

TLH Leisure Resort Torquay



Your Holiday... Your Choice

Accommodation Brochure



TLH Derwent



TLH Victoria



TLH Carlton



TLH Toorak



April 2023 - Issue 3

01803 400500

www.tlh.co.uk

Welcome

Your Holiday... Your Choice

Welcome

Our four hotels and self catering apartments offer a fantastic choice of accommodation all on one seven acre site, along with outstanding indoor and outdoor leisure facilities, year-round activities and entertainment. Whether you're looking for a family summer holiday, an out-of-season stay or a special interest break, you're sure to find the right holiday for you at TLH.

Your Choice

If you are new to TLH, pages 4 and 5 will help you decide which of our hotels is right for you and introduce you to our range of facilities, activities and entertainment. As well as offering the best in hotel stays, we also offer special breaks including bowling, dancing and spa. Find out more at www.tlh.co.uk.

FREE PARKING and More When You Book Direct

It's always better to book direct with us. Book online at www.tlh.co.uk, or call to speak to our friendly, knowledgeable Reservations Team, based right here at TLH Leisure Resort. They will ensure you get the best value and can help with advice such as which hotel to stay at and what there is to do in the area.

The benefits of booking direct are:

1. Free Parking*
2. Priority Free Upgrades
3. Kids' Free Offers on selected dates
4. More Choice
5. Sympathetic Cancellation Policy
6. Best Price Guaranteed
7. Winter Weather Guarantee
8. 'Phone Only' Offers
9. Prices Per Person, Not Per Room
10. Expert Advice from our On-site Reservations Team

*Parking - if you have booked accommodation with us via a third party agent such as Booking.com, you will be charged to park in our car parks. Residential guests who book direct will still be able to park for free on a first come, first served basis. For full parking details go to www.tlh.co.uk/parking



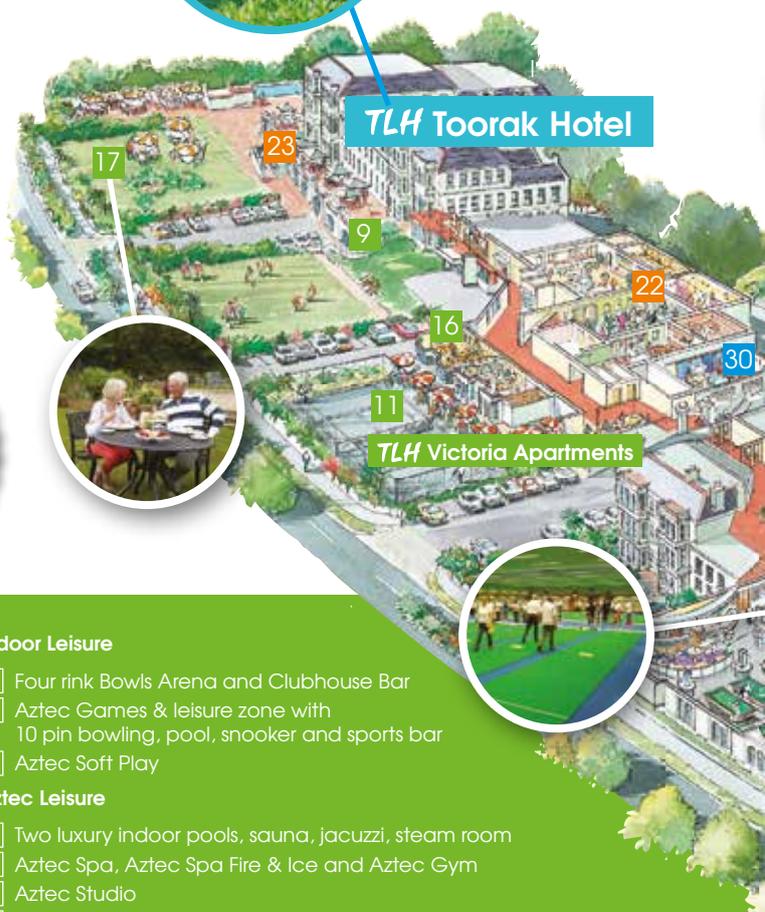
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Check out our full range of Breaks



TLH Toorak Hotel



TLH Victoria Apartments

Indoor Leisure

- 1 Four rink Bowls Arena and Clubhouse Bar
- 2 Aztec Games & leisure zone with 10 pin bowling, pool, snooker and sports bar
- 3 Aztec Soft Play

Aztec Leisure

- 4 Two luxury indoor pools, sauna, jacuzzi, steam room
- 5 Aztec Spa, Aztec Spa Fire & Ice and Aztec Gym
- 6 Aztec Studio
- 7 Aztec Shop

Outdoor Leisure

- 8 Outdoor pools
- 9 Sun terraces
- 10 Climbing wall
- 11 Tennis courts

KidZone

- 12 Toby's Playroom with games, toys and activities
- 13 Outdoor adventure playground

- 14 Heath Hair Design

Quiet Retreats

Plenty of peaceful spots to relax & watch the world go by, including:

- 15 Conservatory
- 16 Buckingham Lounge
- 17 TLH Toorak Gardens

Explore TLH Hotels

There's so much to do when you stay at any of our hotels or apartments here at TLH Leisure Resort. Take a look at our map to see a selection of bars and activities to get a flavour of what's on offer.



TLH Carlton Hotel

TLH Derwent Hotel

TLH Victoria Hotel

Entertainment

- 18 Riviera Lounge and Madison Suite
- 19 Starlight Lounge
- 20 Richmond Lounge
- 21 Warwick Ballroom
- 22 Arlington Suite
- 23 Chatsworth Room
- 24 The Bunker

Great Places to Eat and Drink

- 25 Aztec Bistro
- 26 Med Bar
- 27 Windsor Bar
- 28 Alberts Bar
- 29 Clubhouse Bar
- 30 Conway Bar & Terrace



TLH Hotels

Seven acres of choice... one unique resort.

Each of our hotels have individual characters – just pick the style that suits you best. And remember you can enjoy the fantastic range of leisure facilities and entertainment whichever hotel you stay in.



Book Online

at www.tlh.co.uk

or call our

Reservations Team on

01803 400500

TLH Derwent Hotel ★★★



Lively and informal, the TLH Derwent Hotel is the largest of our four hotels. It is the home of the Toby Club as well as the hub for most of the leisure facilities and daily entertainment activities – so there's never a dull moment. These take place in the main venue - the Starlight Lounge. It is particularly popular with families who enjoy the casual dining options and the relaxed, friendly atmosphere.

- 174 en-suite bedrooms
- Lift to most bedrooms
- Friendly, informal restaurant
- Buffet style breakfast and evening meals
- Free WiFi in bedrooms and public areas
- Hairdryer in all rooms



TLH Carlton Hotel ★★★



With stunning views across Torbay from the sunny Riviera ballroom, the TLH Carlton Hotel prides itself on a friendly atmosphere. Ideally located for our Aztec Spa, it hosts our year-round Spa Breaks. Why not upgrade to one of our Riviera or Sea View bedrooms or apartments?

- 70 en-suite bedrooms
- 3 self catering apartments
- Link stairway and lift access to the main TLH complex and Spa
- Lift to most bedrooms
- Contemporary style restaurant
- Buffet style breakfast
- Table d'hôte dinner selection with à la carte choices
- Free WiFi
- Hairdryer in all rooms



TLH Victoria Hotel ★★★



Fine period features and a warm and friendly service, make for a restful atmosphere at the TLH Victoria Hotel. Dine in the elegant restaurant with its splendid glass-domed roof, or enjoy afternoon tea in the sunny conservatory. And with two of our fantastic ballrooms within the hotel, it is a popular choice for many of our dancing holidays. Why not upgrade to one of our Riviera or Sea View bedrooms or apartments?

- 85 en-suite hotel bedrooms
- 14 self catering apartments
- Elegant restaurant
- Buffet style breakfast and evening meals
- Lift to most bedrooms
- Free WiFi
- Hairdryer in all rooms



TLH Toorak Hotel ★★★



With attentive service, delicious food and relaxing lounges combined with a quieter atmosphere, the TLH Toorak Hotel is ideal for a peaceful break. The elegant Abbey restaurant is renowned for its delicious food. Why not upgrade to one of our Riviera, Sea View or Terrace bedrooms?

- 92 en-suite bedrooms
- South-facing Terrace bedrooms with a private sun terrace
- Lift to most bedrooms
- Renowned restaurant with table d'hôte dinner selection and additional à la carte choices
- Buffet style breakfast
- Comfortable lounges
- Free WiFi in bedrooms and public areas
- Hairdryer in all rooms



TLH Leisure & Activities

Whatever your age, you will find plenty to keep you busy here at TLH. Indoor and outdoor pools, games arena, gym, spa, outdoor play, soft play and much much more... Or relax and enjoy a quieter pace – the choice is yours.



Outdoor Pools

Our outdoor pools are located next to the Aztec Bistro, so delicious food and an ice cold drink is never far away. Spacious sun terraces, palm trees and plenty of sun loungers make this a popular spot on sunny days; you could imagine yourself to be abroad!

- Outdoor pool opens from May to September depending on weather
- Spacious sun terraces
- Plenty of sun loungers
- On duty Lifeguard
- Toddler pool for little ones

Aztec Indoor Pools

Our Aztec themed surroundings create a unique atmosphere - perfect for enjoying a leisurely swim. The 25 metre length pool is ideal for some serious exercise, whilst the smaller fun pool and warmer baby and toddlers' pools will suit water babies of all ages.

- 25 metre indoor pool - up to 29°C
- Fun pool and toddlers' pool - up to 31.5°C
- Jacuzzi, sauna and steam room
- Pool towels available for hire
- Poolside loungers

Aztec Gym

Top-of-the-range equipment, fully air-conditioned and friendly instructors on hand mean you don't have to miss a workout whilst on holiday. There is a small charge for using the gym.

- 40 workstation gym
- Latest CV and resistance equipment
- Professional instructors

Aztec Studio

Our programme includes favourites such as Pilates, Aqua Aerobics, Zumba® and Yoga. Take a look at our latest timetable at www.tlh.co.uk Charges may apply.

Aztec Games

Situated between our TLH Victoria and TLH Toorak Hotels, it features a fantastic soft play area for the 3-10s, together with four lanes of 10 pin bowling, pool, snooker, table tennis and a variety of arcade games. Open daily all year round, it has a bar and serves light lunches and snacks. Go to www.tlh.co.uk/aztec-games or call **01803 400170** to find out more.



“ *The atmosphere is friendly and welcoming. The food is excellent together with the service.* Mrs Woolley



Find out more



Aztec Spa

Aztec Spa

Our luxury spa is the perfect location to indulge in some holiday pampering. Open seven days a week, our professional therapists provide a complete range of face and body therapies.

- ELEMIS professional spa, face and body BIOTEC therapies
- O.P.I manicures and pedicures
- Tranquil relaxation area
- 5 luxury treatment rooms
- Fire & Ice Experience
- Spa Gift Shop and gift vouchers

Call **01803 400500** for a copy of our Aztec Spa brochure or look online at www.tlh.co.uk/aztec-spa

Save 15%
when you book individual spa treatments in advance of arrival*



* Discount not available on Saturdays or Spa Packages



Aztec Spa Fire & Ice

Our thermal experience, guaranteed to enhance your mood and invigorate your senses. Includes:

- 8 person hydro pool
- Drench bucket & Ice fountain
- Herbal sauna
- Finnish sauna
- Aroma steam room
- Shower experience
- Heated loungers
- Zen relaxation area

Special discount for guests



Daily Activity Programme

Our varied programme of fun, fitness and activities has something for everyone to try. Programmes vary during the year, but there's always something going on to get involved in. You may like to try one of our Aztec Studio fitness classes and kids will love splashing around in the 25 metre Aztec Pool.

During the school summer holidays you have even more to enjoy, including our tea parties, fancy dress competitions and teen activities with The Squad.

Go to www.tlh.co.uk/entertainment

Please note there may be a charge for some activities.

Outdoor Play

Set within easy view of the pool terrace, our landscaped outdoor play area boasts play equipment for the under 12s. Adventurous kids will enjoy trying out the traversing wall.



TLH Evening Entertainment

Music and dancing 365 nights of the year!

Enjoy top class local entertainment including vocalists, cabaret, comedians, discos and our own TLH Team Shows – and don't forget it's all included in the cost of your holiday with us!

On selected dates, we really push the boat out with our Big Weekends where Friday and Saturday nights really come alive with talented tribute acts or speciality shows. Take a look at www.tlh.co.uk/breaks

**Book
Online**



at www.tlh.co.uk
or call our
Reservations Team on
01803 400500

Our Programme

You'll find a range of acts and genres throughout the year with the school holidays seeing more family based fun and venues available.

Our Venues

Much of our day & evening entertainment takes place in the Starlight Lounge at the TLH Derwent Hotel and during the summer months it is the hub for all our family entertainment. There are several other venues across the complex so you can be sure to find something going on every night.

Bingo – Eyes Down!

Evening bingo takes place every night in the Starlight Lounge.

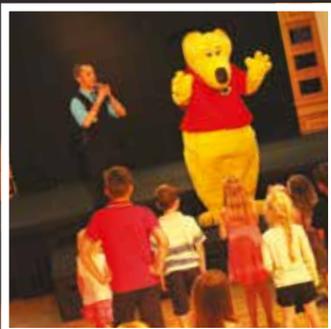
Al Fresco

On summer evenings you can enjoy live entertainment outside on the Bistro Terrace.

Festive Entertainment

There's a sprinkling of festive magic across all the hotels from November. Stay in November or December and you can celebrate the start of the festive season in style.

Carols, mince pies, themed evening entertainment and a visit from Father Christmas are all on the agenda, as well as a programme of fun daytime activities!



10/10 for the friendly staff and entertainment. Would highly recommend and will certainly be returning. Mrs Mountford

Eat, Drink & Be Entertained

Three essentials to a good holiday are food, drink and entertainment and at TLH we've got them all covered! Whichever hotel you stay at you can enjoy any of our venues in true resort style.

Entertainment Venues

Starlight Lounge

Our fully air-conditioned 300 seat entertainment venue with digital screens for enhanced viewing. On a few selected dates of the year the Starlight Lounge becomes a sole use venue for groups. On these dates entertainment is hosted in one of our other venues.

Dates for 2023 where this applies are:

Weekends:

21st Apr/12th May/19th May/9th Jun/29th Sep/10th Nov

Midweeks: 8th – 11th May/12th – 15th Jun/13th – 16th Nov.

Arlington Room

Our alternative entertainment venue at the TLH Toorak Hotel, combining an intimate club style atmosphere with top entertainment.

Warwick & Richmond Ballrooms

TLH's premier ballrooms within the TLH Victoria Hotel with regular adult dancing during the summer months.

Riviera Ballroom

The TLH Carlton Hotel's Art Deco inspired ballroom with stunning views over the English Riviera.

Aztec Games

2000 square feet of fun and games including 10 pin bowling, soft play, snooker and lots more. Situated between our TLH Victoria and TLH Toorak Hotels.



Aztec Bistro



Conway Bar

Aztec Games



Bistro Entertainment

Food & Drink

Aztec Bistro

Our themed Bistro is perfect for a relaxed lunch, evening meal or simply a coffee and a delicious cake. The terrace is perfect for al fresco dining and with a heated awning and patio heaters you can enjoy it all year round.

Alberts Bar

Watch all the major sporting events on the big screens in Alberts, our very own pub situated on the corner of the TLH Victoria Hotel. Alberts Bar is also a venue for live entertainment plus outdoor dining and drinking on the Terrace.

Clubhouse Bar

The perfect bowls viewing area, our Clubhouse Bar overlooks our 4 rink tournament standard indoor bowls arena.



Alberts Bar Terrace

Hotel Bars

Our other hotel bars are ideal for a quiet pre or after dinner drink, or to simply sit and relax.

Med Bar

Overlooking the indoor pool at the TLH Derwent Hotel, with a small darts area and TV coverage of major sporting events.

Windsor Bar & Terrace

Within the TLH Victoria Hotel and cosy in the winter, with a lovely sun terrace for the warmer months.

Conway Bar & Terrace

A lovely venue for lunchtime snacks at the TLH Toorak Hotel with its own sunny Mediterranean terrace.

Remember to check our What's On Boards for the latest programmes during your stay.





TLH Daytime Activities

There's never a dull moment here at TLH and our daytime activities offer something for everyone throughout the year.

Year Round Activities include:

Hoy Bingo, Kurling, Quizzes, Card Games, Linedancing, Craft Mornings and Bingo every evening. Or if you'd prefer a quiet corner to read a book or do the crossword, there are plenty of peaceful lounge areas to relax in.

Al Fresco Fun:

During the warmer months we make the most of our many outdoor spaces. As well as the TLH Summer Party, you can enjoy live entertainment on the Windsor Terraces at the TLH Victoria Hotel.

Sizzling Summers

Things really hot up in the summer with a whole host of family friendly activities on offer. Every Tuesday, Thursday and Sunday during the summer holidays, guests can enjoy the TLH Summer Party with fun, games and live music on the Bistro Terrace. Treat yourself to a summer cocktail and make the most of the mouth-watering BBQ whilst the kids are splashing around in the pools.



Check the What's On boards in reception daily for a full programme



Toby Club Children 3-9yrs

Our purpose built Toby Club room will help the young ones feel at home and provide games and activities:

- **Get Crafty** during our **Messy Mornings and Afternoons**
- **Movie afternoons**
- **Nature walks & Fancy Dress**
- **Open for fun and games between 7-7.45pm**

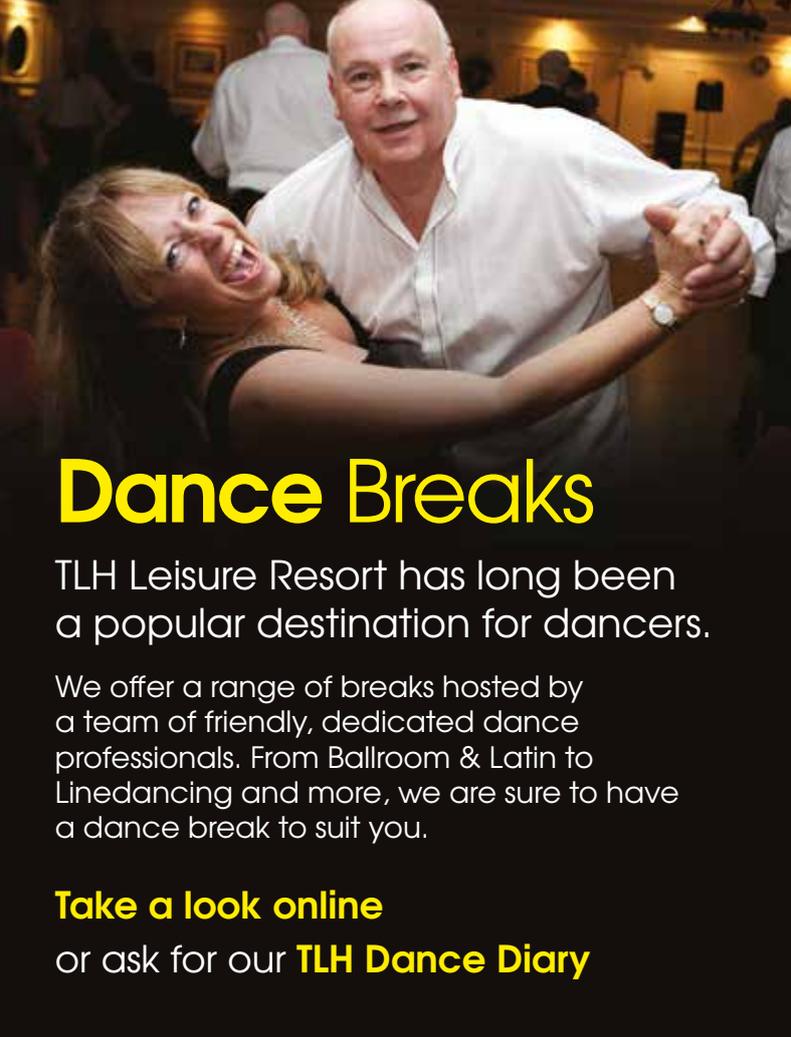
Children up to 7yrs must be accompanied by an adult, those 8-9yrs may be left unaccompanied. **Please note:** Toby Club Closes at 7.45pm. Parents need to collect their children and take them up to the Starlight Lounge for more fun and games. **The Toby Club room is closed Sunday evenings.** Full details can be found online.



Children over 10yrs

Our new SQUAD hideout, **The Bunker**, is a great place for teens to meet up and chill out! Activities include Snapchat Manhunt, 10 pin bowling, become a DJ and lots more!

Afternoon session times/places vary, please check to avoid disappointment. **To join in the activities you must register with The SQUAD leader.** For further details, visit our website.



Dance Breaks

TLH Leisure Resort has long been a popular destination for dancers.

We offer a range of breaks hosted by a team of friendly, dedicated dance professionals. From Ballroom & Latin to Linedancing and more, we are sure to have a dance break to suit you.

Take a look online

or ask for our **TLH Dance Diary**



Spa Breaks

Indulge yourself in a world of peace and tranquillity with a Spa Break in our luxury Aztec Spa.

Step into the calm and relaxing atmosphere here at the Aztec Spa and immerse yourself in a gorgeous world of luxury treatments and products by spa specialists ELEMIS.



Bowling at TLH

Indoor and Outdoor Bowling Breaks, Short Mat and Bowls Tours.

With its 4 rink tournament standard indoor bowls arena and choice of accommodation, TLH Leisure Resort is the number one destination for bowlers. Book as a small group or individual on a Festival or Tournament or come away as a touring side.

Take a look online

or ask for our **TLH Bowls Diary**



Big Weekends at TLH

On selected weekends we really push the boat out and offer themed **Entertainment Breaks** where Friday and Saturday nights come alive with talented tribute acts or speciality shows.

Visit www.tlh.co.uk to find out more



Group Breaks

We have been offering Group Holidays in the UK to Torquay for over 40 years.

If you are a coach operator looking for brochure tours or a private group organiser looking for something special for your group, we will be able to help.

Call our **Group Sales Team** on **01803 400600**





Booking Information

You can call us or book with us direct online. A deposit of 10% is required on most bookings. Full payment is required 28 days prior to arrival.

Accommodation shall be used only by the persons listed on the confirmation letter. The person making the booking must be over 18 years of age. The manager may immediately retake possession of the accommodation if, in their opinion, any member of the party is guilty of conduct which is likely to cause unreasonable disturbance to others.

The Hirer will be held responsible for the contents of the accommodation in his/her possession. Any breakages, loss or damage to the premises or fixtures and fittings must be paid for. Pets are not allowed with the exception of registered assistance dogs.

Accounts

We accept major credit or debit cards or BACS payments. Cheques will only be accepted as pre-payment, if received a minimum of 25 days before arrival. Pre-authorisation of credit or debit cards may be requested on arrival to allow for additional charges to your account during your stay. We do not accept cash payment for accommodation bookings.

Cancellation Policy

We strongly recommend you take out insurance cover as cancellation can result in loss of all monies paid. Our full cancellation policy is online at www.tlh.co.uk/terms-conditions/

If you need to cancel your booking please telephone our **Reservations Team** on **01803 400500**.

Disabled Access

In line with current requirements for Visit Britain grading, we have prepared an accessibility statement for each of our hotels. This is available for your reference on our website www.tlh.co.uk/access-statement or from our Reservations Team on request. Special requirements should be discussed with our Reservations Team when you make your enquiry. Due to limited availability of parking spaces for disabled guests we can only reserve spaces when the driver of the vehicle is disabled and a Blue Badge holder.

Illness

For health & safety reasons and to protect all of our guests, your booking is made on the understanding that you have read the terms & conditions on our website relating to infectious and contagious illnesses. This includes Norovirus and other illnesses that are present in the general population and are spread from person to person either directly or indirectly via surfaces or air droplets.

Parking

Our car parks are managed by Parking Eye and charges apply if you have booked accommodation via a third party agent such as Booking.com.

If you **book direct with us**, your **parking is free** of charge for the duration of your stay. Full details about parking charges can be found online at www.tlh.co.uk/parking

Full terms and conditions can be found at www.tlh.co.uk/terms-conditions/ or by scanning the QR code



We're easy to find

what3words
///necks.chefs.begun

Holiday Reservations:
01803 400500 or
email: rooms@tlh.co.uk



www.tlh.co.uk

TLH Derwent . TLH Victoria . TLH Carlton & TLH Toorak Hotels
Belgrave Road, Torquay, Devon TQ2 5HS

TLH Leisure Resort
Torquay

We're social, join us on



#TLHhotels