

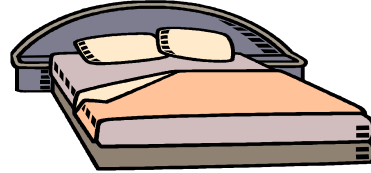
GLENALMOND HOUSE

Information

What's Covered in These Pages

- 1. Your Room**
- 2. Security**
- 3. Smoking Policy**
- 4. Breakfast**
- 5. Payphone**
- 6. Internet and Wi-Fi Access**
- 7. Lounge**
- 8. Library**
- 9. Payment**
- 10. Checkout**
- 11. Transport**
 - Local Buses
 - Taxis
 - Trains
 - Airport
- 12. Tourist Information**
 - Brochures and Books
 - Tourist Information Office
 - Tours
- 13. Laundry**
 - Laundrettes
- 14. Eating Out**
 - Local Restaurants
 - Edinburgh Eating Guides
- 15. Other Local Amenities**
- 16. Emergencies**
 - Fire Alarm
 - Other Emergencies
- 17. Sustainability at Glenalmond House**
 - Recycling
 - Lighting
 - Breakfast
 - Water
- 18. Feedback**
- 19. Large Print**
- 20. Room Safe Instructions**

1. Your Room



What's in the room

The rooms are all equipped with the following:
LCD Flat Screen TV with Freeview digital channels
Bedside lamps
Alarm Clock with radio
Bed Linen, Bath Sheet, Hand Towel and face cloth
Hospitality Tray – Kettle, cups and saucers, tea, coffee, sugar, milk & biscuits
Hand Soap, Shower Gel, Shampoo, Body Lotion & Shower Cap
Hairdryer
Container with cotton wool and cotton buds
Tourist Information Pack
This Guest Information folder
Small Safe

If any of these items are missing or faulty, please let us know.

The sockets are British standard 3 square pin, 240V. You may need an adaptor if you have electrical equipment from abroad. If you are from the US, you may also need a power converter to change the voltage from 240 to 110 Volts – if you do not, your appliances will short circuit. Please do not use the shaver socket in the bathroom for anything except an electric razor – anything with a higher power rating will blow the power circuit, affecting other rooms as well as your own.

Sheets and Towels

Your sheets and towels will be automatically changed only every 2-3 days, depending on the length of your stay. If you require fresh towels or sheets outside of this time period, please ask us.

Heating

The heating in the room is by radiator on a central heating system. You can control the temperature via the thermostat on the radiator. To lower the temperature, turn the thermostat to a lower number of bars (1 is cool and 4 is hot). If you need more heat, turn it to a higher level. If the heating is not working in your room, please tell us.

Windows can be opened to let fresh air into the room. If you feel the cold and require extra blankets, please just ask.

Room Servicing

Rooms are serviced daily between 9:00am and 1:00pm. If you do not need your room cleaned, or do not want to be disturbed, please let us know the evening before, or during breakfast.

Food and Drink

The water in the bathroom tap is suitable for drinking as it comes direct from the mains water supply.

If you need a corkscrew or wine glasses, these are available in the lounge.

If you prefer fresh milk for your tea or coffee, please ask us.

Ice is available in the lounge - there is an ice machine there.

Feel free to eat cold food in your room. If you want to eat in the dining room or have brought hot food in from outside, you can use the breakfast room on the

ground floor or the lounge – we can provide you with plates etc.
No strong smelling food please, such as Indian or Chinese takeaways please – these tend to make the whole house smell for a long time.

Further Information for the Rooms

An iron and ironing board are available on request.

A mat for inside the shower is available if required. Please ask us if you need one.

Washing: If you need to do washing, please ask about the nearest laundrette – see the section on Laundry below. Please do not do not hang washing in the bedroom or bathroom.

Lights: When leaving the room, please conserve energy by turning off the lights and particularly the bathroom light, which controls the extraction fan.

Damages: If you do have an accident in the room, please let us know as soon as possible. Spills may not be too difficult to clean if tackled straight away, but require specialist cleaning if left to dry out. Any costs incurred due to damage in your room, will be charged for.

2. Security

Keys and Front Door

You have 2 keys on your room key ring. One is for your room and the other is for the front door.



The inside front door is always locked, so you will always need your key to get into the guest house. Please remember to take it with you when you go out, as there may not be anyone available to let you in later on. If you do lock yourself out, you can phone us on the number 0131 668 2392, as we divert this phone to our mobile phone if we are not in the guest house.

The main outside door is locked at night, usually around 10-11pm. Your front door key will let you in this door as well as the inner door. Having the front door locked is essential for everybody's security, so please make sure the door closes fully after you, whenever you go in or out.

If you lose your keys, there is a £25 charge for replacement.

Valuables

Please do not leave any valuables in your room except in the room safe. The guest house is secured, but we can accept no liability for valuables left in the rooms.

3. Smoking Policy

For the comfort of all our guests, the guest house is strictly **non-smoking**. If you smoke inside the guest house, you will be asked to leave.

We also reserve the right to make a charge if the room is unusable for a time, because of a lingering smell of cigarette smoke.



You can smoke outside the guest house. There is an ashtray provided here.

4. Breakfast

Times

Breakfast is served in the dining room between 8:00am and 9:00am, or 8:00 - 9:30am if indicated on the dining room door. You are welcome to come down for breakfast any time between the start and finish time.



If you require breakfast earlier than the breakfast start time of 8.00am, please let us know. We can serve full breakfast from 7.30am and a simple breakfast from 7am. If you do not want to have breakfast, please let us know the night before, so we do not disturb you in the morning.

Menu

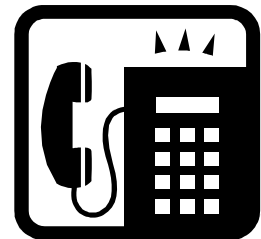
When you arrive you would have been given a breakfast menu for your first morning's breakfast. Please make sure you fill this in before 8pm the night before, if you would like breakfast in the morning. If you do not submit a menu, we will assume that you do not want any breakfast.

Fruit juice, cereals, yoghurts and fresh fruit are self-service in the dining room. If you would like porridge, please order this on the menu. You can order one main course option per person and toast if required. Coffee is self-service in the dining room. If you would like tea, we will provide you with hot water and you can select your choice of tea from the sideboard. If there are two or more people in the room, a separate column should be filled in for each person. Once you have filled in the menu, please bring down to reception, before 8pm, and place on the reception desk.

For subsequent days breakfast, you will find more menus at reception. The procedure is the same for each day, and you fill in a fresh menu every day.

5. Payphone

There is a payphone in the reception area on the ground floor. Instructions on use are by the phone. The minimum charge is 20p, which will be enough for most local calls. If dialling, say, London, it will cost more, depending on the time of day and the day of the week – it is cheaper in the evening and at weekends.



If you have a phone card with Freephone access number (0800 in the UK), you can use it to make free calls on this phone.

If you need a taxi, please lift the handset and press the button marked 'Taxi' (private hire – normally up to 4 people, but you can request a car for up to 8 people). This direct dials to a taxi firm and is a free call for your convenience.

If you need to contact us urgently when there is a sign out indicating that there is nobody available at the guest house, there is a button marked 'Contact Staff' on the payphone. Lift the handset and press this button to make a free call to us when we are out.

If you need a local telephone book to look up residential numbers or a Yellow Pages for Edinburgh businesses, please just ask.
Please do not use the payphone after 10pm, as it will disturb other guests.

6. Internet and Wi-Fi Access

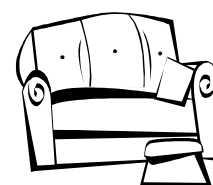
We have Wi-Fi internet access available throughout the guest house. The connection is broadband. There is no charge for this service and it is available at all times, barring the broadband supplier issues that we have no control over.



We have 2 Wi-Fi networks in the guest house. Glenalmond 345, and Glenalmond Top. Please ensure you connect to the one that is strongest wherever you are in the guest house. If you do not, you may have connection problems. The current access password is guest7059. Sorry, there is no facility for printing anything out from the Wi-Fi network. Boarding passes are not needed if you have any check-in luggage, and you can print them out yourself at the airport for most airlines (not Ryanair or Easyjet – these can be printed out 2 weeks before the flight though)

7. Lounge Area

Our guest lounge area is situated opposite the breakfast room on the ground floor. It is normally open for use at all times.



There is comfortable seating, an ice machine, TV, and honesty drinks and snack service. You simply help yourself from the fridge and shelves, and note what you have taken on the provided form. This bill will be calculated separately from your accommodation, and should be settled in cash upon your departure.

8. Library

There is a small library (bookcase of books) on the first floor, outside room 10. Please feel free to borrow any of the books. Please return the travel books for other guests to use, but you are welcome to keep any fiction book, and finish it at your leisure. We would be very grateful for any books you have finished with and can donate, to help keep the library going for the benefit of everyone.



9. Payment

Payment can be made by cash, debit or credit card.

There is discount of **2%** if you pay your bill in cash. This is because we then do not have to pay card processing fees. Sorry, we no longer accept any personal cheques.



We prepare your bill in advance so that it is always ready for when you check-out. If you are leaving early in the morning or during the busy breakfast period, please settle your bill the night before.

10. Check Out

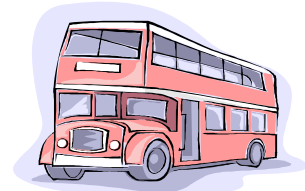
Standard check out is 10am. If you need a later check-out, we may be able to accommodate you, depending on when the next guests are due to arrive. We reserve the right to make a charge for this service, depending on how long you would like to stay in the room.

Alternatively, you can store bags in lockers at the bus station in the city centre or leave your bags with us after check-out, so that you can do some more sightseeing, and then come back later in the day to pick them up at a pre-arranged time.

11. Transport

Local Buses

From the bus stops across the street, buses run every few minutes from about 5am to midnight, and there are also night buses, which run about once an hour after midnight. The frequency is less on Sunday. You can check all the bus times listed at every bus stop.



The cost of the buses is £1.80 one way for adults and 90p for children under 16 (children under 5 travel free). You can buy a day ticket on the bus for £4.50 for adults and £2.20 for children. A family day ticket for 2 adults and up to 3 children costs just £9.50. A night bus ticket is £3.00.

You can pay in cash – the driver is not able to give you change, so you need exact money. You can also download the Lothian Buses phone app, to check bus routes and times and also buy tickets to pay on your phone via M ticket. You can now also tap and pay with a contactless card – capped at £4.40 per day. Each person must use their own card to pay. Child and Family tickets are not yet available with tap and pay.

To go to the Royal Mile, take any bus for the opposite side of the road - bus numbers 3, 7, 8, 29, 31, 37, 300 or 49. These buses all cross the Royal Mile in the centre. Look out for the glass fronted Festival Theatre on your left – get off at the next stop. Alternatively, ask the bus driver to let you off at the right place. If you want to go to Princes Street, the train or bus station, the bus numbers 3, 29, 31 and 37 go along this street. The night buses are numbers N3, N8, N31 and N37.

Taxis

You can call a taxi from the Pay Phone in the reception area. Lift the handset and press the button marked 'Taxi'. This will automatically dial the local taxi firm and we have made this a free call for your convenience. They have taxis of varying sizes, so up to 7 people can travel in one taxi.

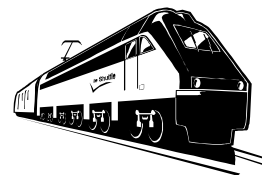


Taxi fares vary depending on the time of day – they are more expensive late at night. It will cost around £8 to get into town or to the Railway Station during normal hours. It may be more expensive late at night, or during the rush hours

If you want to go to the airport, or travel by taxi during the rush hour (7:30 to 9am or 4-6pm), it is advisable to pre-book your taxi. You can do this the night before, or at any time well before you need to depart. Taxis to the airport will cost around £30. Please note that taxis usually arrive 5-10 minutes earlier than the time ordered, so please be ready to leave, particularly if it is early in the morning, so that the taxi driver does not ring the doorbell and disturb the other guests.

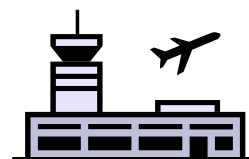
Trains

The main Railway Station in Edinburgh is Waverley, which is situated at the east end of Princes Street. Bus numbers 3, 29, 31, and 37 buses will take you directly there. When you get off the bus just as it turns into Princes Street, you take the Waverley steps down into to the station.



Airport

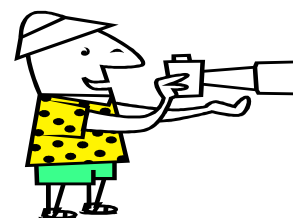
The journey time by taxi is approximately 25 minutes, and a little longer during rush hour periods. If you pre-order a taxi, particularly for very early morning, please be ready to leave 5-10 minutes before you ordered it to arrive, as they tend to come very promptly, and will ring the doorbell. This may disturb the other guests. The Airport Express bus (number 300) passes here on its way to the Airport. There is a timetable in the Guest Lounge, but you can also check the website <https://www.lothianbuses.com/our-services/airport-buses/> Adult fare is £7.50 return, £4.50 single and Child fare is £3.00 return and £2 single.



12. Tourist Information

Brochures and Books

We have a selection of Tourist Information brochures in the guest house. There is also a pack in your room, supplied by the Scottish Tourist Board. Further information is available at the main Tourist Information Office in the town centre (see below). A selection of travel books are available to borrow from the library on the first floor.



Tourist Information Office

The main Tourist Information Office is above Waverley Railway Station at the east end of Princes Street. The numbers 3, 3A, 29, 31 and 37 bus will drop you at the door. Get off as the bus turns left into Princes Street and you are there.

Tours

There are various companies providing tours around Edinburgh and Scotland. We have brochures for some of them. Check out the various tours and if you would like to book, let us know and we can check availability and book the tour for you. Grayline Tours will pick you up at the guest house (drop off is in town). All the others have a central pick-up point that you will need to get to first. In Edinburgh, you can take a city tour on an open-topped bus. We have discount vouchers for these tours – on the reception desk – just help yourself.

13. Laundry

Laundrettes

We request that guests do not do laundry in the bedrooms. There is a laundrette nearby: 13 South Clerk Street EH8 9JD Take bus number 3, 7, 29, 31, 37, 47 or 49 and get off at Queen's Hall (on your left hand side). The Laundrette – called 'Cleaning Centre' is opposite this building. You can leave your washing for a Service Wash, which means it will be washed and dried for you and you can come back later and pick it up. Alternatively, you can do it there yourself and wait. It is open 8am to 8pm Monday to Thursday, 9am to 5pm Saturday and 10am to 4pm on Sunday.



14. Eating Out

Local Restaurants

There are a variety of restaurants and pubs that serve food within 5-10 minutes' walk of the guest house.



To find local restaurants and their location, consult our 'Sample Menu' folder in the Guest Lounge. This contains a number of sample menus, our personal recommendations and also a map on which you can locate the restaurants, both local and further afield.

There are a large number of restaurants of all kinds in the city centre, particularly in the Royal Mile, Grassmarket and New Town areas.

15. Other Local Amenities

There are a variety of other amenities in the local area:

Royal Commonwealth Pool – a short walk from the guest house, this sports centre has recently reopened after a major refurbishment. It has a 50m swimming pool, a large, well equipped gym and a wide variety of fitness classes you can attend. Please ask for directions. Towels can be hired at the Pool or from us on request – please do not take our guest room towels for this purpose.

Queen's Park and Arthur's Seat – This park can be entered by turning right at the Commonwealth Pool on Dalkeith Road. You can walk up to the top of Arthur's seat to get amazing views of the city and over to Fife. At the far end of this park is Holyrood Palace. If you like to run, this is a popular location.

Prestonfield Golf Course – Located in Priestfield Road North. If you want to play golf here, the telephone number is 0131 667 9665.

Post Office – The nearest Post Office is about a 7 minute walk away. Walk towards the city centre for about 5 minutes and take a left at Salisbury Road. The Post Office is a few metres along this road. Either take bus number 3, 7, 8, 29, 31, 37, 47 or 49 for 3 bus stops or walk – it is not far. It is open Monday to Friday 9am to 5pm and from 9am to 12pm on Saturdays.

Pubs – There are a number of pubs in the area, most of which also serve food. They are located mainly in Newington Road, Dalkeith Road, Radcliffe Terrace, Causewayside and South Clerk Street – see Edinburgh map to locate these streets. There are many more in the town, particularly in the Grassmarket, Royal Mile and Rose Street.

16. Emergencies



Fire Alarm

The Fire Alarm will be set off by smoke detected anywhere in the guest house. It is a very loud siren, and there is no mistaking that it is going off. If you may have problems evacuating the building, please let us know on arrival, so that we can make sure you are alerted/assisted in case of the fire alarm being activated.

If the alarm goes off, please leave your room as quickly as possible and assemble in the car park in front of the guest house. There are instructions on what to do in an emergency on a card on your room door. We can provide these instructions in large print if required.

If you detect a fire, and the fire alarm has not yet been activated, you can trigger the alarm by pressing the button on one of the small red boxes, located on the wall on each floor. Then alert the staff, who will contact the emergency services. If no staff are available, dial 999 on the payphone and ask for the Fire Service.

Other Emergencies

In the case of any emergency, contact a member of the guest house staff immediately. There is a doorbell by the Payphone, which you can ring to get attention.

If no-one is available in the guest house, please press the button on the phone marked 'Contact Staff'. This will direct dial to us if we are out. If you are unable to contact someone, you should dial **999** on the payphone and ask for the Police, Ambulance or Fire Service as appropriate.

17. Sustainability at Glenalmond House

Here at Glenalmond House we are making a continuous effort to make sure our business has a minimum impact on the environment. Some of the things we do are as follows:



Recycling – we will recycle your plastic bottles, newspapers, drinks cans and cardboard. Just put these in your bedroom waste bin and we will do the rest. We can also recycle old batteries for you. Please give us these separately as we may miss them in your bin.

Lighting – All our bedrooms and public areas have low energy lights. You will not notice the difference between the traditional bulbs and the LED ones as they light up with no delay, just like traditional bulbs.

Breakfast – We source lots of local produce so as to minimise our carbon footprint.

- The free range eggs come from a local farm
- The haggis is made by McSweens in Edinburgh
- The bacon is Scottish, as is the black pudding.
- The smoked salmon comes from Loch Fyne in Scotland.
- The pancakes are made fresh daily at a local bakery.
- Apples and strawberries are Scottish in season.
- We have apple trees in our back garden, and in September and October, you can enjoy apples freshly picked from there.

- The tea and coffee in the rooms comes from Brodies, a local Edinburgh company.
- The soap, shampoo, shower gel and body lotion provided in your bathroom are made in Scotland by Scottish Fine Soaps.

Water – All our rooms have showers, which use a lot less water than baths. The toilet cisterns are all modern and so also use less water than older designs. All the rooms have mains cold water, which means that you can drink the water straight from the taps. The water is soft, so tastes just as good as any mineral water. This saves on plastic bottle waste. We also provide each room, every day with a jug full of tap water.

Laundry – For sustainability reasons, we kindly ask guests not to request clean towels every day. Towels can be dried on your bathroom towel radiator and we will always leave fresh towels in the rooms every 2 days in any case. You can request that we do not change your towels and/or sheets every 2-3 days if you don't want or need them.

18. Feedback

We greatly appreciate any feedback you care to give on any of our services – good or bad. This enables us to work to continuously improve our service to you, our valued customers.

If there is anything you would like to comment on, complain about, or tell us we are doing right, please take the time to fill out the feedback form you will find in this Guest Information Pack.

If there is anything not right while you are here, please let us know immediately, so that we can fix it – don't wait until you leave. We want your stay with us to be as enjoyable and hassle-free as possible.

19. Large Print

If you require these information sheets in larger print, please ask a member of staff

Thank you for choosing to stay at Glenalmond House

Jimmy and Fiona

20. Room Safe Instructions

For your added security, there is a small safe in your room – normally found inside your wardrobe. This is for your personal use, where you can store valuables you do not want to take with you.

To Lock the Safe

With the door open and unlocked

1. Input any 3 or 4 digit code of your choice using the keypad
2. Press the # key to confirm and store the code
3. Close the door, turning the handle anti-clockwise to lock the safe

To Open the Safe

1. Key in your 3 or 4 digit code
2. Press the # key – a beep noise will sound and the green light will come on. If the amber light is lit, you have entered the wrong code
3. Turn the handle clockwise within 5 seconds, to open the safe

If you have any problems with the safe, please let Jimmy or Fiona know between the hours of 7am and 9pm unless it is an emergency.