

Hotel Guest Information



It is our goal to 'meet and exceed your expectations' of your stay with us.

Should you have any comments that may help us to achieve this goal or if you feel we have fallen short please speak with one of our Duty Managers. We always welcome feedback and reviews which can be done via www.bwfeedback.com

Hotel Facilities



Reception is manned 24 hours a day. Full reception service such as reservations and currency exchange is only available from **0700hrs – 2300hrs**. Please settle accounts using credit/debit card. Payment of accounts can be made out with these hours but night staff do not have full access to all account records so it is advisable to settle accounts between 0700hrs and 2300hrs. We do offer an Express Checkout service.



SMOKING & VAPING are not permitted in the hotel.

There are three outside areas with cigarette bins in front of the bar and bistro

Guest will be charged for deep cleaning at a cost of £150.00 should we find that a guest has been smoking in a bedroom.



A direct dial system is available from your room.

For Reception dial **"460"**

For an outside line dial **"9"** followed by your required number.

For another room dial the room number. If the room you are calling begins with an **"8"** or **"9"**, insert the number **"1"** beforehand e.g. For Room **92** dial **"192"**



Wi-Fi

Free Wireless Internet Access

SSID = BWKingsmanor

Password = bwkmh

24 hour helpline – contact hotel reception (dial **"460"**)

There is a computer at reception with internet access that residents can use free of charge.

Printing is also available. This is a chargeable service.



Your room key is a magnetically striped key card. This provides a high degree of security with no personal details stored on the card. If carried with your room card (paper) and both are subsequently lost please advise reception immediately so that we can cancel the programme lock and issue you with a new key card. To charge items within the hotel to your room account you will be asked for your room card as verification.



A choice of UK terrestrial, Freeview TV and radio channels are available. We would respectfully ask that volume levels, especially after 2300hrs, are kept at a reasonable level for the comfort of adjacent residents.



All electrical sockets in the hotel are 3 pin 240 volt 50hz. Visitors from overseas should not attempt to use their own appliances without an approved adaptor. These adaptors can be purchased from electrical and hardware stores such as B&Q or Asda (see map in this Directory). We do have some that can be borrowed from reception but the hotel cannot be held liable for any damage or accident caused. If you have any doubts please consult the hotels maintenance engineer. An electrical razor adaptor with both 240v & 110v is available in all bathrooms. Please ensure it is switched to the correct voltage before use. Other appliances should not be plugged into this socket.

If you are staying in one of our club rooms where you are required to activate the electricity with your bedroom key card, and if you wish to leave a laptop or mobile phone charging whilst you are out of your room please request a second key from reception.



If your bedroom does not have an iron and ironing board these are available from reception.



We are conscious of the current environmental impact we are all creating. We are working hard to limit our own contribution to this as we feel it is of the utmost importance. We are aware that daily Housekeeping uses a significant amount of energy, chemicals and water. This is not in keeping with our commitment and therefore we have withdrawn our daily service on short stays. **However if you wish your room to be freshened please ask reception.**

We remain committed to ensuring your stay is as enjoyable as possible and would encourage you to call **460** on your room phone should you require: Fresh Linen, Towels, Toilet Roll, Toothpaste & Brush, Shaving Foam & Razor, Comb, Sewing Kit, Additional Tea or Coffee or Rubbish removed. We can then arrange how best to deliver taking into account your preference and staff availability



All items must be deposited in the **Laundry** bag which can be found in your room. Please ensure that any delicate fabrics or special washing instructions are clearly marked and separated i.e. whites and colours as the hotel cannot be held responsible for any damage. These will be charged as separate bags.

Make sure that your name and room number are clearly marked on the laundry bag. This is only a washing service. We can provide you with an iron and ironing board if required. The minimum charge for laundry is **£30.00 per Laundry Bag**. Laundry must be given to reception before 0900hrs Monday to Friday and will be returned the following day around mid morning/early afternoon. **Unfortunately**, we cannot offer a dry cleaning service. If you wish to make your own arrangements Launderette services can be found in this directory on page 6.



If you need to store luggage please contact reception. Access is 0700hrs till 2300hrs or by the Duty Manager at any time.



We accept the following credit and debit cards –
American Express, Visa & MasterCard.



In accordance with the Scottish climate each bedroom is equipped with a guest controlled radiator. If you are not sure of the controls on your heater please ask at reception for assistance. In the middle of the night and in early afternoon the heating will be switched to standby in line with the hotels environmental policy. If this causes you any problems please let us know as we have some portable heaters available.



Electric fans are available for use from reception at no extra charge.



All water that runs through the **COLD** tap in your bedrooms has passed stringent checks and is safe to drink.

If you would prefer to buy bottled water for drinking purposes please contact reception.



Your attention is drawn to the Hotel Proprietors Act notice displayed in reception. Valuables maybe deposited for safe keeping in the hotel safe. Please see reception to arrange this.



In the event of a medical emergency please alert reception who will summon the Duty Manager – all of whom are qualified first aiders – who will call an ambulance on your behalf.

You can contact NHS 24 on 111 from your room **9111**.

Details of non emergency medical services can be had from reception. Non UK residents would need to check on their own private medical insurance regarding payment.



If the building needs to be evacuated in the case of emergency – such as fire – a continuous siren will sound. Please leave the building by the nearest available exit.

DO NOT USE THE LIFT.

See the room evacuation card on the rear of your bedroom door for further information. If you have any physical disability or for any other reason you would have difficulty in either hearing the alarm or evacuating please make sure reception are aware of this.

Reception can also provide you with an assistance card to hang on your door if you wish.



Room Service is available during the opening hours of the Bistro out with these hours sandwiches are available. Please see Options Bistro menu in this directory. Please contact reception to place your order. Breakfast can also be served to your room during breakfast service hours, please place your order with reception the night before. Room Service Tray Charge £4.00.



Options Bistro - Opening Hours 12:00 Noon – last table 8:45pm Please book you table with reception

This menu is also available for room service during open hours. Please contact reception to place your order.



Packed Lunches can be ordered via reception before 9:00pm the night before and can be delivered to your room or collected from reception.



Bar Zest – Opening hours 12:00 Noon – 11:00pm daily. Drinks can be ordered from reception to be served to your room. Room Service Tray Charge £4.00.



Full & Light Breakfast options are served as a buffet in Lauders Restaurant from 6:45am till 9:45am **Monday to Friday**, 7.00am till 10:30am **Saturday** and 7:30am till 10:30am **Sunday**, please ensure you book a table with reception the night before.



If you wish we can also do a Breakfast To Go Bag of 2 filled rolls with either bacon or sausage or egg plus a take away tea or coffee, Please advise us the night prior if you wish to order these.

Local Information

Local Buses

Please observe all guidance regarding using the Public Transport system.

Exact fare is required.

Payment can be made by card.

To City Centre (Exact fare required)

44 Lothian Region (LRT) Bus

113 Lothian Country Buses

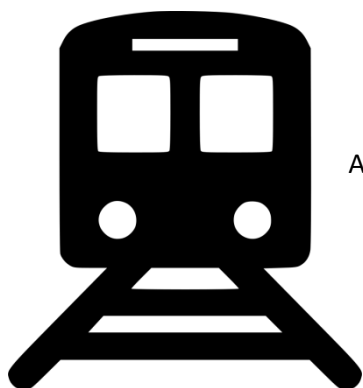
From the Bus stop on hotel side of the road going West.

To Musselburgh (Exact fare required)

44 Lothian Region Transport (LRT) Bus

113 Lothian Country Buses

From the Bus stop on the opposite side of the road going East.



Trains

A suburban rail service runs from nearby Brunstane Road. The Station is a 5 minute walk from the hotel. The train runs direct, taking around 7 minutes, to Edinburgh Waverly.

Day tickets are available on the train.

Shopping

Please observe any guidance issues by the local shops.

Asda – 0131 669 9151 Turn left out of the hotel, head towards the main set of traffic lights. At the cross roads and take a left. Asda is the third exit off the roundabout. (Around a 10 minute walk).

Includes Asda Hypermarket, Chemist, Post Office. There are 4 cash points there.

Fort Kinnaird - (Sometimes known as Craig Park) Pedestrian access is via the footbridge over the railway line at the top of Asda car park. Major Stores include Marks & Spencers, Argos, Currys PC World, Sports Soccer, Boots, Topman, New Look, Next, Smyths, and various phone shops. There is also a large B&Q. Most shops are open 9.00am to 8.00pm. There retail park is also home to an Odean Cinema, Costa Coffee and various alternative restaurants.

Portobello High Street - Turn left out of the hotel, then take any roads heading North until you come across the main coast road. Then turn left again. Around a 20 minute walk. A wide selection of the usual high street shops, banks, cafes etc. No late opening and most are closed on Sundays.

Musselburgh - Take a bus - around 8 minutes. A wider selection of high street shops and supermarkets. No late openings and most are closed on a Sunday.

Laundry Services

Musselburgh Laundry Services - 189 North High Street, Musselburgh.

Tel - 0131 665 2895.

Offers a contract service. Arrangement must be made in advance of you taking and leaving any washing.

It is a next day service.

Open 9.00am to 5.00pm Monday to Friday.

Staypress Laundry - 39 High Street, Musselburgh.

Tel - 0131 663 4597.

Offer a service wash as above.

Open 9.00am to 5.00pm Monday to Friday.

Banks and Building Societies

Royal Bank of Scotland - 12 Bridge Street Musselburgh. EH21 6AH.

Tel - 03457 24 24 24

Open 9.15am to 5.00pm Monday to Friday.

Wednesday's open at 10.00am

Open 9.00am to 12.30pm on Saturday.

2 Cash points.

Bank of Scotland - 153 Portobello High Street. EH15 1AG.

Tel - 0131 465 1713

Open 9.00am to 4.30pm Monday to Friday

Wednesday's open at 9.30am.

Open 9.00am to 1.00pm on Saturday.

1 Cash point.

Alternative Cash Points

Asda has 4 Cash points.

Fort Kinnaird has 2 Cash points.

Foreign Currency

Foreign Currency can be exchanged at the hotel reception from 7.00am to 11.00pm

We unfortunately cannot issue cash from a credit or debit card because of our merchant agreement with our bank.

Petrol Stations

Asda - Turn left out of the hotel, head towards the main set of traffic lights. At the cross roads, take a left. Asda is the third exit off the roundabout. Open 24 hours for credit / debit card customers only.

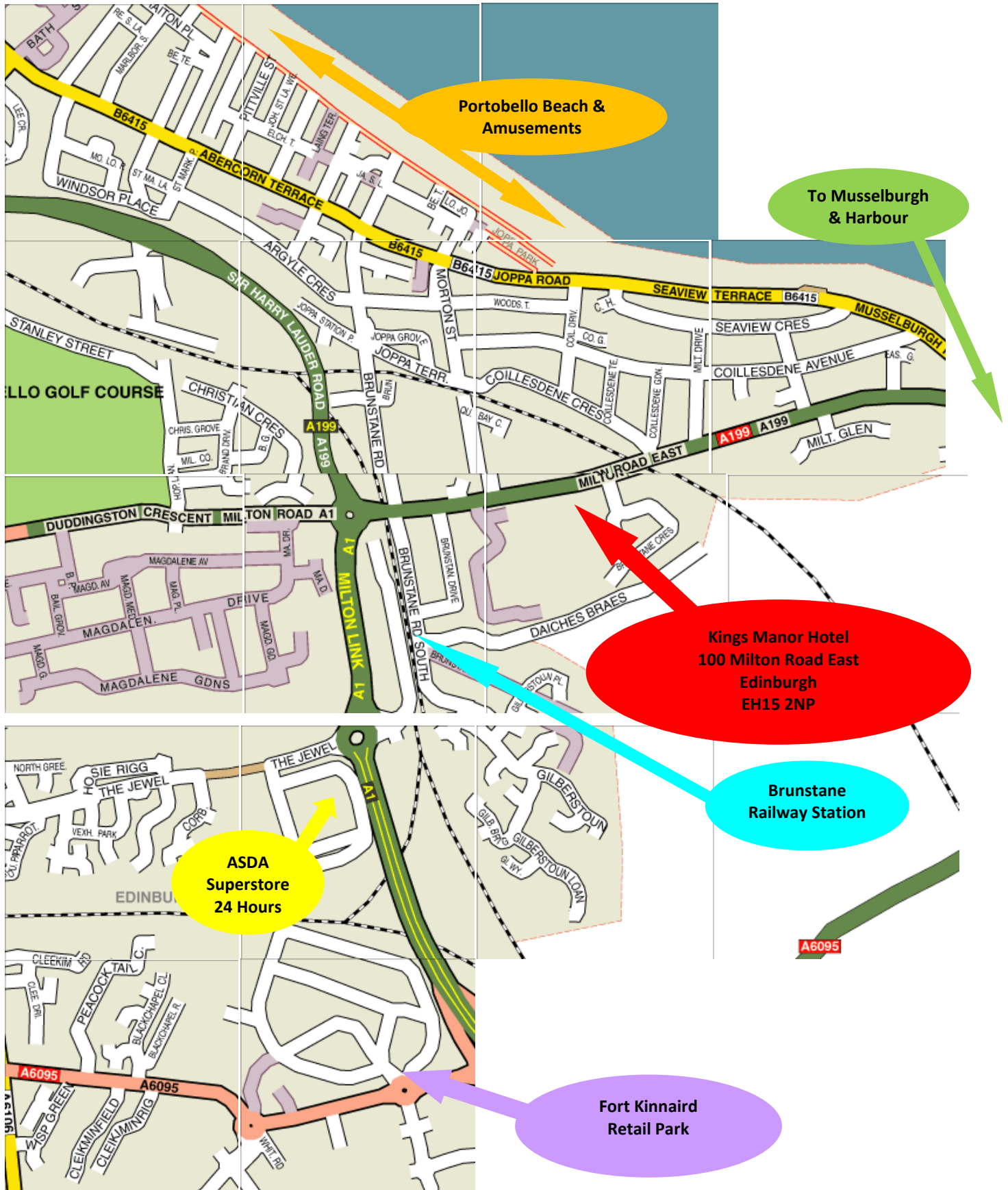
BP - On A1 South 1 mile at Granada Services. Open 24-hours.

Musselburgh - Shell garage 24-hr service.

Edinburgh - There are several garages on the main road into Edinburgh.

Local Area Map

Scale Each Square = 500 m across



Corporate Social Responsibility



The Kings Manor Hotel recognises its environmental responsibility, and has an on-going commitment to seek efficient ways of reducing the impact that its business activities have on the environment.

The hotel also considers the interests of society by taking responsibility for the impact of its activities on employees, customers and the community. This places a requirement on us to conduct our business responsibly and ethically.

Environmental Policy



In a drive to establish best practice in the development and management of eco-tourism issues, the Kings Manor Hotel embraces, as policy, the guidelines set out by the Green Tourism Business Scheme (GTBS).

The GTBS is an environmental accreditation scheme for tourism related businesses which was launched in the late 1990s by Visit Scotland (formerly the Scottish Tourist Board). The scheme encourages tourism businesses to improve their environmental performance by developing and implementing cost efficient ways of conserving energy, recycling waste and where appropriate, encouraging the wildlife, flora and fauna within its grounds.

The Green Tourism Award



In 1997, the Kings Manor Hotel's environmental performance was first evaluated. This assessment resulted in the hotel being granted the **Silver Award** recognition - **the first hotel in the UK to receive accreditation from GTBS!**

Following re-evaluation in 2000, the hotel's endeavours over the preceding three years were recognised by it being upgraded to the **Gold Award** standard, the highest award achievable. Following bi-annual inspections since, the Gold Award has been retained through to the present day. We are not content to sit on our laurels however, and continue to strive to further improve the environmental performance of the business.

Environmental Policy Statement



We are committed to providing a good, high quality service, whilst minimising the environmental impact of our activities. We recognise that we have an important role in trying to protect the environment and plan to create a positive attitude towards environmental issues through companywide involvement at all levels: Proprietor, Management, Staff, Suppliers, and Guests.

Consideration will be given to the following areas



- **Legislation** – We will comply fully with all Environmental Legislation.
- **Planning & Development** – We consider Environment Best Practice in new projects and refurbishment.
- **Resource Management** – We monitor our utility usage and take positive steps to maximize efficiency.
- **Waste Management** – We endeavour to minimise wastage and recycle as much as possible.
- **Purchasing** – We buy local produce as much as possible and consider Environmentally Friendly products above others. We take into account electrical power usage and ratings.
- **Indoor Air Quality** – We strive to minimise the detrimental effects of Chemicals and Pollutants.
- **Noise** – We have identified sources of noise and taken steps to minimise them.
- **Transport** – We encourage the use of public transport.
- **Conservation** – As a company we actively support Green Initiatives and Organizations.
- **Communication** – We are committed to publicising Policy and Achievements as widely as possible.

"We do not inherit this earth from our Ancestors; we borrow it from our Grandchildren."