



at Charlton House

FREQUENTLY ASKED QUESTIONS (FAQs)

Welcome to Montigo Resorts Somerset at Charlton House. This guide has been thoughtfully crafted to help you settle into the rhythm of your stay, covering everything from arrival and wellness access to dining, family facilities, and event enquiries. Should you need anything further, our team will be delighted to assist at reservations.somerset@montigoresorts.com.

CHECK-IN & CHECK-OUT

Your stay with us begins at **3:00 pm**, when both your guest room and our spa facilities become available to you. If you have arranged an early check-in, spa access begins from the time your early check-in starts. Guests arriving earlier are welcome to unwind in our lounges or stroll through the gardens while we store any luggage. Departure is at **11:00 am**, though we are pleased to hold your bags should you wish to continue enjoying your day. Early check-in from **1:00 pm** may be arranged for **£20** with 24 hours' notice, and late check-out service until **1:00 pm** is available for **£20**. Throughout your arrival and departure, our front desk team is on hand to ensure a seamless and relaxing experience.

PRE-AUTHORISATION POLICY

Upon arrival, a pre-authorisation will be placed on your card. This is not a deposit but a temporary hold to cover any incidental charges, such as lost keys, potential room damage, or unsettled bills. This amount is released automatically within **48 hours after check-out**, following a final room inspection.

LOCATION

Montigo Resorts Somerset at Charlton House is nestled in the charming town of **Shepton Mallet, United Kingdom**, located on **Charlton Road, BA4 4PR**. Our grounds offer a tranquil countryside setting while remaining easily accessible via major travel routes.

SMOKING POLICY

To maintain the comfort and quality of our guest rooms, smoking is strictly prohibited indoors. A fee of **£200** will be applied should any signs of smoking be detected.

HOW TO REACH US

Reaching us by car is effortless—simply enter our postcode **BA4 4PR** into Google Maps for precise directions to the estate. For guests travelling by train, journeys from **London Paddington to Castle Cary Station** take approximately **one hour and thirty minutes**, followed by a relaxed **20-minute taxi ride** to the hotel.

CHILDREN & FAMILY STAYS

Families are warmly welcomed at Charlton House, and our Head Chef has prepared a wholesome children's menu to delight younger guests. Extra beds can be arranged in **Superior and Deluxe Rooms** for children aged **3 to 11**, at a rate of **£15 per night**, excluding meals. Guests aged **12 and above** fall under our third-person supplement, and our reservations team will be happy to provide the best available rates. We offer baby cots, high chairs, and children's bathrobes at no additional charge. Each room includes a refrigerator ideal for storing snacks, medicines, and drinks—simply let us know your needs in advance. Please note that the spa and pool facilities are reserved exclusively for guests aged **18 and above**, and operate daily from **9:00 am to 9:00 pm**.

BABYSITTING & PET-SITTING SERVICES

At this time, we do not offer babysitting, nanny, or pet-sitting services.

PETS AT CHARLTON HOUSE

We are delighted to welcome well-behaved dogs and cats to join you during your stay. Pets may stay for **£50 per pet per stay**, with a maximum of two pets per room. As our pet-friendly rooms are limited, we encourage you to confirm availability in advance. A pet waiver form will be required before or upon arrival. Pet-friendly rooms feature direct access to private courtyards or our peaceful one-acre gardens, allowing pets to enjoy the outdoors comfortably. We kindly request that pets remain on a lead when in public areas. They are welcome in the bar, restaurant patio, public rooms, and the main garden, but are not permitted in the main restaurant or spa facilities. Should any damage or staining occur, a **£100 cleaning fee** will apply. Pet owners are responsible for disposing of waste in the designated pet bins around the grounds.

DINING AT CHARLTON HOUSE

Guests can indulge in a range of culinary experiences, from Asian-inspired dishes in our Restaurant to handcrafted cocktails on the Bar & Terrace, or a serene afternoon tea in the elegant Olive Room. Dining is available from **7:00 am to 8:45 pm** Monday to Friday, and from **8:00 am to 8:45 pm** on weekends. Breakfast is served from **7:00 am to 9:45 am** during weekdays, and from **8:00 am to 10:45 am** on weekends, and we recommend securing your preferred breakfast time in advance using open table or our visiting our website. Our bar welcomes guests daily from **12:00 pm to 11:00 pm**. While guests may bring outside food and beverages into the hotel, we ask that they not be consumed in public areas such as the bar, restaurant, lounges, spa spaces, event rooms, or outdoor communal areas. A **£25 per person** fee may apply if outside food or drink is consumed in these areas.

DRESS CODE

In keeping with the relaxed elegance of Charlton House, no formal dress code is required. We only ask that guests refrain from wearing bathrobes in the main restaurant; they remain perfectly suitable for the Olive Room and the Bistro.

EVENTS & WEDDINGS

Charlton House is an exceptional venue for hosting weddings, celebrations, and corporate gatherings. The property is available for exclusive-use bookings, allowing you to enjoy complete privacy for your event. Our dedicated Events Team is on hand to curate every detail and bring your occasion to life. Enquiries may be directed to reservations.somerset@montigoresorts.com.

PARKING

We offer complimentary parking to guests who book directly through the hotel website, by phone, or via authorised partners. Parking is limited and confirmed upon arrival. Guests are invited to drop their luggage at the entrance before parking. Additional parking is available in Shepton Mallet town. Please note that vehicles are parked at the owner's risk, whether on hotel grounds or in public areas, and that CCTV coverage is limited to certain zones. Should a vehicle cause damage to hotel property, penalties or legal procedures may apply depending on the circumstances.

MONTIGO RESORTS SOMERSET AT CHARLTON HOUSE — QUICK FACTS

Montigo Wellness at Charlton House is honoured to be a **2025 World Luxury Awards Winner**, receiving distinctions for **Best Luxury Hotel Spa in Northern Europe**, **Best Luxury Spa Retreat in Northern Europe**, and **Best Luxury Wellness Spa in Northern Europe**.