

Welcome to the Best Western Garfield House Hotel.

May I take this opportunity to welcome you to the Best Western Garfield House Hotel and the glorious City of Glasgow. The Best Western Garfield House Hotel is privately owned and operated by the Paterson Family.

Enjoy our facilities during your stay, our bar with its stylish features and fittings serves a great selection of wines, continental beers, soft drinks and spirits. Whether on business or leisure enjoy surfing the internet with our complimentary Wi Fi available throughout the hotel. Breakfast is served in the Bar Grill restaurant at the following times: Mon – Fri 06.30am to 09.30am and weekends 07.30am to 10.30am.

The following directory is designed to answer the most frequently asked questions, should you have any further queries or require any assistance during your stay please contact either myself or any member of the team who will be only too happy to assist.

Glasgow is a city with artistic, musical and sporting excellence at its heart. While you are here you will have the opportunity to enjoy an abundance of shops, theatres, restaurants, and bars. We hope you will explore this fabulous world class city.

Thank you for choosing the Best Western Garfield House Hotel. We are constantly striving to improve the service offered to our guests and I welcome your feedback both positive and negative. Either in person or via email: [gbuchanan@garfieldhotel.co.uk](mailto:gbuchanan@garfieldhotel.co.uk)

Kind regards

*Glen Buchanan*

Glen Buchanan

General Manager

**Best Western  
Garfield House Hotel**

**Guest Directory**

## Dining Facilities

### The Bar Grill

#### Breakfast

Monday - Friday	06.30am – 09.30am
Saturday	07.30am – 10.30am
Sunday & Bank Holidays	07:30am – 10:30am

Breakfast has been called 'the most important meal of the day' and whether you want a full traditional Scottish Breakfast or just a coffee and croissant you will find what you are looking for on our buffet and breakfast menu.

Alternatively, if you prefer, we can serve you breakfast in your room for a small tray charge.

#### Express Breakfast

If you are departing very early a light continental breakfast can be served in your room or in the lounge area at reception on request. An Express breakfast is also available to take away, this should be arranged with reception the night prior before 10pm.

### The Lounge

Tea, coffee, breakfast rolls & sandwiches available.

Relax in the lounge after a long day with a refreshing beverage available from our bar & grill

*(this area is reserved for all weddings that take place in the hotel)*

### The Bar Grill

Monday – Sunday	12.00 Noon – 8.30pm
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The Bar Grill is open each day serving a range of a light snacks, a la carte and lunches from 12.00 noon to 8.30pm. If you would like to reserve a table, please dial 260.

### Room Service

Room Service is available for all of the above at the times stated. A tray charge is applicable to all room service orders.

## **A – Z OF HOTEL SERVICES**

### **Access to the Hotel at Night**

For security purposes the entrance to the hotel is locked after 11.00pm. If you are returning to the hotel after this time please ring the bell in order to alert the Night Porter.

### **Airport and Airline Enquiries**

Please contact reception for airline information and assistance.

### **Alarm Calls**

If you wish to arrange a wakeup call, then please contact reception

### **Assistance**

A Duty Manager is available 24 hours a day via reception. Dial 0 on the telephone

### **Bath Mats**

These are available from reception, dial 0 on the telephone

### **Bus Enquiries**

Please contact reception for bus information or look at the following website

<https://www.firstbus.co.uk/greater-glasgow/plan-journey/timetables>

### **Car Hire**

Car Hire and chauffeur services can be arranged by reception. Dial 0 on your telephone.

### **Check Out**

All rooms must be vacated by 11.00am on the day of departure. If you require an extension to your departure time for a small charge this can be arranged.

### **(Express) Check Out**

Please advise reception in advance by giving the details of the credit or debit card you would like to be charged together with your email address and we will email your invoice to you after departure.

### **Churches**

Please ask at reception for details of local Churches and times of service.

### **Conference and Banqueting**

Our team can assist you to organise a meeting, conference, company Dinner Dance, Themed Banquet or a Gala Ball. Each event is treated individually to give you complete flexibility. Please contact either the Duty Manager or our Conference & Banqueting Team to view our different suites and to obtain further information. Sample menus and brochures are available upon request.

Audio Visual equipment is available to hire, please speak to reception for further information.

### **Clocks**

Digital clocks are available from reception if you wish to have one in your room. Music can be accessed via the televisions.

### **Credit Cards**

The hotel accepts Mastercard, American Express, Visa, and Maestro

### **Credit Facilities**

Credit is only given by prior arrangement, for which our terms are payment upon presentation.

### **Departure**

Guests are requested to vacate their room by 11.00 am on the day of departure. Should you require the room for any longer please contact reception to discuss your requirements, a charge may apply

### **Doctor and Dentist**

Please contact reception for further contact information. If you feel unwell during your stay we recommend you call NHS Direct on 111 (open 24 hours a day). First dial 9 for outside line, then 111.

### **Do Not Disturb**

If you do not wish to be disturbed in your room please place the "Do Not Disturb" sign on the outside handle of your door. Also, if you do not wish to be disturbed by the telephone, please dial "0" and advise reception.

### **Dress Code**

Guests are requested to maintain a smart casual appearance whilst in the public areas of the hotel, suitable footwear must be worn at all times. The decision of the duty manager is final.

### **Electricity and Voltage**

The standard voltage is 240 volts. A razor socket is provided in the bathroom with both 115 and 230 or 240 volt outlets. A limited number of International adaptors are on offer via reception.

### **Electric Fans**

Electric fans are available from reception for your complimentary use. Please contact reception should you require a fan.

### **Emergency Exits**

Emergency Exits are located on each floor as signposted. Please refer to the location plan situated on your bedroom door for your nearest exit.

### **Emergency Services**

In the event of an emergency (Police, Fire and Ambulance) Dial 9 for an outside line, followed by 999. Should you have any difficulties please contact reception.

Please advise reception if you have contacted the emergency services.

### **Essential Items**

If you have forgotten an essential item please contact reception who will endeavour to assist

### **Fans/Heaters**

Please contact reception should you require either.

### **Fire**

Your attention is drawn to the fire notice displayed in your room, and we would ask that you familiarise yourself with the emergency exit routes. The hotel completes a fire risk assessment on a continuous basis and is also equipped with smoke and heat detector equipment.

In the event of an evacuation please make your way out through the nearest fire exit and rendezvous at the meet up point which is situated at the bottom of the car park in front of the hotel.

In the case of a fire, dial "0" or 9 999 immediately and break the glass of the nearest fire alarm point located in the corridor outside your room. Do not stop to collect any belongings. Leave the room immediately and close the door behind you.

### **First Aid**

For emergency assistance, please dial "0" or 9 999. For minor injuries, please contact reception.

Please ensure that you advise reception if you have contacted the emergency services.

### **Flowers**

Fresh flowers can be ordered from reception.

### **Guides, Maps and Timetables**

For all local information please contact reception on 0.

### **Hairdryers**

A Hairdryer is located in your dressing table drawer or to the side of the dressing table.

### **Hampers/ Packed Lunch**

Packed Lunches are available please order by 9pm the evening prior.

### **Hospital**

If you require hospital assistance, please contact reception or call NHS Scotland on **111**

### **Housekeeping**

Additional towels, pillows, blankets etc are available. Please dial '0' from your bedroom phone.

### **Internet Access**

Free internet and computing facilities are available for all residents within the reception area. High speed wireless internet access (HSIA) is available free of charge throughout the hotel which should connect automatically when your computer or laptop is started. If your computer needs

manually configuring please select BWGarfieldHotel. Log in password is **free**. Please contact reception should you require any internet helpline assistance, which is available 24 hours per day.

### **International Adaptors & Phone Chargers**

A limited number of International adaptors and mobile phone chargers are available at reception free of charge. Deposit required for these items.

### **Iron and Ironing Board**

Please contact reception for delivery of an iron and ironing board.

### **Keys and Key Cards**

Please keep your key and key card with you at all times and hand in upon departure. Goods and services can only be charged to your room account on production of your signed key card. Goods can only be added to your room account if you have pre-authorized a credit card to obtain credit facilities for your stay.

### **Laundry**

Laundry bags are available from reception. If you wish any dry cleaning of items this can be arranged with a local company. Contact reception for further details.

<http://www.iron-ladyglasgow.co.uk/stepps-cleaning-services>

### **Lost and Found Property**

All items are recorded and kept for safekeeping when found. For assistance, please contact reception. You are respectfully requested to check your room thoroughly before checking out to ensure all personal belongings have been removed.

### **Luggage Storage and Assistance (24hours)**

Should you require luggage collection or storage, please contact reception for assistance.

### **Mail**

Mail is posted daily from reception. Stamps and stationery are also available.

### **Maintenance**

Please contact reception should you have any maintenance issues in your room.

### **Meeting Rooms**

Please see details below "Conference & Banqueting".

### **Night Service**

For assistance during the night, please contact reception by dialling '0'. At certain times in the evening, you may experience a slight delay in the answering of the telephone as the night porter will be carrying out security checks.

### **Payment of Account**

Accounts are due on presentation, cheques can only be accepted 3 weeks prior to arrival. If arrangements have been made to forward your account to your company, please authorise your account by signing it before departure.

All accounts are inclusive of VAT at the current rate.

### **Pets and Animals**

We do accept pets into the hotel, although they are not allowed in the public areas. Refer to the leaflet you receive on arrival

### **Photocopying**

Reception can assist with photocopying if required.

### **Reception**

Reception is manned 24hrs and can be contacted by dialling "0".

### **Restaurant**

Please see the details under dining at the front of the directory, room service and dinner menus can be found in your room.

### **Room Cleaning**

Guest rooms will be serviced daily. Should you require your room to be serviced at a particular time please contact reception. If you do not wish to have your room serviced then please put the **Do Not Disturb** hanger on the outside of your door.

### **Safety and Security**

Whilst stringent security measures are in place, the hotel cannot be held responsible for loss or theft of personal property left unattended in your room or in public areas.

Please ensure that your bedroom door is always closed and locked upon leaving your room and that your room key card is kept secure. Keep the hotel key card for charging items to your account.

The rooms do not have a safety deposit box however we will happily store items in the Hotel safe. Please see reception for more information.

### **Sewing Kits**

Please contact reception for the supply of a mending kit.

### **Sightseeing**

Please contact reception who will advise you on local attractions.

### **Snacks and beverages**

A selection of sandwiches, snacks, bottled mineral water, soft drinks and alcoholic beverages are available 24 hours a day please contact reception.

### **Special Occasion**

If you are celebrating a special occasion, why not contact reception to arrange celebratory champagne, chocolates or maybe some flowers?

### **Stationary**



Stationary items such as paper, pens, pencils are all available from reception. Dial 0 on the telephone to connect.

### **Taxis**

Reception will be pleased to order a taxi on your behalf. Should you require a taxi on weekday mornings it is advisable that you book the evening before.

### **Tea and Coffee Making Facilities**

In your room you will find complimentary tea and coffee making facilities. Additional supplies are available from reception.

### **Telephone/Long Distance Calls**

All bedroom telephones are international direct dialling. For an outside line dial 9 wait for a dialling tone and then dial your required number. These calls are metered and charged at 32p per unit. A tariff is available next to your telephone.

A handling fee of £1.00 plus the cost of the call where appropriate, is made for all Credit Card calls, Advice and Duration (ADC), Reverse Charge and Free phone Calls (0800, 0500) - For further details please contact the hotel switchboard by dialling "0".

To call another room a three-digit number is required, using 2 before the room number i.e. to call Room 25 you would dial 225, or room 1 you would dial 201.

<b><u>International Country</u></b>	<b><u>Dialling Codes</u></b>
Belgium	00 32
France	00 33
Germany	00 49
Ireland	00 353
Japan	00 81
Saudi Arabia	00 966
UAE	00 971
USA/Canada	00 1
Poland	00 48
Netherlands	00 31
New Zealand	00 64
South Africa	00 27
Sweden	00 46
Denmark	00 45

### **Television Channels**

All televisions operate by remote control, please select either GUIDE / MENU/ EPG for available channels.

### **Toiletries, Towels and Face Cloths**

If you require extra supplies or you would like a face cloth please contact reception, who have complimentary toothpaste/toothbrush, shaving kits, sewing kits and combs. Sanitary products are also available from reception.

### **Telephone Chargers and Adaptors**

Should you require a phone charger or adaptor please contact reception as a limited number are available.

### **Viewing**

To view all facilities in the hotel please contact the Duty Manager who will be happy to show you around.

### **Weekend Break**

Please ask at reception for details on weekend breaks at our hotel or other BEST WESTERN hotels.

### **Your Comfort**

Your comfort and well being while you are staying with us is our prime concern. Should you at any time wish to speak to the Duty Manager or reception, please dial "0" on your telephone.