

Dear Guest

A very warm welcome to Best Western The Hilcroft Hotel. Our aim is simple to give good old-fashioned Scottish hospitality with a smile!

In this directory you will find useful information about the hotel and the surrounding area. However, I recommend you talk with any of our team who have a great wealth of knowledge and will ensure you have a lovely stay.

Our sole purpose is to look after you our guest and make your stay as comfortable and memorable as possible. Please consider visiting our sister hotels:

- Best Western The Crianlarich Hotel
- The Inveraray Inn, a Signature Hotel by Best Western

Kind Regards

The Byrne Family

Accommodation

Best Western The Hilcroft Hotel has 32 en-suite bedrooms, of which one is equipped for disabled guests and 5 are on the ground floor. We have one honeymoon Suite. See our web site for Best Rate Guarantee.

www.hilcrofthotel.com

Alcohol

Under the Licensing (Scotland) Act 2005, guests are prohibited to consume alcohol on the premises that has not been purchased in the hotel.

Amenities

In West Lothian we have a host of activities from the very energetic to the relaxing. Details on some of the attractions are available in the bedroom folder. Our nearest Tourist Information Office is in Linlithgow.

Arrival

Check in time is from 1400 hours, however, if you require to earlier access, please let us know, and we will endeavor to have your room ready for your arrival.

Audio Visual Equipment

Should you require hiring any equipment during your stay, please contact reception and we will arrange this for you. We can supply screens, flipcharts, LCD projectors, DVD players and TV's.

Best Western Rewards

Information on our reward scheme is available in your room and at reception. Should you wish to enroll or require further information please contact reception.

Beverages

We have provided tea and coffee making facilities in all our bedrooms. If you require replacement sachets, please call reception by dialing 0. Should you wish for bar drinks, One O Eight is open from 1100 – 2300 hours daily apart from Sunday's when we are open from 1200 – 2300 H. Room Service is also available for alcoholic beverages.

Breakfast Express To Go!

Continental breakfast to go, is available to pick up from reception Mon – Fri
This must be pre ordered by 10pm the night before.

Conference and Banqueting Facilities

Our primary business is derived from Conference and Banqueting Facilities. We have three conference rooms catering for up to 200 delegates. We have a wide range of facilities on offer and our conference and banqueting team would be delighted to discuss your requirements further. We pride ourselves on providing value for money with friendly efficient service.

Concierge Service

Should you require any assistance during your stay, please contact reception.

Computer Facilities

Computer and printer facilities are available in the reception area of the hotel. These are available between 0700-2300 hours.

Customer Feedback

We would appreciate any feedback that you have with regards your stay with us. Please log on to www.bwfeedback.com to complete the guest satisfaction survey.

Currency Exchange

The nearest facility to exchange currency is at Whitburn Post Office, which is a 10 minute walk from the hotel. Details are available from reception.

Departure / Express Check-Out

You are requested to vacate your room by 1100 hours on the day of your departure to enable us to service your room for the next guests. Express Checkout Forms are available at reception. If there are any major areas of concern regarding the maintenance or cleanliness of your room, please point these out to our reception staff.

Door Bell

Our reception is manned 24 hours per day, but obviously for security reasons, the front door will be locked at 2300 hours. Should you arrive back to the hotel after this time, there is a bell located to the right-hand side of the inner sliding doors, and our night porter will open the doors for you.

Early Morning Services

Early morning tea service is available at £1.25 per person. Should you wish to check out prior to 0700 hours, we request that you settle your account in full the previous evening and arrange for our night porter to serve continental breakfast.

Emergency Assistance

In the unlikely event that you will require emergency assistance please dial 0 for help. Our hotel is manned 24 hours per day and staff are trained in First Aid to assist you.

Fax and Photocopying Service

Fax and photocopying facilities are available at reception between 0700-2300 hours

Fire Precautions and Procedures

Please take note of the fire notice displayed in your bedroom. The assembly point in case of a fire is the East Car Park i.e. the righthand side if you exit through the front entrance of the hotel. Please remember the following:

1. Close all doors behind you, but please do not lock them.
2. If you become trapped in your bedroom, wet your bed sheets and put them behind your bedroom door to stop smoke coming in to your bedroom. Attract attention by hanging a blanket out of your window but **DO NOT BREAK THE GLASS** or keep the window open.
3. Await help; it will not be far away.
4. Pay attention to instructions given to you.

All staff are trained regularly on what to do in the unlikely event of a fire.

Green Issues

In order to do our part for the environment, we endeavor to reduce wastage where we can. We use low energy lighting where possible and we can provide extra lighting if you find this inconvenient. We recycle glass, cooking oils, and food. We ask that you consider your usage of towels, and if you require them to be replaced, please place them in the bath or shower. However, if you wish to reuse them, replace them on the towel rail. Stationary is reused where possible and then recycled through our offices. If you have any suggestions where we can increase our Green awareness, please let us know.

Free Use of our two electric car charging points are located in the east car park.

Heating/Oscillating Fans

Heating in the hotel is controlled in the first place by timers on our BIOMASS boilers, and secondly by thermostatic controls on the radiators. Should you require us to adjust timings please call reception. Extra heaters are available on request along with oscillating fans.

Housekeeping/ Bathmats

Should you require any extra blankets, towels, face cloths, pillows etc please contact reception where items can be delivered to your room free of charge.

Non slip bathmats are also available.

Ironing Facilities

Irons and boards are available in all of our bedrooms.

Internet Access

High Speed Internet access is available throughout the hotel and is free of charge. For the Password & 24 Hours helpline please dial 0. A hard-wired connection is available at reception.

Keys

We have installed an electronic key system in the hotel. Please take your key with you at all times, but should you lose your key, please contact reception where a new one will be issued on receipt of your paper key card. Should you wish to charge food or beverage to your account, please show your PAPER key card to advise of your room number.

Late Arrivals

Please call us in advance of your next visit if you will be late, in order that we may have a meal left for you if required.

Laundry Services

A same day laundry facility is operated in the hotel Monday - Friday. A laundry bag with prices is located in a drawer of your room. Please drop your laundry off at reception by 0900 hours for this to be collected.

Lost Property

Should you leave any items on check out, please call us as soon as possible as we do not store left items for long periods.

Meal Times

One O Eight

Breakfast is served Monday - Friday inclusive 0700- 0900 hours
Saturday - Sunday inclusive 0800-1000 hours

Meals are served all day from 1200 – 2100 hours' daily

Messages

Should any message be left for you while out of the hotel, these will be put into your room for your return.

No Smoking Areas

As of the 26th March 2006 the hotel is now strictly non-smoking. Smoking is permitted outside only. Bins have been provided for this use. Please do not smoke immediately outside the entrances of the hotel and One O Eight. Any person believed to have been smoking in a bedroom will be fined £100.00

Night Porter

Our night porter is on duty from 2300 –0700 hours. He can be contacted by dialing 0. A full service will be provided as much as possible out with normal staffing hours.

Porterage

Porterage is available 24 hours by contacting reception, dialing 0. Luggage can be stored for you should you not be leaving till later in the day.

Postage

Our mail is collected daily at 1300 hours. We can post all items for you and we have stamps available to purchase from reception.

Packed Lunch

If you require a packed lunch to be provided, please let us know the night before so that we can have it ready for you the following morning.

Payment of Account

We accept Cash, Switch/Maestro, Solo, Visa, Visa Debit, MasterCard, American Express, Delta, JCB, Diners and Discover cards to settle your account. If you are staying longer than one week, all accounts are payable on a Monday or should be checked and signed if the account is being sent to your company.

Power availability

Every room has a vacant power source available should you need to charge any electrical items. These are accessible at all times.

Private Dining

Should you require a private room to entertain, please let us know and we are sure that we will be able to accommodate your request.

Reception

Reception is manned 24 hours a day. Our reception staff work from 0700- 2300 hours and can be contacted by dialing 0. Our night porter is contactable from 2300-0700 by dialing 0.

Reservations

We are always delighted when guests decide to stay with us again. If you are a regular visitor, ask about corporate rates for accommodation. We are a member of Best Western Hotels – a consortium of worldwide independently owned hotels, and we would be delighted to make an onward reservation for you.

Radio and Television

To review your list of channels, please do this via your freeview button on your remote control. To change to analogue, you must do this via your remote control

Room Service

This is available from 12pm until 9pm, with full menu displayed in your room available from midday – 2100 hours daily. Please dial 260 to place your order. A tray charge of £2.00 will be added to your bill for this service. Please leave your room service tray outside your room once finished for collection.

Safe Deposit

All valuables should be handed in to reception where they will be stored in a tamper proof bag until you request them. Our insurance policy does not cover loss of your property so we will not be held responsible where its loss is due to others.

Toilets

Toilets are located in One O Eight, outside the Glengarry Suite, near reception and in the Loch Maree Suite.

Toiletries / Adaptors /

A complimentary supply of toiletries are available from reception 24 hours per day should you have forgot to bring something with you. We have a stock of face cloths, toothbrushes, toothpaste, combs, nail brushes, deodorant, razors & shaving foam. A selection of adaptors are also available.

Tea & Coffee Facilities

Complimentary tea & coffee making facilities are in all bedrooms. Should you require additional items please contact reception.

Telephones

You can receive an outside line from your bedroom by dialing 9 and then your required number. To contact another room please add 200 to the room number, i.e. to dial room 10 dial 210. Reception can connect you to the British Telecom operator and directory enquiries. Calls are charged at 25 pence per unit. Complimentary Wireless Internet Access is available in the hotel. A leaflet is in your room with information about this facility. Adaptors are available from reception should you require these.

Wardrobes

Should you require additional hangers, please contact reception.

Wake Up Calls

Should you require an early morning call, please contact reception and we can arrange this for you. Alarm clocks are provided in all bedrooms for your use.

Water

The running water in the bedrooms is unsuitable for drinking but bottled water is available to purchase at the bar, as is mains tap water, **free of charge**.

Want to get Fit

Free use of a bicycle and helmet, for more information, please ask at Reception.

Pillows

If extra pillows are required, please contact Reception.