

Guest Information

I would like to take this opportunity to introduce myself and welcome you to the Best Western Balgeddie House Hotel and Fountain Spa Fitness and Wellbeing Centre and its facilities.

My name is Alyson Solley and my family have owned the hotel since Sept 2004. Samuel Solley (Hotels) Ltd is a family owned and managed company with vast experience in running hotels; we have two other properties, namely the Kings Manor Hotel, Edinburgh and the Pitbauchlie House Hotel, Dunfermline.

www.solleyhotels.co.uk

Our teams have received new and updated training to make our environment as safe as possible in light of the COVID-19 pandemic. We have been assessed by Quality In Tourism and they have completed a risk assessment of the hotel and have checked our operations and can advise that we are Safe, Clean and Legal (www.qualityintourism.com)

We would ask you to support our Environmental Policy by requesting your room NOT to be serviced.

By NOT having your room serviced we will be able to reduce chemicals going into the environment and reduce water usage. To help support this initiative please place door hanger on the outside of the door.

For each room not serviced we will make a donation to treesforlife.org.uk.

Where we will be part of the rewilding the Scottish Highlands unique Caledonian Forest that once covered much of Scotland

www.treesforlife.org.uk



Please note:

Smoking is not permitted in the hotel.

There are three outside areas with cigarette bins.

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.

This will be charged to your debit or credit card.



In the main building our vertical sash and case windows are fitted to our sash & case sliding windows. To prevent accidents please do not force windows past the locks.



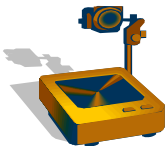
Reception is manned 24 hours a day. Reception staff will be on duty from 07:00 till 23:00. Thereafter the Duty Manager or Night Porter will be available. To contact the night shift staff, please dial 200 from any internal phone.



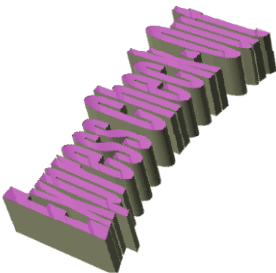
A direct dial system is available from your room. Dial as follows for reception: Dial 200 for an outside line: Dial 9 followed by your number. Any telephone messages can be collected from the reception desk. To call another room dial room number.



Please contact reception to organise wake up calls.



We are happy to provide guests with conference and meeting facilities. We can also supply a digital data projector, screen and flipcharts. Please see the Duty Manager for rates and availability.



Thank you for staying
Should you wish to have a fast check-out we are pleased to offer you our Express Check-out service.

Please complete the form provided in the guest directory located in your room and hand in to reception on your way out along with your room key.
If you are a member of Best Western Rewards loyalty programme we will post your points to your account after check-out.

The Fountain Spa Fitness & Wellbeing Centre

Welcome to Balgeddie House Hotel. We're sure that whatever your reasons for staying with us are, be it business or pleasure; you will enjoy the facilities and services available. To complement the excellent facilities in the Hotel we would like to invite you to sample the delights offered at The Fountain Spa Fitness & Wellbeing Centre.

Situated on the ground floor of the Hotel, our Members Only Club is available to you as a guest of the Hotel completely **free of charge**. Open from

Monday – Friday	7 am – 9.30 pm
Sat & Sunday	8 am – 6 pm

On your departure day, you are welcome to use the Wellbeing centre facilities until 5pm.

Our facilities include:

- Fully equipped Gym
- 17-metre Swimming Pool
- Toddlers Pool
- Sauna
- Steam Room
- Full Class Timetable
- Free Towel provision

These facilities are available to you upon registration. Please contact The Fountain Spa Reception on ext 309 for further information.



Conditions of use.

All users of the facilities must firstly register at The Fountain Spa Reception.

Persons under the age of 16 are not permitted to use the Gym.

Child access times to the Swimming Pool:

Monday – Thursday	9 am – 5 pm
Friday	8 am – 8 pm
Sat & Sunday	8 am – 6 pm

Children under 15 years must be accompanied by an adult (maximum ratio 1:2)

Children under 14 years must not use the Sauna or Steam Room.

If you require any additional information, please do not hesitate in contacting us direct.

Please see overleaf for the full variety of facilities The Fountain Spa Fitness & Wellbeing Centre provides:

5 Treadmills
4 Total Body Trainers
1 Up Right Cycle
1 Recumbent Cycle
1 “e” Spinner Cycles
1 Concept 2 Rower
1 Versa Climber

The Gym also boasts a full array of Resistance Equipment designed to be both user friendly and multi functional.



Human Sport Shoulder & Chest Press
Human Sport Arm & Abs Crunch
Human Sport Lat Pull & Pulley
Instinct Leg Extension & Curl
Instinct Leg Press & Calf Raise
Assortment of Dumbbells & Bench

To complement your Gym activities the Centre also has a terrific Swimming Pool, Sauna and Steam Room allowing you to completely unwind and relax. Each of these areas are very spacious and again are completely free to you as a guest. (Please pay particular attention to the rules and guidelines surrounding these areas)

Throughout the day and night there are a selection of Exercise Classes timetabled to take place in the Centers' Studio, whether you are looking for Pilates, Body Pump, Zumba or Spin Cycle.

Subject to availability i.e. if there is space on classes, residents may attend but priority is given to Spa Members.



Restaurant and Bar Facilities



The Hotel Bar is open 7 days 12 noon – 11 pm

Restaurant Hours	Monday – Friday	12 - 2 pm & 6 - 9 pm
	Saturday	12 - 9 pm
	Sunday	12 - 8.30 pm

Full menu can be served to rooms during restaurant opening hours
Room Service please see the 24 Hour Menu



Breakfast is Available to All Guests

If Not included in your rate plan:

£7.00	Child aged 5 – 12 years
£9.50	Continental Breakfast
£13.95	Full Scottish Breakfast



There are Tea & Coffee making facilities please feel free to take any un-used sachets away with you after you leave as a gift. If you require more complimentary supplies, please contact reception by dialling 200.



A choice of UK digital Freeview Channels are available. We would respectfully ask that the volume (especially after midnight) is kept to a reasonable level for adjacent residents.

If you are unable to view any of the channels, please contact reception.

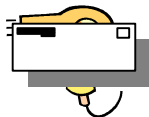


Wi-Fi

Free Wireless Internet Access SSID = BWBalgeddie

Password – balgeddie

24 hour helpline – contact hotel reception



Incoming mail for residents will be delivered to your room.
Outgoing mail a mail box is available at reception this will be collected daily except Sunday.

Stamps can be purchased via reception.

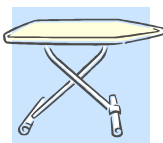
Stationery & Best Western branded Pens are available from reception



If you require extra towels or pillows please contact reception who will organise housekeeping to have these items delivered to your room at no extra charge. This service is available 24 Hours.
Extra blankets are in your wardrobe.
Electrical Adapters Available Free on loan.



Laundry Service
Currently Not Available - See management for further assistance.



Iron and Ironing boards are in every guest room



If you require assistance with your luggage please inform reception (dial 200). This service is available 24 Hours.



Forgotten your toothbrush?
We have the following complimentary toiletries available at reception on request.
Toothbrush & Toothpaste, Shaving Kit, Shower Cap, Sewing Kits, Combs, Sanitary Products, Face Cloth.



Unisex Slippers - Slippers available to purchase at £2.00 per pair.
Please contact reception.



Bath Robes are available by contacting reception. These are charged at £3.00 per robe per stay subject to availability.
Our baths have anti-slip protection however additional anti-slip mats are available from reception.



We accept all major credit and debit cards.



In case of medical emergency Dial 9 999 for All Emergency Services.
Please also dial 200 from your phone to advise us of your emergency where the receptionist will advise the Duty Manager.



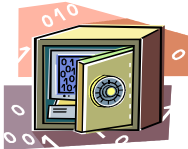
Hairdriers are in a drawer in your bedroom



Our water is safe to drink straight from the tap.
We can also provide filtered bottled water at a cost of £3.90
75cl or £2.00 for a 33cl bottle.



Electric fans are available from reception at no extra charge.



Guests are welcome to leave valuables in the hotel safe. This service is unavailable from 23:00 until 09:00. You will need to sign for anything left with us, and require to show your receipt to retrieve it.



Guests can leave luggage in the hotel. Please contact reception, you will be asked for your room charge card to retrieve your belongings. This service is available 09:00 until 23:00.



Guests are welcome to use our Photocopier & Fax facilities. Available 7am – 11pm. Please see below for pricing.
Photocopying and printing service is available per A4 sheet £0.20.
Fax – National £1.50 per page
Please note international faxes will cost considerably more.



Unfortunately we do not offer a babysitting/child minding service. The hotel takes no responsibility for any guest wishing to supply their own.



If you would like ice or an ice bucket brought to your room, please contact reception. There are no vending machines in the hotel; however drinks are available from the Cocktail Bar.



To reflect our Company Environmental Policy our heating will be off 23:00 – 07:00.
Should you require heating during these times, please dial reception. (200)

Balgeddie House Hotel Corporate Social Responsibility

Here at the Balgeddie House Hotel and within Samuel Solley Hotels we are fully committed to saving energy, recycling and helping the environment. We are about to join the Green Tourism Business Scheme. The Kings Manor Hotel was the first Scottish hotel to join the Green Tourism Business Scheme in 1997 when they attained Silver Award and improving on this in 2000 to Gold Award. Pitbauchlie House Hotel has been a member since 2010 and was awarded Silver award....Our Green folder is available from Reception on request.



Reduce, Reuse, Recycle try and help us recycle your rubbish, if you are binning any paper, glass or plastic leave these items at the side of the bin and we will put them in our recycling bins. Help us with our grounds and help the wildlife by not littering. Put rubbish in the bin and use ash buckets for cigarette ends.



Conserve Utilities by switching off the lights and heating when not required, closing windows if heating on, only boil a ½ full kettle if that is all the water that is required.



Be Water Wise – please use water wisely. Turn the tap off whilst brushing your teeth, re use towels as described on the card in your bathroom. le left in the bath, we will replace.