

A Very Warm Welcome to Dalhousie Castle Hotel and Midlothian.

Dalhousie Castle Hotel & Spa is your home from home and we want you to enjoy every minute of your stay with us. After all, our guests are the heart of the castle and the reason for our being.

To ensure your safety, and that of our teams, we're having to do things a little differently around the hotel these days and have implemented a range of social distancing measures throughout the property. We want you to enjoy a night away with the reassurance that our hotel is as safe as it possibly can be - and when it comes to providing hospitality that's warm and welcoming, it's business as usual.

For everyone's peace of mind we politely ask that if you suspect you have been exposed to Covid-19, or start to experience any symptoms, you telephone us to postpone your visit and rebook for another time.

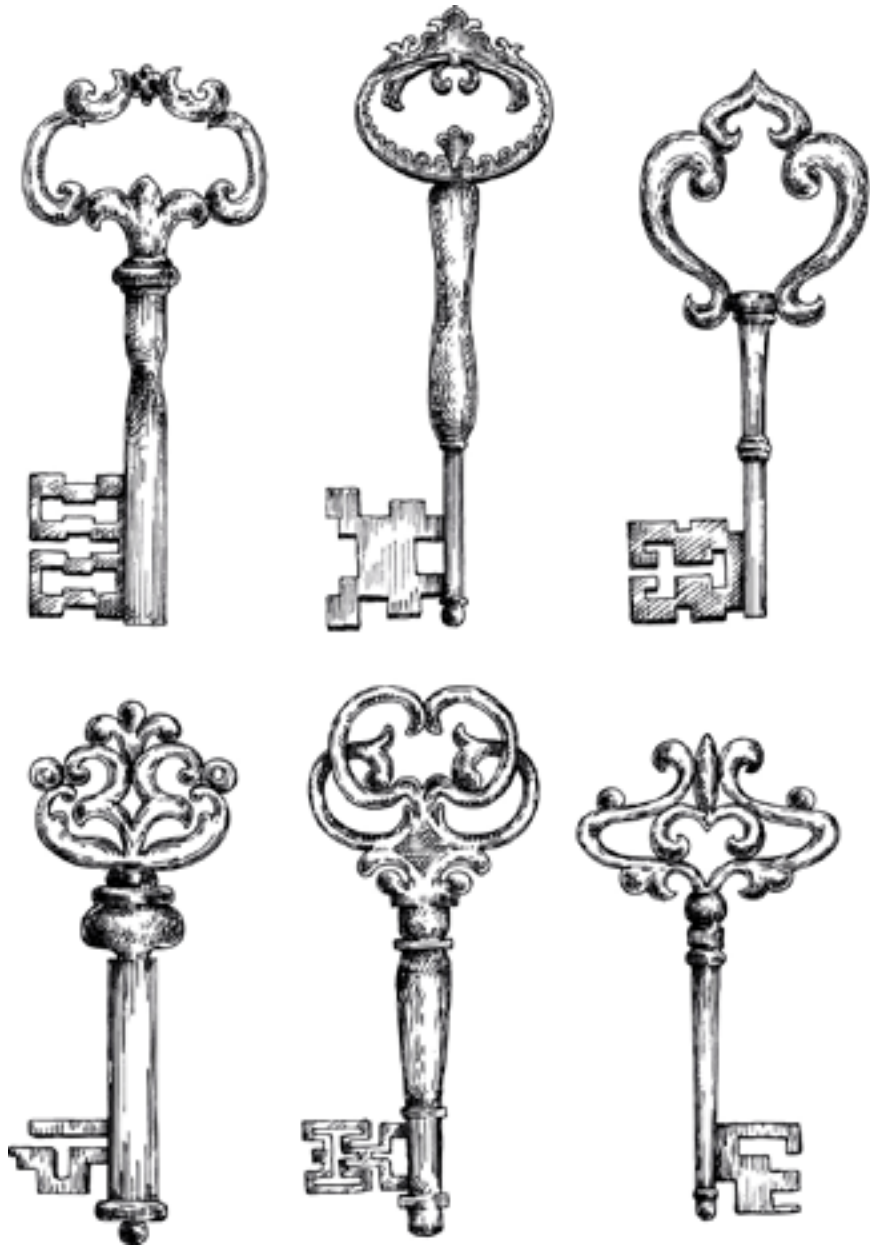
The following pages are meant as a guide to our facilities, however if there is anything, we may assist you with please ask any member of my team who will be happy to help.

Kindest regards

Alex Bryant
General Manager



Dalhousie Castle
HOTEL AND AQUEOUS SPA



Afternoon Tea

Available daily in our Restaurant or Lounges
between the hours of 12 noon to 4pm.



Indulge in our signature selection of sandwiches,
homemade scones, savoury tarts and sweet pastries served
with your choice of freshly brewed tea or coffee.

£19.95 per person

Dalhousie Iced Tea

Cream Cheese & Cucumber, Farmhouse White

Home Roast Ham, Rocket, Farmhouse Brown

Hens' Egg & Cress, Farmhouse White

Chicken Caesar Tartelette

Salmon Rillette, Filo

Spiced Crabsticks, Milk Brioche Roll

Fruit & Plain Scone, Local Preserve, Clotted Cream

Gateau Opera

Citrus Meringue Tartelette

Dundee Cake

Cream-filled Meringue

Raspberry Cranachan

Dark Chocolate & Praline Truffle

Nougat

Macaron



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Please inform your waiter of any potential allergies or dietary requirements.

www.dalhousiecastle.co.uk

Hotel Services



AIRPORT

Edinburgh Airport is situated 16.4 miles from the Castle or alternatively, Glasgow International is 55 miles. Should you require transportation, please contact Reception by dialling 0.

Edinburgh Airport: **0870 040 0007**
Glasgow Airport: **0870 400 9031**

AQUEOUS SPA

Unfortunately, until the Government imposed restrictions are lifted, our Spa facilities will remain closed. However, you can benefit from a wide choice of spa treatments which include signature treatments written especially for Dalhousie Castle and a massage that will leave you feeling like you could float away!

Gift Vouchers are available and are valid for 12 months.

SPA OPENING HOURS:

Monday to Sunday, 10am to 8pm
(Last treatments available at 7pm).

To make a reservation, please dial **776**.
As a matter of Health and Safety, we regret that children under the age of 16 are not permitted to use the Spa facilities.

ARCHERY

This is available in our grounds by prior arrangement. Please contact Dalhousie Falconry on **728** to make a reservation.

ARRIVAL

To make sure we can check you into our hotel safely, we have altered our current check-in procedures.

Check-in will be available from 3pm on your arrival day; we ask that you confirm your arrival time with us in advance in order to avoid queuing in our lobby.
Our Reception team will complete your check-in card on your behalf by confirming the details provided from your reservation. They

will also be happy to help with your Restaurant reservations.

To ensure our team is safe during this time we are trying to limit the amount of contact, this means we are unable to show you into your room but can still assist with your luggage by leaving this outside your door.

Our team will only be able to enter your room following the procedures of social distancing and wearing the correct PPE.

On your check-in to the hotel, we will be processing the base rate of your stay to your payment details on file. If you wish for this payment to be processed on an alternative card, please notify our Reception team.

Please note that we cannot accept cash for the time being. If you have any charges attached to your room on departure, we will forward your bill via email and will contact your room to arrange payment. Payment must be settled before your departure.



Dalhousie Castle
HOTEL AND AQUEOUS SPA

Hotel Services



ATM

The nearest ATM cash point machine is located on the High Street in Bonnyrigg.

BABYSITTING

We regret we cannot offer an in-house baby listening service. Babysitting services can be arranged through concierge. Charges are applicable.

BATH ROBE & SLIPPERS

These items can be provided for your comfort during your stay. Please contact Reception and we will arrange this for you.

BUS SERVICE

The nearest bus stop is approximately 10 minutes' walk away, located outside the Retreat Hotel. Further information is available from Reception.

BUSINESS SERVICES

Limited business services are available for a nominal charge including photocopying and printing services. Please contact Reception with your specific requirements.

CAR HIRE

Should you wish to rent a car for part or all of your stay at the castle, please contact reception by dialling 0.

CAR PARKING

Parking at the castle is free of charge for the duration of your stay; however, vehicles are parked at the owner's risk. The helicopter pad is used from time to time and we would advise that you try to avoid parking near it. Should you have a car, please ensure that your car registration number is noted down on your registration card upon arrival.

CONFERENCES AND FUNCTIONS

Dalhousie Castle is a unique venue for conferences, meetings, product launches, incentive events and is also ideal for banquets,

weddings, private dinners and dances, not forgetting our Christmas and Hogmanay Festivities.

Please contact Reception or ask a member of our sales team for further information.

DEPARTURE

We request guests to vacate their rooms by 11.00 am on the day of departure.

Should guests require the use of their room after this time, please contact Reception either on the day of arrival or the day prior to departure. A nominal late departure charge of £50 per hour will be applicable. Every endeavour will be made to facilitate a later departure time, subject to availability.

We kindly request that room keys are left at Reception on leaving the Castle and on departure, as the security of the rooms is paramount at all times. Consequently, only one key will be issued per room.



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Hotel Services



DIALLING ANOTHER ROOM

Simply prefix the room number with the number **2** for example Room 01 dial 201.

DOCTOR, ACCIDENT & EMERGENCY

An appointment can be made by contacting our local Health Centre which is situated in the main street of Bonnyrigg.

Telephone number: **(9) 0131 537 9844**

Please **dial 0 for Reception** in the case of an emergency.

There are a number of First Aid boxes within the castle. Please contact reception should you require any supplies.

DOGS

Dogs are permitted in Castle Rocks at the Management's discretion. However, we do request that dogs are not taken into any of the public areas and are not allowed in any of the main castle bedrooms nor should they be left unattended.

In addition, we kindly ask you to be respectful of the wild birds of prey within the Falconry area and that you have your dog on a leash whilst in the grounds.

EATING IN AND AROUND MIDLOTHIAN AND EDINBURGH

Please contact concierge for our recommendations.

EMERGENCIES

In the event of an emergency please dial 0 for assistance.

FALCONRY SCOTLAND

The noble sport of Falconry returns once more to Dalhousie Castle. Falconry Scotland is located in the mews of the castle grounds within a short walk of the Castle, housing a variety of owls, falcons and eagles. Our expert handlers have 40 years' experience in the craft and will be delighted to show you the beauty of these majestic creatures.

Bookings should be made directly with Dalhousie Falconry. Please dial **Ext 728** or telephone **01875 825 728**.

While prior booking is recommended, we usually are able to accommodate your interest, subject to availability. Open daily from 9.30am until dusk.

Please note that the welfare and safety of the birds are foremost, consequently flying of the birds is also subject to weather conditions.

FIRE ALARM

Please be aware that we are required to carry out a Fire Alarm Test every Monday at 11am.

The alarms will sound continuously for up to 30 seconds then stop.

FIRE EVACUATION

In the event of a Fire, the Fire Alarm will sound continuously. You must evacuate immediately, using the nearest fire exit. Do not take any of your belongings with you. Should you feel the need for additional assistance in the event of an evacuation, please notify Reception on check in. The fire assembly point is located on the Helipad.

FIRST AID

A first aid box is located behind Reception.

FLOWERS

There are a number of florists within the area who can provide flowers for any occasion. Please contact concierge who can make the necessary arrangements.



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FOREIGN EXCHANGE / CASH BACK

We regret we do not have this facility available on site; however, there are a number of ATMs locally in Bonnyrigg or Dalkeith.

GOLF

The Midlothian region has a wealth of golf courses. Please note that denim clothing is not permitted on the greens and golf shoes must be worn. Golf clubs and caddies can be hired. The two nearest Golf courses are:

Kingsacre Golf Course, Lasswade -

0131 663 3456

Melville Golf Centre, Lasswade -

0131 663 8038

GUEST VALUABLES

Should you have safe deposit requirements, please contact Reception and ensure you obtain an official receipt. Please note access is restricted to the hours of 7am and 11pm daily. We cannot accept any liability for any loss or damage.

HAIR DRYER

A hairdryer can be available in each room, upon request.

HEATING

The castle is heated by electric heaters which are thermostatically controlled. Should you require any assistance in adjusting the temperature of your room, contact Reception by dialling '0'.

HOUSEKEEPING

There will be a slight change in how our housekeeping team will operate in the hotel during your stay. To prevent contamination, our Housekeeping teams will not be servicing guest bedrooms mid-stay or providing a turn-down service. If you require any additional items from our Housekeeping team such as robes, additional pillows, toiletries or tea and coffee- please contact our Reception team, by dialling '0', who will be happy to deliver these to your bedroom.

INTERNET

A wireless connection is available within the castle. Connect to Speedway, and follow the

on-screen instructions. This service is free of charge.

IRONS AND IRONING BOARDS

These are available upon request and can be delivered to your room upon request.

KEYS

We would be grateful if room keys are kept at Reception upon leaving the Castle and on departure, as the security of our rooms is paramount. Consequently, only one key may be issued per room.

LAUNDRY AND DRY-CLEANING SERVICES

Laundry and dry cleaning can be left with Reception before 9 am for collection and returned the following day. Please note that an additional charge will be levied for same day service.

The laundry bags and itemised listings are available in your wardrobe.



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NEWSPAPERS

Should you require a British newspaper please place dial 'O' to place an order with Reception prior to 11pm. Note that this will be charged to your bill.

NO SMOKING

Due to the no smoking act of 2006 you are not permitted to smoke within any internal area of the castle.

POSTAGE

We regret we do not supply stamps. Please ensure any mail is handed to reception prior to 2.30pm to guarantee same day pick up.

RESTAURANTS

We have two on-site restaurants, The Dungeon which is open daily for dinner and The Orangery which serves breakfast, lunch, afternoon tea and a bistro style dinner.

The Dungeon Restaurant

Once a dark and fearsome place, The Dunegon Restaurant is now a warm, atmospheric dining room where candlelight flickers across the barrel-vaulted ceiling and shining suits of armour.



Dalhousie Castle

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Head Chef brings a dash of French sophistication to a menu rich with the finest Scottish produce - earning two AA rosettes for excellence. Please note: we keep this special place for adults only.

The Orangery

The Orangery is a bright, airy place to eat, drink and relax. Family-friendly and informal, this bistro-style restaurant offers a modern mix of Scottish and European cuisine with plenty of family favourites.

BREAKFAST 8:00 am to 10:00 am

LUNCH 12:00 am to 5:00 pm

AFTERNOON TEA 12:00 pm to 4:00 pm

DINNER 6:00 pm to 8:30 pm

We ask that all reservations for our Restaurant are pre-booked prior to your arrival to help us maintain social distancing within the hotel. Regrettably, we cannot always guarantee your preferred time to dine in the Restaurant so we advise making your reservations as early as possible.

Breakfast is available between 8.00 am and 10.00 am and we will be reserving your time slots on arrival. We will only be offering a table service at this time.

If you have any special dietary requirements, please do not hesitate to inform Reception, who will be only too happy to discuss your requirements with Chef.

Packed Lunches, Picnic Hampers

Packed lunches and picnic hampers can be arranged with pleasure; but we ask for as much notice as possible, preferably at least 24 hours please.

ROOM SERVICE

Room Service is available throughout your stay. See your Room Service menu located in this pack for time restrictions and relevant charges including the levy of a tray service charge of £3.50 on all orders. Breakfast can also be served in your room. Please complete the breakfast card located at the back of your door prior to 3am and place outside on your door handle ready for collection. To have your room service tray taken away, please contact Reception as and when convenient.

Hotel Services

SHOPPING

Edinburgh and the Lothian's offer a delightful array of shopping experiences, from the bustling streets of Edinburgh City Centre to the quaint local high streets of towns in the area. Whatever you want to take home, you are only a short hop away either by car or bus. For further information, please contact Reception.

TAXI

Please call Concierge who will be happy to make the reservation on your behalf.

TEA AND COFFEE

Tea and Coffee making facilities are available in all rooms. Should you require any additional supplies, please contact Reception.

TELEPHONE CHARGES

There are three different charges for different periods. These are as follows:

Peak: 08h00 to 18h00 (Monday to Friday)

Off Peak: 18h00 to 08h00 (Monday to Friday)

Weekend: 00h00 to 00h00 (Friday to Sunday)

	PEAK	OFF PEAK	WEEKEND
LOCAL CALL COST PER MINUTE	£0.16	£0.06	£0.04
NATIONAL CALL COST PER MINUTE	£0.32	£0.16	£0.12
INTERNATIONAL CALL COST PER MINUTE	£1.13	£1.08	£1.08
MOBILE CALL COST PER MINUTE	£0.81	£0.59	£0.30

Please note that that International call tariffs are for Europe. All other International call tariffs may vary.

TELEVISION AND RADIO CHANNELS

All our rooms have digital free view channels and radio facilities.

THEATRES, GALLERIES AND WHAT TO DO

Edinburgh is steeped in culture and history, and has something for everyone, whether that be visiting Edinburgh Castle, Arthur's Seat, The National Museum of Flight, The Scottish Mining Museum, Scottish Portrait Gallery, Scottish Parliament, Rosslyn Chapel or the Edinburgh Playhouse.

However, do not forget the hidden gems of Midlothian. Please contact Concierge for further information.

WAKE-UP CALL

Please contact Reception to arrange this.



General Sightseeing



Dalhousie Castle offers a fantastic base to explore Scotland's capital. Pack in some sight-seeing in Edinburgh, enjoy a wee dram at a local whisky distillery or shop 'til you drop and return to the comfort of the castle.

If you would like to discover more of what the region has to offer please consider the following:

DALHOUSIE FALCONRY

The castle falconry, set within the grounds of the estate, houses an impressive selection of birds. Get hands on with hawks, owls, falcons and eagles under the expert supervision of trained falconers for an ornithological experience like none other. Suitable for all ages and available to book individually or **AS** part of a group, falconry sessions are extremely popular and we recommend booking before your arrival. Speak to us about booking your experience.

ARCHERY

Go for gold as you try your hand at the medieval sport of archery in the surrounds of the castle falconry. Under the guidance of experienced archery leaders and using traditionally crafted recurve bows, you'll have the chance to shoot at a variety of targets from the classic bullseye to balloons or tic-tac-toe. Suitable for all abilities and strengths!

EDINBURGH CASTLE

This most famous of Scotland's castles is a city icon and houses the Honours (Crown Jewels) of Scotland, the Stone of Destiny, the famous 15th century gun Mons Meg, the One O' Clock Gun and the National War Museum of Scotland. Take a tour to explore the castle's dramatic history and architecture.

ROSSLYN CHAPEL

One of Scotland's most remarkable buildings which is still used today as a place of worship, attracts visitors from around the world for its unique and mysterious carvings and beautiful setting. Featuring in Dan Brown's controversial

novel and the subsequent film, The Da Vinci Code, has perhaps added to the countless theories, myths and legends associated with the Chapel.

ROYAL YACHT BRITANNIA

Home to the British Royal Family for over 40 years, Her Majesty's Yacht gives a fascinating insight into this most famous of floating royal residences. Explore the five decks, eat in the Royal Deck Tea Room and take a peek inside the royal apartments and bedrooms. A great, all-weather day out for all ages.

ARTHUR'S SEAT

The highest point in Edinburgh's Holyrood Park, Arthur's Seat is actually an ancient volcano and the site of a large, well-preserved fort dating from around 2000 years ago. Climb to the top for fantastic views across the city and take in some of the diverse flora and geology at the same time.



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General Sightseeing



THE REAL MARY KING'S CLOSE

Beneath the City Chambers on the Royal Mile lies Edinburgh's deepest secret, a warren of hidden streets where real people lived, worked and died between the 17th and the 19th centuries. With a costumed character tour guide based on a one-time resident you can uncover the myths and mysteries surrounding the hidden closes in Edinburgh's Old Town.

GLENKINCHIE DISTILLERY

The home of 'The Edinburgh Malt' is located close to Dalhousie Castle and offers a great day out for budding whisky aficionados with a full tour and tasting. There's also a shop onsite should you wish to bring back a wee dram.

ROYAL BOTANIC GARDEN

A world-renowned centre for plant science and horticulture and home to one of the world's largest collections of living plants. Check their exciting programme of events throughout the year.

NATIONAL MUSEUM OF SCOTLAND

One of the UK's top 10 visitor attractions the National Museum of Scotland houses over 20,000 artefacts that take you on a journey through the history of Scotland, taking in nature art, design and fashion and science and technology.

THE ROYAL MILE

This stretch running between Edinburgh Castle and the Palace of Holyroodhouse in Edinburgh's Old Town is iconic the world over. Take in some of the city's most famed historic sites, architectural gems and the best spots for eating and drinking as you soak up the atmosphere in the heart of Scotland's capital.

THE PALACE OF HOLYROOD HOUSE

Her Majesty the Queen's official residence in Scotland stands at the end of Edinburgh's historic Royal Mile, and is open year-round to the public. Visitors can explore the 14 State apartments, the ruins of the 12th century Holyrood Abbey and gardens as well as many fine exhibitions from the Royal Collection in the Queen's Gallery.

DYNAMIC EARTH

Travel back through space and time to witness the first big bang, experience the primeval forces of nature as they shaped our planet and see the earth as you've never seen it before. Exciting, engaging and educational – for all ages.



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