



LUTON HOO GENERIC FAQs

LOCATION & TRAVEL

How do I get to Luton Hoo by car?

Please enter the postcode LU1 4LE into your satnav and it will direct you to the main gates of Luton Hoo Hotel, Golf & Spa on the A1081.

What airport is closest to the hotel?

Luton Hoo is located less than a 10 minute drive away from London Luton Airport, 35 miles from Heathrow Airport and 53 miles from London Stanstead Airport.

How can you travel from London?

There is a direct train from London St Pancras International station to Luton Airport Parkway station which takes only 20 minutes. Luton Airport Parkway station is a short taxi ride away from the hotel.

BEDROOMS

What time is check in / out?

Check in is available from 3pm and check out is by 11am. You are welcome to arrive earlier or stay after to enjoy the hotel facilities. You may request an early check in / out at the time of booking. We will do our utmost to accommodate you; however we cannot guarantee they will be available.

What facilities are provided in the room?

All rooms have tea and coffee making facilities, fridges, hairdryers, safes, irons and ironing boards. Mansion House, Parkland and Country Club bedrooms also include a Nespresso coffee machine. All of our Parkland, Country Club and Warren Weir bedrooms have air conditioning. Portable air

conditioning units can be ordered for the Mansion House rooms prior to your arrival, subject to availability.

Do you provide DVD players in the bedrooms?

DVD players and a selection of DVDs are available from reception for complimentary use during your stay.

Are dogs allowed in the hotel?

Yes, we have a variety of dog friendly rooms with easy access to our 1,065 acre estate. Please discuss with our reservation team at the time of booking. Our dog package is £30 per night, per pet. This includes a bed, bowl, ball or toy and treats. They are not allowed in the public areas.

How do you arrange a babysitter?

Yes there is an external childcare service that we use. The booking fee is £30 which is charged to the main account and then the parent of the child will need to pay the babysitter a fee of £10 per hour (before midnight) and £15 per hour (after midnight) in cash on the night.

FOOD & DRINK

What time is breakfast served?

Breakfast is served from 7am – 10am, Monday to Friday and from 7:30am – 10:30am on Saturdays and Sundays.

What is the dress code for each restaurant?

Wernher Restaurant - Guests are respectfully reminded that gentlemen are required to wear either a jacket or tie in the Wernher Restaurant for dinner and on a Sunday after 12:30pm.

The Lounges - No dress code.

Adam's Brasserie – No dress code, spa robes are not permitted.

The 19th Bar – No dress code, spa guests may dine in their robes.

LEISURE

What leisure facilities are on offer?

Luton Hoo is the perfect country weekend away, offering a variety of leisure facilities within its 1,065 acre estate on the Hertfordshire/Bedfordshire border. All facilities are complimentary.

- Indoor infinity swimming pool
- Indoor & outdoor relaxation areas
- Heat therapy suite
- Sauna, steam and saunarium
- Spa treatments
- Technogym
- 18 hole Championship golf course

- Putting green
- Driving range
- Walking trails
- Clay pigeon shooting
- Archery
- Grass and hard tennis courts
- Complimentary bike hire
- Snooker room
- Croquet lawn

What time do the leisure facilities open & close?

The pool and gym

Monday to Friday: 6:30am – 10pm

Saturday & Sunday: 7am – 9pm

The Spa at Luton Hoo

Monday to Sunday: 9am – 8pm

Golf

Monday to Friday: 7:30am – 6pm

Saturday & Sunday: 6:45am – 6pm

Can you book treatments at the Spa?

Luton Hoo Hotel offers a variety of ESPA treatments at The Spa; see our treatment menu [here](#).

Treatments should be booked prior to arrival to avoid disappointment. Treatments are also available to non-residential guests and can be booked directly with The Spa by calling 01582 698855.

How do you book a tee times for the golf course?

Our golf course has available tee times all week for residential and non-residential guests. To book, click [here](#).

What is the dress code for the golf course?

Golfers should wear regular golfing attire; this may include collared polo shirts and tailored trousers/shorts (no sport shirts). Golf shoes must be worn at all times.

OTHER

Do you have car parking facilities?

Yes, we provide complimentary parking for all guests. We have a large car park located to the left of the Mansion House as well as a car park adjacent to the Country Club and outside our exclusive events venue Warren Weir. Please follow car park signage upon arrival.

Do you recommend pre booking all dining and leisure prior to arrival?

Guests are advised to book all dining and leisure activities prior to arrival to avoid disappointment.

Do you have WiFi?

Yes, there is complimentary WiFi throughout the hotel's public areas, bedrooms and suites. Simply connect to 'Guest' and start browsing.

What TV channels are available?

All bedrooms have Freeview channels. BT Sport is available in the 19th Bar.

What payment methods do you accept?

All major debit and credit cards are accepted (Amex, Diners, Visa Credit, Visa Debit, MasterCard, MasterCard Debit, Maestro, Solo). Cheques are not accepted.

Where can you purchase a gift certificate?

We offer a range of luxury gift vouchers. These are available to purchase from a member of our reception team or online [here](#).

Can you smoke at the hotel?

Luton Hoo is a non-smoking hotel, and all bedrooms are non-smoking. There are designated external smoking areas around the property which you are welcome to use.