



Brocco

on the park

Welcome



@broccosheffield

www.brocco.co.uk

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Guest information

Welcome to Brocco we hope you enjoy your stay and we are here to help you, some key information is available in this guide but if you have any further questions please email us on hello@brocco.co.uk

About your stay

Hygiene and safety

Please be assured we have spent a great deal of time preparing your room to the highest possible standards of cleanliness. We use the new cleaning system of an iclean which turns tap water into a safe, effective cleaner and sanitizer that works stronger than bleach and hydrogen peroxide – without the hazardous odours or toxic chemical residues that come with traditional cleaning chemicals.

Our staff use PPE and pay particular attention to all high touch points after every stay including the outside door handles and key pads, remote controls and all light switches. We also have hand sanitizers upon entry at every door and our own Bramley hand sanitizer in your room. Please don't remove from your room but you are welcome to buy a pot from our kiosk in reception.

We are following government standards and information to make your stay and our staff as safe as possible.

If you wish anything to be removed from your room, please let us know.

We also ask if you become unwell during your stay or when you have left Brocco with any covid symptoms to please let us know via email on hello@brocco.co.uk so we may be able to manage the situation in line with our health and safety standards.

Check-in

We welcome guests from 3pm to check in. Please report to reception on arrival. If you will be arriving after 8pm then please let us know in advance so we can send you separate check in information.

Check-out

We want you to enjoy every second of your stay with us, that's why check-out is the civilised time of 11am. For check-outs earlier than 7.30am, please inform reception when you arrive. Let us know in advance if you would like a late checkout and we will see what we can do for you; the charge is £20 per hour.

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Door code

You can enter and exit Brocco by the side door with a door code. We will provide you with the door code upon arrival or for late arrivals we will email the code to you.

Payments and extras

All rooms will be pre-paid for on the day of arrival with the card you have supplied on booking. Any extras taken during your stay will be charged to this card or you may settle up on departure. An invoice will then be sent via email to you for your stay.

Brocco Kitchen

- **Breakfast**

If you'd like to breakfast in Brocco Kitchen, it's served 8am -11.00am Wednesday - Friday and 8.30am-11.00 am on Saturdays and Sundays. Our breakfast menu is online under www.brocco.co.uk/kitchen/breakfast . We tend to get busy at weekends, so be sure to book your table. You're welcome to invite guests to join you for breakfast in our restaurant. We are closed on Mondays and Tuesdays in the kitchen but we can organize the breakfast in the bag for your room on these mornings.

- **Breakfast in a bag**

Breakfast in a bag can be ordered on booking as a 'breakfast in bag' which we will leave in your room alongside your fresh milk and carafe of water. Breakfast in a bag which consists of a yoghurt pot with granola, porridge pot, pastry or breakfast bar and fruit is £10pp.

- **Lunch**

We are open Wednesday to Sunday for lunch from 12.30

- **Dinner and Sunday lunch**

Dinner is served from 6pm Thursday to Saturday nights. We are open Sunday lunch from 1-6pm . Please ask us to reserve you a table to eat in our restaurant. Or ask us about nearby restaurants: we're happy to make a recommendation.

- **Afternoon Tea**

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We offer afternoon teas on Saturdays between 2.30-4pm for collection. Why not treat yourself to a tea in one of our local parks?

Coffees and teas

You'll find Nespresso pods and Taylor's teas in the picnic basket in your room. Fresh milk and sugar can be found in the fridge in your room or on the landing.

Hygge hour

Every evening between 5.30pm and 6.30pm, is our hygge hour where a complimentary glass of fizz is on the house. You can help yourself to a glass in our reception or if you prefer we will deliver to your room if you would like to partake, please let us know.

Special occasions and gatherings

If you have a special occasion like a birthday, engagement or graduation to celebrate, you can book a table in Brocco's stylish restaurant. Ask at reception.

Room service

A service charge of 15% will be added to all food and drinks served in the room this does not apply to the breakfast in a bag.

Wifi

Wifi is free to use both in your room and in public areas of the hotel. Simply select 'Brocco free' to get online – you don't need a password.

After hours

Make the most of our cosy lounge and dining room after hours, and help yourself to a bottle of something nice from our guest honesty bar. Just write down what you have had and we will add the drinks to your bill in the morning. We don't sell wine by the glass only by the bottle.

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Useful extras

There is an iron and ironing board on the first floor landing. Please borrow as you wish but return for other guests to use. If you need anything else such as extra pillows, blankets etc. please don't hesitate to ask us.

Toiletries and hand sanitizer

Our toiletries are from Bramley and made in the English countryside inspired by the beauty and therapeutic properties of plants. The products contain 100% natural botanicals, there are no nasty chemicals or artificial colours and nothing is animal tested. We have recently added their hand sanitizer product to the rooms for your safety. All bottles are for room use only and if you wish to purchase one of these gorgeous products we do stock them in our reception shop.

Smoking

We're a non-smoking hotel, apart from the designated areas of Brocco Kitchen's outdoor terrace. A cleaning charge of £200 is payable if you smoke in your bedroom or any other part of the hotel.

Fire alarm

If you hear the fire alarm sound during your stay, please make your way outside, through the nearest fire exit and gather at the top of the car park at the back of the building on Rossington Road. Please inform us on check-in if you need any help during a fire alarm: for instance, if you have a disability.

Out of hours

Brocco is staffed with a reception service 9am - 5pm. A member of staff is always on duty to help with any issues via our emergency number which can be found in your room.

In case of any difficulty, South Yorkshire Police's non-emergency number is 101, or contact the relevant emergency services.

Phone

There is a phone on the first floor landing for guest use and Nightjars Nest bedroom also has a phone to use. Please feel free to use it for local and UK national calls only.

Taxis and public transport

City Taxis: 0114 239 3939

Public transport: <http://www.travelsouthyorkshire.com>

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Local attractions

We're here to help you make the most of your stay in Sheffield. Brocco is perfectly located for Sheffield city centre and its theatres and museums, Meadowhall for shopping, the Peak District and its outdoor pursuits and of course, Chatsworth. Just ask at reception for any information or advice on what to do in the area or read our handy guide the Outdoor city found in your room or on the website.

Brocco extras

Need help with booking a hair appointment? Keen to locate a yoga class in the area? Let Brocco be your helper. Our team are really knowledgeable about Sheffield and where to go for what in Sheffield.

Room facilities

Ensuite bath and/or shower
Air conditioning or fans
Smart TV
Nespresso machine
Free wifi
Hairdryer
Blankets
Room fridges or access to fridge on the landing

Please use the bathroom bin provided to dispose of paper towels, baby wipes, nappies or sanitary products.

Tips

We run a one team philosophy for tips and all team members are given an equal share of tips. We appreciate your generosity to the team, please let us know if you would like to add a tip to your room by emailing reception on hello@brocco.co.uk, or cash is gratefully received left in the room. Thank you.

Charity support for homelessness.

You will find our collection jars for local youth homelessness charity Roundabout in the lounge and on the first floor landing. We have supported this cause for many years. Our core philosophy at Brocco is to sleep well and everything we do is with this value in mind. But others in society do not have this luxury and we would like to

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do more to support this vulnerable sector of society who don't have the opportunity of safety of their own bed. We would appreciate any spare change you may have to support them. Thank you.

<https://www.roundaboutshomeless.org/>

Reviews

We hope you enjoy your time with us and we welcome any feedback. If you have had a great experience we would appreciate a review on the Trip advisor site under Brocco Sheffield, we have a page for both the hotel and restaurant. We also have a guest's comments book on our first floor landing. But you will need your own pen to write in it! Thank you so much we really appreciate you coming to stay.

See you again soon we hope.

Thank you

The team at Brocco