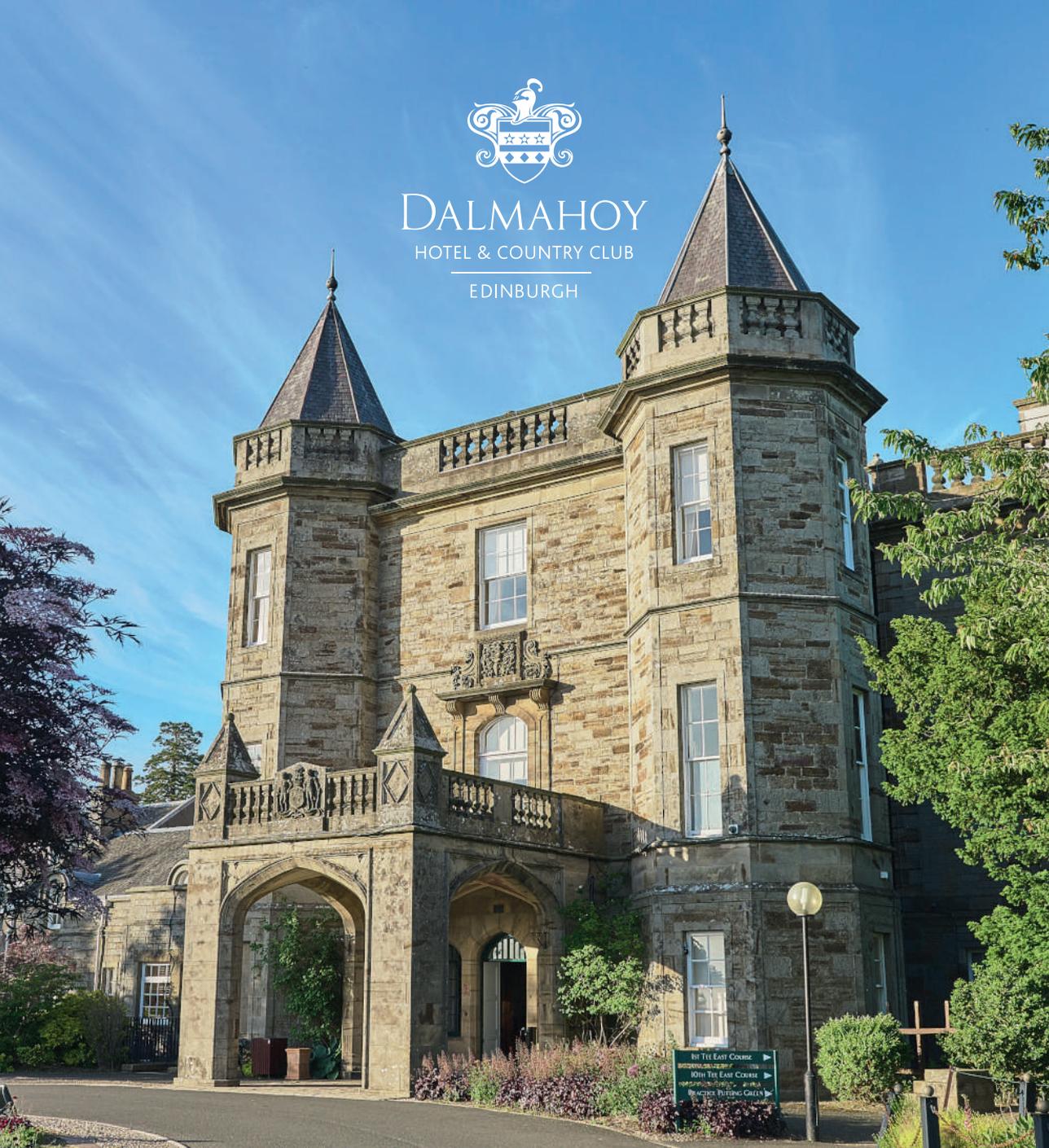




DALMAHOY
HOTEL & COUNTRY CLUB
EDINBURGH



GUEST SERVICES
DIRECTIONS



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Welcome to Dalmahoy, Edinburgh's Country Estate.

Enjoy your surroundings, rolling parkland, glorious golf courses, nature trails and towering woodland. With an abundance of experiences and adventures for everyone, Dalmahoy is your place to pause, reset and play.

Have a wonderful stay.

Dalmahoy Hotel & Country Club Management



STAY CONNECTED

Below you will find telephone numbers to help you stay connected during your time with us.

USEFUL NUMBERS

To dial room to room press 3 then the 3 digit room number:

- Room Service **5454**
- Pentland Restaurant **6624**
- Brasserie **6622**
- Golf **6677**
- Leisure **6678**
- Housekeeping **6675**
- Reception **0**



SERVICES & INFORMATION

AIRPORT INFORMATION

Edinburgh Airport
Almond Road, Newbridge,
Edinburgh, EH12 9DN
www.edinburghairport.com
0131 357 6337
Time to airport: 15 minutes
Distance: 4 miles

PUBLIC TRANSPORT

Services X27, X28 & X22 arrive every 10/15 minutes going towards Edinburgh, please take care when crossing the road to the bus stop. These same services also go in the other direction to West Lothian, again every 10/15 minutes. Alternatively please ask Reception to book a taxi for you.

AUTOMATED TELLER MACHINE (ATM)

Nearest ATM is located at Leisure reception.

BED LINEN, TOWELS & TOILETRIES

For additional bed linen, towels or toiletries please dial extension 6675 for Housekeeping or 0 for Reception.

CAR RENTAL

Hertz
0843 309 3025

CREDIT CARDS

We honour - Visa, American Express and Master Card.

DRIVING RANGE

Practice makes perfect so come along and hit some balls in our resort driving range. We have a 12-bay floodlit driving range so you can practice undercover in heated bays.

GOLF

Choose from our two fantastic 18 hole courses. The Championship East Course and the Resort West Course. The East is a par 75, with the West a much shorter test at 68.

Pro Shop opening hours:

Jan-March - 08.00 - 16.00
April - 07.15 - 17.00
May-Sept - 07.00 - 18.00
Oct - 07.45 - 17.00
Nov/Dec - 08.00 - 16.00

Clubs, buggies and trolleys may be hired from the shop and PGA tuition is available. Book your tee times by dialling extension number 6677.

GOLD GREEN TOURISM

Dalmahoy have demonstrated a valuable commitment to sustainability by being awarded a Gold Green Tourism award. Green Tourism is considered one of the most rigorous certification programmes of its kind. It is the only one independently validated by the International Centre for Responsible Tourism (ICRT).



SERVICES & INFORMATION

HAIRDRYER

A hairdryer is located in the desk drawer or the drawer under the TV.

ICE MACHINES

Located in bedroom corridors near the following rooms 120, 220 and 320.

IRON & IRONING BOARD

These can be found in your wardrobe. Please dial 0 for Reception with any queries.

LAUNDRY & DRY CLEANING SERVICE

A full laundry and dry cleaning service is available at an additional cost. Please hand any dirty items to Front Desk by 9am together with a completed Laundry/Dry Cleaning Form, which can be found in the desk drawer. These items will be returned to your room by 6pm on the same day Monday to Saturday. Bank Holiday times may vary.

LEISURE CLUB

The hotel Leisure Club is located on the ground floor and is open daily from 06.00 - 22.00, last entry is 21:15.

Facilities include: indoor swimming pool, sauna, steam room and gym, dance studio and outdoor tennis courts. Complimentary towels and accessible changing rooms are available.

Children are welcome to use the pool between 06.00 and 20.00 daily. Children under 16 must be accompanied by an adult.

Before using the facilities, please sign in at the Leisure reception and show your room key and card wallet.

LOST & FOUND

Please report any lost and found items to Reception at the earliest opportunity.

MAIL AND POSTAGE SERVICES

Mail is delivered each morning to Reception. Mail or packages sent for your attention will be delivered to your guest room. For outgoing post, please hand to Reception desk.

MEETINGS

We have 9 flexible meeting rooms accommodating up to 300 delegates. For more details on these plus menus and audio-visual equipment please contact events on 6632.

NATURE TRAIL & BIRD HIDE

Explore the estate, see our honey bees at work and visit the bird hide. We've designed some beautiful looping walks with terrain that's suitable for buggies and tired little legs.

PARKING

Parking is available for use by guests in the hotel car park. We ask that you lock your car and remove all valuables, as we regret that we cannot accept responsibility for any damage to your car or property stolen from it whilst it is parked on the premises.

PETS

We regret that with the exception of Service Dogs, pets are not permitted within the hotel.

PITCH & PUTT

No matter what standard of golfer you are, this 9 hole course has been designed purely for fun.

PLAY PARK

Our play park is the idea place to let the kids run free whilst you relax.

RESTAURANTS/LOUNGES

Pentland Restaurant

The Pentland is our award-winning restaurant in the main house, offering contemporary Scottish cuisine. Overlooking the Championship East Course, it provides the ideal setting and unique atmosphere in which to entertain clients or simply relax with friends and family.

Breakfast:

Daily 07.00 - 11.00

Dinner:

Monday - Sunday 18.00 - 21.30

Booking required.

The Cocktail Bar

Situated in the original manor house, with views over the Championship East Course, the Cocktail Bar provides the perfect atmosphere in which to unwind and catch up with friends and colleagues. The Cocktail Bar offers a wide selection of tempting afternoon teas, aperitifs and digestifs.

Monday - Sunday 11.00 - Late.

The Brasserie

The Brasserie is a relaxed informal restaurant situated above the Leisure Club and is open throughout the day. With a contemporary style, the menu is fresh and simple, providing the perfect place to relax and unwind. Bookings required for tables of 6 and over.

Open / Last orders:

Monday - Sunday 12.00 - 21.30

James Braid Bar

Located next to The Brasserie, above the Leisure Club, the James Braid Bar is an informal bar where you can watch the main sports events on the plasma screen and re-live your golfing moments after a round on the Championship East Course or Resort West Course.

Monday - Sunday 07.00 - 22.00



SERVICES & INFORMATION

ROOM SERVICE

In Room Dining last food orders are at 20.30pm. Dial 5454 to place your order.

SAFES

For your personal safety please secure your room at all times and deposit valuables in the safes located in your bedroom.

SERVICES & ACCESSIBLE FACILITIES

We have ground floor accessible guest rooms for people with mobility difficulties, subject to availability. Deafgard vibrating pillow pads are available for the hearing impaired on request. An accessible toilet is situated on the ground floor opposite Reception. An accessible changing room is situated in the hotel Leisure Club.

SMOKING POLICY

We are pleased to provide a smoke free environment for our guests and employees. Smoking, including the use of e-cigarettes, in the hotel and guest rooms is not permitted and a £150 charge will be applied to any guest room where smoking has taken place. A designated smoking area is located outside the hotel. To access, use the automatic doors in the conservatory area.

TEA & COFFEE MAKING FACILITIES

Complimentary tea and coffee making facilities can be found in your room. For additional supplies please call Housekeeping on 6675 or contact Reception (dial 0).

TENNIS

Book one of our floodlit courts and challenge family and friends to a game. Contact our Leisure team on 6678 for bookings.



STAY CONNECTED

HIGH-SPEED INTERNET CONNECTION

Our hotel guests can enjoy free wi-fi throughout the hotel.

SSID: Dalmahoy_Guest

To access this service:

1. Dalmahoy_Guest wi-fi in Settings;
2. Open your internet browser;
3. Accept terms and conditions.



SAFETY

QUICK GUIDE

For hotel security, emergencies and medical emergencies please dial 0 for Reception.

SAFETY FEATURES

- Fire emergency system.
- Smoke detectors for the hearing impaired available on request.
- In-room safes. Free of charge.

At Dalmahoy Hotel and Country Club, guest safety is our first concern. We ask that you please take a moment to review the important information provided below. Our staff are available to help you 24 hours a day.

If you have any questions please contact Reception. Our staff are available to help 24hrs a day.

EMERGENCY PROCEDURES

The most important part of our safety programme is making sure that you know what to do in the event of an emergency. When you arrive, please take a moment to look for the emergency exits on your floor. Exits are shown on the floor plan on the back of your guest room door. Stairs are located at the ends of each hallway on every floor. Emergency Break Glass Alarms are located on each floor. In the event of an emergency please break the glass to raise the alarm and exit the building by the nearest emergency exit.

We recommend you take the following precautionary steps when you check into any hotel:

- Locate emergency exits.
- Carefully review the map on the back of your guest room door.
- Locate the nearest fire extinguishers and fire alarms.



SAFETY

FIRE SAFETY PROCEDURES

Our hotel is equipped with a fire emergency system including a sprinkler system and smoke detectors in guest rooms and hallways. We want to make sure you are prepared to exit the hotel safely if any of our detection systems should sound a warning so we ask that you familiarise yourself with the following procedures:

Exiting the Hotel

- Take your key.
- Test your door for heat or smoke before opening it.
- If the hallway is clear, exit by the nearest stairwell.
- Do not use lifts.

If your door feels warm or is impassable

- Place wet towels at the base of the door.
- Dial 0 giving your name and room number.
- Get down on the floor to avoid inhaling smoke.

TRAVELLER SAFETY TIPS

We want to do all we can to help you enjoy a memorable and safe stay at our hotel. Here are a few tips for your safety and security while you are travelling.

Inside the Guest Room

- Lock your door securely using all locking devices when you are in your room and always use the view point to identify visitors.
- Before opening your guest room door, ask for identification. If you're uncertain about anyone who comes to your door dial extension 0 on your phone.
- Valuables should be placed in the safe available in your room located either in the wardrobe or in the drawer under the TV.
- Check to ensure that connecting room doors are locked.

Outside the Hotel

- Be observant and look around carefully before entering the car park.
- If you are travelling in a vehicle, do not leave any valuables on view.
- If you see or hear anything suspicious around the hotel please notify a member of staff immediately.





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