



**RADSTONE**  
HOTEL

# WELCOME

*We would like to extend a warm welcome to you  
and to 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.

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### 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.

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### 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 Opal Restaurant opening times are as follows:

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

and serves a wide selection of dishes to suit all tastes.

Light bites, morning and afternoon tea or coffee can also be obtained from either the Opal Restaurant or the Opal 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.

### WAKE UP CALLS

Please inform a member of our Reception team if you require a wakeup call.

### 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 inform 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 **200 cars**. There is no charge for car parking within the hotel car park.

### 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 signature as proof of identity.

### CREDIT AND DEBIT CARDS

Radstone 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.

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

### 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 **350** 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 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**.

### 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.

### BUSINESS SERVICES

Photocopying and Facsimile services are available on request from Reception.

Charges:

Photocopying - 20p per copy

Fax - 50p per page

# NEED TO KNOWS

## ABOUT YOUR STAY

### TELEVISION

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

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### HOUSEKEEPING (SOMETHING MISSING?)

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.

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### 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.

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### 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.

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### 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.

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### HEATING AND COOLING

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

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### ICE

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

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### DOCTOR

If medical assistance is required at any time during your stay, please contact Reception **Ext 0** or any member of staff within the hotel. Arrangements can then be made for hospital transfers or Doctor on call.

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### CHURCH

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

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### FLOWERS

We are happy to organise flowers on request. Please contact Reception **Ext 0** for more information.

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### 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 or 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 key card.

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

The main hotel entrance will be locked at **12 midnight** or after any late night event in the hotel. 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.

### 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.

### INTERNAL CALLS

Room 1	101	Room 27	127
Room 2	102	Room 28	128
Room 3	103	Room 29	129
Room 4	104	Room 30	130
Room 5	105	Room 31	131
Room 6	106	Room 32	132
Room 7	107	Room 33	133
Room 8	108	Room 34	134
Room 9	109	Room 35	135
Room 10	110	Room 36	136
Room 11	111	Room 37	137
Room 12	112	Room 38	138
Room 14	114	Room 39	139
Room 15	115	Arran A Suite	160
Room 16	116	Arran B Suite	161
Room 20	120	Harris Suite	162
Room 21	121	Lewis Suite	163
Room 22	122	Jura A Suite	164
Room 23	123	Jura B Suite	165
Room 24	124	Iona Suite	166
Room 25	125	Islay Suite	167
Room 26	126	Skye	170

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

### USEFUL NUMBERS & EMERGENCY SERVICES

Reception | Ext No. 0  
 Emergency Services | (9) 999  
 Local Area Dialling Code | (01698)  
 Local Doctor | (01698) 882105  
 Local Hospital | (01698) 361100  
 Local Fire Station | (01698) 882222  
 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

### 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.



# WINE & DINE

SIMPLY DELICIOUS

## DINING AT THE OPAL

You'll find a range of menu options to choose from whether you wish to dine in your room in our restaurant or have a simple snack within our relaxing foyer area.\*

The **Opal** opening times are as follows:

**Monday to Sunday | 12pm – 9pm**

Choose from a selection of dishes from the All Day Menu or Chef's Daily Specials. Please note that 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. 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 each day within the **Opal Restaurant** from:

**Monday to Friday | 7am – 10am**

**Saturday to Sunday | 8am – 10am**

Breakfast times are busiest between **9am and 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. Conditions apply.

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 areas at Radstone Hotel offer guests a relaxed and informal atmosphere in which to enjoy a drink. Service times for the bar areas are:

**Monday to Saturday | 11am – 11.45pm**

**Sunday | 12.30pm – 11.45pm**

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

Room service drinks can be obtained by contacting Reception **Ext 0** 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

### CHATELHERAULT COUNTRY PARK

APPROX 4 MILES, 9 MINUTES

A Five Star Visitor Attraction that was once described as a 'Jewel in the Landscape'.

The restored buildings now house a Visitor Centre; the West Lodge comprising of the Banqueting Hall and Duke and Duchess Apartments; Exhibition Gallery and Displays; Gift Shop and Café.

Outside, visitors can explore 10 miles of walks along the scenic River Avon and through ancient woodland.

### BILCO'S

APPROX 9 MILES, 16 MINUTES

Offers a fun way for the kids to burn off some of that endless energy, with a massive play frame to enjoy and much more.

[bilcos.co.uk](http://bilcos.co.uk)

### M&D'S AMUSEMENTS PARK

APPROX 10 MILES, 13 MINUTES

You'll be amazed at what M&D's has to offer. As well as fantastic rides & attractions (over 20 are for kids only), there is also 'glow in the dark' indoor bowling, a gigantic soft play area, Game Zone with the very latest amusements and games, bars, restaurants, and lots and lots of seasonal events unique to M&D's.

[scotlandsthemepark.com](http://scotlandsthemepark.com)

### AMAZONIA

APPROX 10 MILES, 14 MINUTES

*A unique place for fun and learning for all ages, Amazonia is a temperature controlled tropical house, home to over 70 different species.*

Amazonia is themed on the Amazon rainforest in South America, the largest rainforest in the world.

[discoveramazonia.co.uk](http://discoveramazonia.co.uk)

### DAVID LIVINGSTONE CENTRE

APPROX 11 MILES, 17 MINUTES

In the centre of Glasgow, the Science Centre offers a fabulous day out for children of all ages. Within the Science Centre there are many activities, workshops and experiments.

The Centre also has a Planetarium and the IMAX Cinema (one of the largest in Scotland) where guests can enjoy many films in 3D.

[david-livingstone-trust.org](http://david-livingstone-trust.org)

### CALDERGLEN COUNTRY PARK

APPROX 13 MILES, 22 MINUTES

A four-star tourist attraction which has a Zoo and Tropical Conservatory, Ornamental Gardens, Nature Trails and Walks, Courtyard Cafe, Toddlers' Play Area, Adventure Play Area and an 18 hole golf course.

The park extends along a scenic wooded glen forged out by the Rotten Calder River, a tributary of the River Clyde. The Glen extends over 5km and has many attractive waterfalls and important geological features.



# SHOP, SEE, DO

EXPLORE THE SURROUNDING AREA

## NEW LANARKSHIRE HERITAGE CENTRE

APPROX 13 MILES, 26 MINUTES

New Lanark World Heritage Site is a unique 18th century mill village sitting alongside the picturesque River Clyde less than one hour from Glasgow and Edinburgh.

Visitors can see recreated millworkers' houses, historic working machinery and the nearby 'Falls of Clyde' waterfalls.

There's a Mill Shop selling locally made textiles, welcoming Mill Café and the 4-star New Lanark Mill Hotel.

[newlanark.org](http://newlanark.org)

## SUMMERLEE HERITAGE PARK

APPROX 14 MILES, 22 MINUTES

Situated in Coatbridge, an important centre within Scotland's 'industrial heartland', Summerlee Museum of Scottish Industrial Life is built on the site of the old Summerlee Ironworks, and incorporated the main workshop of the former Hydrocon Crane factory.

[culturenl.co.uk/summerlee/](http://culturenl.co.uk/summerlee/)

## FALKIRK WHEEL

APPROX 33 MILES, 46 MINUTES

The Falkirk Wheel is a fantastic day out with a difference and is accessible to everyone! With boat trips, a cafe, gift shop, children's activity zone, water play park & mini-canal, waterwalkerz, canoeing, bike hire and woodland walks; there really is something for everyone!

[scottishcanals.co.uk/falkirk-wheel](http://scottishcanals.co.uk/falkirk-wheel)

## EDINBURGH ZOO

APPROX 45 MILES, 59 MINUTES

Set over 82 acres of sloping parkland, RZSS Edinburgh Zoo is home to over 1,000 rare and endangered animals. With an array of birds, reptiles, mammals, amphibians, fish and invertebrates

[edinburghzoo.org.uk](http://edinburghzoo.org.uk)

## DEEP SEA WORLD

APPROX 49 MILES, 1 HOUR

Deep Sea World welcomes you on a voyage of discovery through the depths of the ocean, the breezy shorelines of Scotland, and the stifling jungles of the Amazon.

Wander through the themed exhibitions and marvel at the fascinating sea creatures, marine life, and amphibians.

[deepseaworld.com](http://deepseaworld.com)

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LANARKSHIRE

# ANNUAL EVENTS

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

## VALENTINES DAY

Treat your loved one to a 3 Course Dinner in the Opal 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 Radstone Hotel. 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 6 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. Enjoy the hospitality and have a truly Happy New Year.

## NEW YEARS DAY

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



## **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.*

## 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)

## DALMENY PARK HOUSE HOTEL

A Scottish mansion in acres of magnificent private gardens. Located on the south side of Glasgow, Dalmeny Park Hotel is one of Scotland's premier wedding venues.

0141 881 9211 | [dalmenypark.com](http://dalmenypark.com)



## LOCHSIDE HOUSE HOTEL LODGE & SPA

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

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





**RADSTONE**  
HOTEL

# THANK YOU

*Thank you again for choosing the Radstone Hotel, Lanarkshire;  
we hope your stay was exceptional!*

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

