables unless they have been deposited with the duty manager for safekeeping and are only accepted at our discretion. Our liability for loss or damage to guests' property whilst staying at the pub is limited by law to a maximum of £50 per item or £100 aggregate. We do not accept liability for cars or childcare.

MORE ABOUT OUR LOVELY LOCATION...

Aldeburgh is utterly marvellous with so much on offer!

For those wanting the great outdoors, we have our pebble beach which is a must see, best enjoyed with a portion of local fish and chips. We have beautiful walks aplenty and cycle routes too.

Relaxed retail therapy is available with the quirky, quality boutiques that line our High Street or you can drive 10 minutes to the well-known Snape Maltings, a hotspot for unique gifts and beautiful home décor.

Aldeburgh oozes culture and history! We have Aldeburgh Cinema, the Aldeburgh museum, the iconic Maggi Hambling 'Scallop' and Benjamin Britten's Aldeburgh Festival every June.

If you enjoy our Adnams products and would love to take some home with you, we have an Adnams shop just up the High Street:

Adnams Aldeburgh

179b High Street

Aldeburgh

IP15 5AN



IMPORTANT LOCAL INFO & SERVICES

Doctors

Church Farm Surgery - 01728 452027

Dentist

Aldeburgh Dental Practice - 01728 453333

Police Station

Leiston road, Aldeburgh – 01473 613500

Pharmacy

125 High Street, Aldeburgh – 01728 452763

Petrol Station/ Garage

Kerridge's Motor Garage - 01728 830796

Taxis

New Penny Cars - 01728 452142

A2B Taxis - 01728 633003

Local shop

East of England Co-Op, 117 High Street, Aldeburgh – 01728 452379

The shop is open:

Monday	08:00 - 22:00
Tuesday	08:00 - 20:00
Wednesday	08:00 - 20:00
Thursday	08:00 - 20:00
Friday	08:00 - 20:00
Saturday	08:00 - 20:00
Sunday	09:00 - 20:00



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