



**DALMENY PARK**

HOUSE HOTEL

# WELCOME

*We would like to extend a warm welcome to you and all our returning RAD Rewards Customers.*

At the RAD Hotel Group, we settle for nothing less than excellent customer service. If you have any issues with your stay, please don't hesitate to contact a member of our team who will strive to fix any problems that you may have.





# NEED TO KNOWS

## ABOUT YOUR STAY

### RECEPTION

Our Reception is manned from **7am – 11pm**. There is a duty manager operational at the hotel from **7am – late**. Our nightporters are available from **11pm – 7am**.

If you require assistance with any matters arising during your stay please contact Reception where a member of staff will arrange for the duty manager to attend to your needs as soon as possible.

Please dial **Ext 0** to contact Reception.

### RESERVATIONS

Please contact Reception to enquire about reservations for future dates and more information regarding our book direct deals, bar offers and packages. Personal requests for specific requirements will be met wherever possible. Should the hotel not have the availability for your preferred date, we will provide information and availability for one of our sister hotels.

Please dial **Ext 0** to contact Reception.

### CHECK-IN TIME

On the day of your arrival your room will be available to check-in from **2pm** onwards. If you arrive earlier in the day and your room is not ready, we will be happy to hold luggage for you.

### DEPARTURE | EARLY MORNING CHECKOUT

We would request that you vacate your room by **11am** on the day of departure. Should you wish to extend your check-out time please contact Reception who will inform you if a later time is available.

We are more than happy to store your luggage if you require more time at the hotel. We can also collect your luggage from your room.

If you are departing prior to **7am**, please settle your account the evening before you depart. We offer a continental breakfast prior to **7am**.



# NEED TO KNOWS

## ABOUT YOUR STAY

### RESTAURANTS

The Orchid Restaurant, Bar and Lounge is open from **7am – 9pm Monday to Friday, 8am – 9pm Saturday to Sunday** and serves a wide selection of dishes to suit all tastes.

Light bites, morning and afternoon tea or coffee can also be obtained from The Orchid Restaurant, Bar & Lounge.

Should guests have any particular requirements or dietary requests please do not hesitate to contact a member of staff who will be happy to accommodate your needs wherever possible.

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### WAKE UP CALLS

Please inform a member of our Reception team if you require a wakeup call. Contact Reception on **Ext 0**.

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### MAIL SERVICE

Incoming mail received at the hotel prior to guest's arrival will be passed on upon check-in. Incoming mail after arrival will be delivered to your room.

Guests wishing to post mail from the hotel should contact Reception where a member of staff will arrange this for you. Charges for outgoing mail will be charged to your room.

### CAR PARKING

There is car parking facilities for up to **80 cars**. There is no charge for car parking within the hotel car park.

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### CHARGING TO YOUR ROOM

If you wish to charge items to your room for the duration of your stay you must provide Reception staff with an authorised credit card upon check-in.

When charging items to your room you will be asked for your room identification card and a signature as proof of identity.

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### CREDIT AND DEBIT CARDS

Dalmeny Park House Hotel accepts the following Credit and Debit Cards: Visa, Mastercard, Maestro and American Express.



# NEED TO KNOWS

## ABOUT YOUR STAY

### WI-FI

You are welcome to make use of our Wi-Fi network within your bedroom and within all public areas of the hotel at no extra charge.

Please contact Reception if you need further assistance with connecting.

### MEETINGS & CONFERENCE FACILITIES

A meeting of minds or an unforgettable occasion?

We have the perfect events space to suit your needs. With a choice of fabulous menus and drinks packages, make your event a unique, extraordinary and VIP experience for you and your guests.

The hotel can cater for all types of events from 1-1 interviews to large conferences and events for up to 250 guests.

We'd love to give you a tour of our facilities and show you all the ways you can make your next meeting or event a roaring success. Just stop by the Reception.

### NEWSPAPERS

Daily and Sunday newspapers can be arranged by contacting Reception. Your newspaper will be delivered to your room by **7.30am** each day.

### COMPANY ACCOUNTS

Accounts can be forwarded to your company for payment only if arrangements have been made in advance and the hotel has agreed a credit facility with your company.

Details of how this can be arranged are available from Reception **Ext 0**.

### BUSINESS SERVICES

Photocopying and Facsimile services are available on request from Reception.

Charges:

Photocopying - 20p per copy

Fax - 50p per page

### PACKED LUNCHES

Packed lunches are available by filling out your required choice on the packed lunch form and following form instructions.

Charges for this service will be added to your room account.



# NEED TO KNOWS

## ABOUT YOUR STAY

### TELEVISION

Televisions all have Freeview and are smart TV's with on demand functionality.

### HOUSEKEEPING

We aim to provide everything you may need within your room. However, should you require any of following additional items:

- Towels
- Shoe cleaning equipment
- Toiletries (Including toothbrushes, sewing/shaving kits)
- Non allergenic pillows and bedding

Please telephone Reception **Ext 0** where a member of staff will arrange for items to be delivered to your room.

### LAUNDRY

A laundry service can be provided for guests to the hotel. Please fill in enclosed laundry form. Charges for this service will be added to your room account.

### TEA | COFFEE TRAY

Tea and Coffee making facilities are located within your room. If you should require additional items or fresh milk, please contact Reception on **Ext 0** where a member of staff will arrange for these to be delivered to your room.

### IRONING SERVICE

All rooms are equipped with an iron and ironing board. Should you have an issues please contact Reception on **Ext 0**.

### BABY COTS

Cots can be obtained by contacting Reception on **Ext 0** at a charge of **£10.00** per stay.

### HEATING AND COOLING

A small supply of electrical heaters and fans are available for use from Reception, with our compliments.

### ICE

To have ice delivered to your room, please contact Reception **Ext 0**.

### DOCTOR

If medical assistance is required at any time during your stay, please contact Reception or any member of staff within the hotel. Arrangements can then be made for hospital transfers or Doctor on call.

### CHURCH

There are various places of worship within the area. Details can be obtained from Reception **Ext 0**.

### FLOWERS

We are happy to organise flowers on request. Please contact Reception for more information.

### ANIMALS

The hotel regrets that we cannot accept any animals into the hotel other than guide dogs.



# NEED TO KNOWS

## ABOUT YOUR STAY

### TAXIS AND TRANSPORT

Taxis and other methods of transport including private cars and limousines can be arranged in advance by contacting Reception **Ext 0**.

### LOST PROPERTY

Enquiries relating to lost articles should be made through the Reception. We will make every effort to assist you in their safe return.

### SECURITY

On check-in you will be supplied with a room identification card together with your room key.

Please ensure that doors and windows are locked upon leaving your room.

The main hotel entrance will be locked at **12 midnight**. A night porter will be on duty but if guests are expecting to be out of the hotel after **12 midnight** guests can telephone the hotel to gain entrance or ring entrance buzzer.

### FIRE & EMERGENCY EVACUATION

If you discover a fire, please operate the nearest fire alarm and adhere to the instructions below:

If you hear the Alarm/Siren, we would ask that you proceed to evacuate the building from the nearest available exit and make your way to the nominated assembly point.

From your room the nearest exit point can be identified from the floor map on the reverse of your bedroom door.

### SAFE DEPOSIT

Although safety deposit boxes are not available within your room our Reception team will gladly store any valuable items within the hotel safe.

The hotel regrets that it cannot accept responsibility for loss or damage of property.

### FIRE ASSEMBLY POINT

Guests should exit the hotel and meet at the **Front Car Park** adjacent to the hotel.

Please Note: the main entrance to the hotel should be kept clear at all times to enable access for the emergency services.

The hotel carries out weekly fire alarms tests each Monday between the hours of **11am and 12noon**.

### GUEST VALUABLES

The management cannot accept responsibility for valuables.



# YOUR CONTACT GUIDE

## NUMBERS YOU MAY NEED

### RECEPTION

Please dial **Ext 0** to contact our Reception staff.

### EXTERNAL CALLS

Please ensure that you **dial 9** before any external call is made. Calls made from your bedroom are charged direct to your room account.

### INTERNAL CALLS

Room 1	1101
Balmoral Suite	1102
Room 3	1103
Room 4	1104
Room 5	1105
Room 6	1106
Kintyre Suite	1107
Room 8	1108
Room 9	1109
Room 10	1110
Room 11	1111
Room 12	1112
Room 14	1114
Room 15	1115
Room 16	1116
Room 17	1117
Room 18	1118
Room 19	1119
Room 20	1120
Room 21	1121
Room 22	1122

### USEFUL NUMBERS & EMERGENCY SERVICES

Reception | Ext No. 0

Emergency Services | (9) 999

Local Area Dialling Code | (0141)

Local Doctor | (0141) 800 7005

Local Fire Station | (0141) 881 2222

Local Police Station | (01786) 289070

### SAMPLE CHARGES FOR EXTERNAL CALLS

Local Off Peak | 1 minute = 25p

Local Peak | 1 minute = 25p

UK Off Peak | 1 minute = 25p

UK Peak | 1 minute = 50p

International Off Peak | 1 minute from 50p

International Peak | 1 minute from £1.00

Guests should be aware that premium rate numbers carry high charges. Mobile call charges vary depending on network selected.



# WINE & DINE

## SIMPLY DELICIOUS

### DINING AT THE ORCID RESTAURANT, BAR & LOUNGE

You will find a range of menu options to choose from whether you wish to dine in your room, dine in one of our restaurants or have a simple snack within our relaxing lounge area.\*

**The Orchid Restaurant, Bar & Lounge**  
opening times are as follows:

**Monday to Friday | 7am – 9pm**  
**Saturday to Sunday | 8am – 9pm**

Choose from the All Day Menu, Chef's Daily Specials or Taste of Scotland Menu. Enjoy breakfast, light bites, afternoon tea or coffee.

Cooking times may vary dependant on your choice of dish. Staff are familiar with the various wines on offer and can advise on the perfect wine to accompany your chosen dishes.

During busy times within the hotel it would be advisable to pre-book your requested dining time to ensure availability. This can be reserved by contacting Reception.

### BREAKFAST

Breakfast is served in the **The Orchid Restaurant, Bar & Lounge** from:

**Monday to Friday | 7am – 10am**  
**Saturday to Sunday | 8am – 10am**

Breakfast times are busiest between **9am – 10am** which may include additional wait times.

### ROOM SERVICE

A selection of hot and cold dishes and an extensive range of beverages are available from our room service menu. This can be found at the front of this pack.

Please telephone Reception on **Ext 0** to place your order.

### SPECIAL DIETARY REQUIREMENTS

If you have special dietary requirements or would like something which is not on one of our menus please do not hesitate to ask one of our servers who will inform the Chef of your request.

Our kitchen team will make every effort to create the dish you require.

### BARS

The Bar area at Dalmeny Park House Hotel offers guests a relaxed and informal atmosphere in which to enjoy a drink. Service times for the bar areas are as follows:

**Sunday to Wednesday | 11am – 12am**  
**Thursday to Saturday | 11am – 12am**

The bar areas offer a wide range of hot and cold beverages, a full bar menu is available.

Room service drinks can be obtained by contacting Reception where a member of staff will arrange for the drinks to be delivered to your room.

Guests should note that the price list and selection for room service drinks are enclosed within room service section.

### ENCLOSED

You will find a copy of the restaurant's All Day Menu, as well as our Room Service Menu for your perusal.  
All other menus and daily specials are available on request.

\*Subject to availability. All drinks are served in accordance with the Weights and Measure act of 1985 as displayed within each of the bar areas.

**CARLTON**  
PRESTWICK

**ROYAL**  
CUMNOCK

**DALMENY PARK**  
GLASGOW

**LOCHSIDE**  
AYRSHIRE

**HETLAND HALL**  
DUMFRIES

**RADSTONE**  
LANARKSHIRE





# SHOP, SEE, DO

## EXPLORE THE SURROUNDING AREA

### WALKS

There are many walks within the immediate area of the hotel, which range in levels of intensity enabling guests to experience the stunning scenery, history and wildlife of Glasgow. Details of these can be obtained from Reception **Ext 0**.

The Dams to Darnley Country Park, which is only a short drive away, includes a seven mile network of paths providing opportunities for walking, cycling and horse riding.

### GARDENS

There are a varied selection of community gardens in the area locally, we have St Mary's, Gleniffer Braes Country Park and Barshaw Park. All within a few miles of Dalmeny Park House Hotel.

### SHOPPING

Silverburn, Braehead and Glasgow City Centre are all superb for the seasoned shopper. With a mixture of high street, designer and independent stores, you will find it difficult to visit without bringing home a bag or two.

### GOLF

Fereneze golf course is 18 holes of mature moorland and offers some of the most spectacular views of the Clyde Valley looking towards Glasgow and the surrounding area. On a clear day a snow capped Ben Lomond can be viewed from several vantage points and key landmarks in the city are always visible.

The hotel can assist guests with information on all local golf courses, tee times and costs. We would recommend that these are arranged in advance to ensure availability.



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# SHOP, SEE, DO

EXPLORE THE SURROUNDING AREA

## SILVERBURN SHOPPING CENTRE

APPROX 4 MILES, 11 MINUTES DRIVE

A covered shopping centre featuring top high street brands, dining facilities and cinemas to enjoy under one roof. Enjoy the latest trends, accessories and beauty products.

[shopsilverburn.com](https://shopsilverburn.com)

## SSE HYDRO & SECC

APPROX 8 MILES, 24 MINUTES DRIVE

The SSE Hydro is a multi-purpose indoor arena located within the Scottish Event Campus in Glasgow, Scotland.

<https://www.thessehydro.com>

## KINGS THEATRE

APPROX 9 MILES, 20 MINUTES DRIVE

One of Scotland's most historic and significant theatres. It opened in 1904 as one of the most brilliant designs of the prolific theatre architect Frank Matcham and has played host to top stars and shows ever since.

[atgtickets.com/venues/kings-theatre](https://atgtickets.com/venues/kings-theatre)

## GLASGOW BOTANIC GARDENS

APPROX 10 MILES, 22 MINUTES DRIVE

Acclaimed 27-acre park for plants, working vegetable plot and Victorian cast-iron glasshouse.

[glasgowbotanicgardens.com](https://glasgowbotanicgardens.com)

## RIVERSIDE MUSEUM

APPROX 10 MILES, 21 MINUTES DRIVE

Riverside Museum is Glasgow's award-winning transport museum. With over 3,000 objects on display there's everything from skateboards to locomotives, paintings to prams and cars to a Stormtrooper.

[glasgowlife.org.uk/museums/venues/riverside-museum](https://glasgowlife.org.uk/museums/venues/riverside-museum)

## KELVINGROVE ART GALLERY AND MUSEUM

APPROX 10 MILES, 24 MINUTES DRIVE

Impressive sights of diverse Scottish and international art with museum and interactive displays.

[glasgowlife.org.uk/museums/venues/kelvingrove-art-gallery-and-museum](https://glasgowlife.org.uk/museums/venues/kelvingrove-art-gallery-and-museum)

## GEORGE SQUARE

APPROX 10 MILES, 20 MINUTES DRIVE

Civic square named for King George III and laid out in 1781 filled with statues of famous Scots. Surrounded by high street brands and restaurants.

## GLASGOW CATHEDRAL

APPROX 10 MILES, 20 MINUTES DRIVE

Church of Scotland place of worship, consecrated in 1197, with post-war stained glass windows.

[glasgowcathedral.org.uk](https://glasgowcathedral.org.uk)

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**DALMENY PARK**  
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# ANNUAL EVENTS

FOR YOUR SOCIAL CALENDAR *[dalmenypark.com](http://dalmenypark.com)*

## VALENTINES DAY

Treat your loved one to a 4 course dinner in our beautiful contemporary restaurant.

## MOTHERS DAY

For that special lady in everyone's life, spoil your Mum to a 3 course meal.

## EASTER SUNDAY

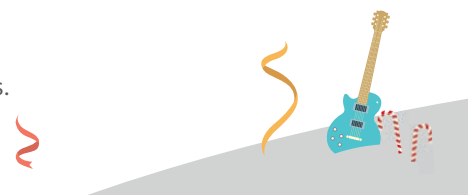
A day out for all the family. Choice of 2 or 3 course meal served all day.

## FATHERS DAY

Enjoy a traditional 2 or 3 course Sunday lunch with the main man in your life.

## CHRISTMAS PARTY NIGHTS

Celebrate the festive season at one of our popular Party Nights. Eat, drink and be merry while dancing the night away to one of Scotland's leading live bands.



## CHRISTMAS EVE

Relax on Christmas Eve before Santa arrives. Gather all the family and exchange early seasonal greetings while enjoying the festive atmosphere.

## CHRISTMAS DAY LUNCH

A day to relax and enjoy, while our team of chefs prepare for you a superb 4 course meal. Lunch is served between 1.00pm & 4.30pm.

## BOXING DAY DINNER

Instead of a day in front of the TV have a day at Dalmeny Park. Let us spoil you after the hustle and bustle that Christmas Day brings.

## HOGMANAY BLACK TIE BALL

An evening of first-class food, fine wines and excellent entertainment, with bagpipes piping in the New Year. The evening starts with a glass of bubbly and canapé reception before a superb 5 course meal. Enjoy live music which will take you through the bells and into the New Year.



## HOGMANAY DINNER

Ideal for family and friends to meet and dine in a welcoming atmosphere before going on to bring in the bells.

## NEW YEARS DAY

Enjoy the start of the year with your family and friends dining in the Dalmeny Park Hotel.

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PRESTWICK

**ROYAL**  
CUMNOCK

**DALMENY PARK**  
GLASGOW

**LOCHSIDE**  
AYRSHIRE

**HETLAND HALL**  
DUMFRIES

**RADSTONE**  
LANARKSHIRE



## LOYALTY HAS ITS REWARDS

*Use points to redeem against your restaurant bill,  
spa treatments, hotel vouchers and much more.*

If you are not a RAD Rewards customer and you wish to be, please speak to a member of our team, who will be happy to help you sign up to our loyalty system.

For more information on RAD Rewards, please view the information leaflet in your room or speak to our Reception team.

*[rewards.radhotelgroup.com](http://rewards.radhotelgroup.com)*



# RADHOTEL GROUP

*Exceptional Experiences. Everytime.*

## LOCHSIDE HOUSE HOTEL, LODGES & SPA

A warm and welcoming atmosphere awaits you at Lochside, which sports wraparound terraces, landscaped gardens, Luxury Lodges, ESPA Spa and the renowned Afton Restaurant.

01290 333000 | [lochside-hotel.com](http://lochside-hotel.com)



## CARLTON HOTEL

The Carlton Hotel combines a comfortable and relaxed atmosphere with a modern streamlined interior.

01292 476811 | [carlton-prestwick.com](http://carlton-prestwick.com)

## HETLAND HALL HOTEL

Situated just outside Dumfries and 15 minutes from Gretna Green, Hetland Hall is ideal for exploring the undiscovered beauty and history of Dumfries and Galloway or the countless local golf courses.

01387 840201 | [hetlandhallhotel.co.uk](http://hetlandhallhotel.co.uk)



## RADSTONE HOTEL

A luxury stylish hotel located in the Clyde Valley. Visit the Opal Restaurant and Bar for everything from relaxed to special occasion dining or a casual get together.

01698 791111 | [radstonehotel.com](http://radstonehotel.com)

## ROYAL HOTEL

A historical figurehead in Cumnock renowned for its generations of hospitality. Offers excellent accommodation in its 13 en-suite rooms and informal dining in The Bistro or 1906 Lounge Bar.

01290 420822 | [royalhotelcumnock.com](http://royalhotelcumnock.com)





**DALMENY PARK**  
HOUSE HOTEL

# THANK YOU

*Thank you again for choosing the Dalmeny Park House Hotel,  
we hope your stay was exceptional!*

It's been our pleasure and we look forward to welcoming you back soon!

