



LOCHSIDE

HOTEL • LODGES • SPA

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.





LOCHSIDE
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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

RESTAURANT

The Afton Restaurant is open from **7am – 9pm** and serve a wide selection of dishes to suit all tastes.

Light bites, morning and afternoon tea or coffee can also be obtained from The Afton Restaurant and 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 **150 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 a signature as proof of identity.

CREDIT AND DEBIT CARDS

Lochside House Hotel, Lodges and Spa accepts the following Credit and Debit Cards: Visa, Mastercard, Maestro and American Express.



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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 inform 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 **220** 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.

BUSINESS SERVICES

Photocopying and Facsimile services are available on request from Reception.

Charges:

Photocopying - 20p per copy

Fax - 50p per page

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.

NEED TO KNOWS

ABOUT YOUR STAY

TELEVISION

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

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.

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 **Ext 0**, 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 **Ext 0** 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 **Ext 0** for more information.

ANIMALS

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



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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**.

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.

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.

GUEST VALUABLES

The management cannot accept responsibility for valuables.

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.

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.

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**.

YOUR CONTACT GUIDE

NUMBERS YOU MAY NEED

RECEPTION

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

SPA

Please dial **Ext 604** to contact our Spa staff.

INTERNAL CALLS

To contact another room simply dial the room number.

Room 1	101	Room 14	114	Room 27	127
Room 2	102	Room 15	115	Room 28	128
Room 3	103	Room 17	117	Room 29	129
Room 4	104	Room 18	118	Room 30	130
Room 5	105	Room 19	119	Room 31	131
Room 6	106	Room 20	120	Lowes Suite	153
Room 7	107	Room 21	121	Creoch Suite	155
Room 8	108	Room 22	122	Cygnets Suite	160
Room 9	109	Room 23	123	Oakwood Lodge	220
Room 10	110	Room 24	124	Cedarwood Lodge	222
Room 11	111	Room 25	125	Pinewood Lodge	224
Room 12	112	Room 26	126	Birchwood Lodge	226

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.

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 | (01290)

Local Doctor | (01290) 421157

Local Fire Station | (01290) 338193

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



WINE & DINE

SIMPLY DELICIOUS

DINING AT THE AFTON RESTAURANT

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

The Afton opening times are as follows:

Monday to Sunday | 9am – 9pm

Choose from a selection of dishes from the All Day Menu, Chef's Daily Specials or sample some traditional dishes from our Taste of Scotland Menu.

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 Ext 0.

BREAKFAST

Breakfast is served in the **Afton Bar and Restaurant** from:

Monday to Sunday | 7am – 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.

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

Sunday to Saturday | 11am – 1am

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.

LOCHSIDE LUXURY LODGES

THERE IS NO PLACE LIKE IT!

MAKE YOURSELF AT HOME

Our luxury lodges in the heart of Ayrshire have to be seen to be believed. Whether you are celebrating a special occasion, hosting a corporate event or simply enjoying a weekend getaway, our lodges can accommodate.

Each lodge has an extensive living area with full kitchen and dining facilities, modern furnishings and contemporary design features, perfect for group entertaining. With your very own private terrace and hot tub overlooking the stunning countryside, you simply won't want to go home!

The Lochside lodges offer the best of both worlds - luxurious self-catering privacy with our restaurant, bar and spa facilities only a few steps away.

Want to know more about our Lodges?

HOW MANY DO THEY SLEEP?

Oakwood, Cedarwood and Pinewood can all accommodate a maximum of **12 guests** with Birchwood Lodge sleeping **18 guests**.

WHAT'S INCLUDED?

Each Lodge has its own private hot tub. We provide all kitchen utensils and crockery, bath towels, robes and cleaning equipment.

WANT TO KNOW MORE?

Speak with a member of our reception team who will be more than happy to help. Dial Ext 0.

VISIT OUR WEBSITE

www.lochside-hotel.com/lodges



RELAX...REJUVENATE...RESTORE...

COMPLETELY INDULGE

THE SPA AT LOCHSIDE

The Spa at Lochside is worth a visit. Immerse yourself completely in our exceptional Thermal Suite, spend time in our luxurious Relaxation Room or indulge in one of our bespoke ESPA treatments tailored to your individual needs, bringing harmony to mind, body and soul.

THERMAL SUITE EXPERIENCE

Our Thermal Suite Experience is complimentary to all hotel guests during the time of **7am – 9am and 7pm – 9pm**; out with these times will incur a charge of **£10 per person for 2 hours**. Please contact the spa directly should you wish to take advantage of the facilities. **The Thermal Suite may only be used by persons over the age of 16.**



ESPA

Included in the Thermal Suite experience...

VITALITY POOL

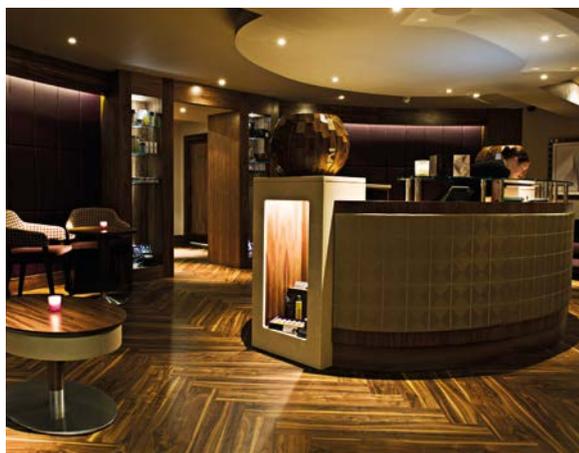
Relax in the Vitality Pool as the powerful flow of the swan neck fountain melt tension on the shoulders and neck. Contoured air loungers are gently heated to relax and re-energise.

STEAM ROOM

Combining the effects of warm steam and aromatic essential oils to decongest, clear the mind and purify the body.

SAUNA

A traditional wood lined sauna with extreme temperatures to stimulate the circulation and boost the immune system.



SHOP, SEE, DO

EXPLORE THE SURROUNDING AREA

GOLF

Ayrshire is famous for Golf and it offers visitors a vast choice of courses suited for all levels of golf standard.

New Cumnock's nine hole golf course is situated next to Lochside House Hotel near New Cumnock. This course can be played at anytime, unless competitions are being held. Details of competition days and tickets can be obtained from Reception of Lochside House Hotel **Ext 0**.

Mauchline's Ballochmyle 18 hole golf course is a 10 minute drive from the hotel in the direction of Kilmarnock.

Ayr, Prestwick, Irvine, Kilmarnock courses are only 20-25 minutes drive away.

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

WALKING

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 East Ayrshire. Details of these can be obtained from Reception **Ext 0**.

SHOPPING

AYR APPROX 16 MILES, 30 MINUTES DRIVE

GLASGOW APPROX 42 MILES, 56 MINUTES DRIVE

Ayr Town Centre offers High Street shopping, restaurants, clubs and pubs.

Glasgow offers a more cosmopolitan shopping environment with many designer and high street names. Department stores and shopping centres lie within the heart of the city centre.

Guests can either drive to Glasgow within 1 hour or trains run direct to central Glasgow from the local train station, which is located 1.5 miles from the hotel. Glasgow also offers theatres and exhibition centres hosting various events throughout the year.

MUSEUMS

Ayrshire has many museums and galleries to choose from including Robert Burns' cottage, birthplace museum and house museum.

The Scottish Maritime Museum in Irvine and Dumbarton holds interesting items for all the family.

NEW CUMNOCK OPEN AIR POOL

APPROX 2 MILES, 4 MINUTES

Refurbished by the Dumfries House Trust in 2017, New Cumnock Open Air Swimming Pool is perfect for a family day out or a relaxing swim. The heated water makes it suitable to use on those colder days.

CUMNOCK FACTORY OUTLET

APPROX 3 MILES, 5 MINUTES

Located within the Cumnock Factory Outlet just 5 minutes away, The Café offers shoppers a full range of freshly made meals, delicious home baking, hot and cold drinks and daily special offers. Open 7 Days a week.

BAIRDS INSTITUTE

APPROX 4 MILES, 10 MINUTES

Located within Cumnock just a short walk from the hotel sits the Bairds Institute. Showcasing rich history from Cumock and Doon Valley area including archives, photographs and museum collections.

eastayrshireleisure.com

VISIONS LEISURE CENTRE

APPROX 4 MILES, 10 MINUTES

Visions Leisure Centre is located within Cumnock and offers swimming, gymnasium, aerobics, sauna and steam room. Non-members are welcome within the sports centre.

visitscotland.com



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SHOP, SEE, DO

EXPLORE THE SURROUNDING AREA

DUMFRIES HOUSE

APPROX 6 MILES, 8 MINUTES

Just over 5 miles from Lochside, Dumfries House is one of Britain's most beautiful stately homes. Set in 2,000 acre of land, this stunning estate and 18th century house with its unrivalled collection of original furniture has something for everyone including an adventure park for the children.

All the buildings on the Dumfries House Estate are connected by a network of newly created Woodland Walks. In addition, we have a brand new, 500-tree Arboretum and our magnificent new five-acre Queen Elizabeth Walled Garden.

SCOTTISH DARK SKY OBSERVATORY

APPROX 17 MILES, 41 MINUTES

The Scottish Dark Sky Observatory occupies a fantastic hilltop site on the edge of the Galloway Forest Dark Sky Park

The Galloway Forest Dark Sky Park was the first Dark Sky Park in the UK and Europe, and was awarded a Gold-tier status by the International Dark-Sky Association.

DICKS INSTITUTE KILMARNOCK

APPROX 19 MILES, 30 MINUTES

One of the most cultural venues in South West Scotland featuring the largest museum and gallery spaces in Ayrshire. Showcasing Local and Social history of the area.

eastayrshireleisure.com

GAIETY THEATRE

APPROX 20 MILES, 33 MINUTES

The Gaiety Theatre is a category B listed performing arts venue in Ayr, just a 33-minute drive away from the Hotel. It is noted for its interior rococo features, its atmosphere and its acoustics. The Gaiety has a number of shows available throughout the year.

DRUMLANRIG CASTLE

APPROX 23 MILES, 40 MINUTES

Located by Thornhill en-route to Dumfries, Drumlanrig Castle offers stunning gardens and history. Wildlife displays are held at various times throughout the day and special events are held at the castle throughout the year. There is also a wonderful adventure playground located within the woods.

drumlanrigcastle.co.uk

CULZEAN & MAIDENS

APPROX 29 MILES, 48 MINUTES

Culzean castle is set on the cliffs overlooking the Ailsa Craig and Arran. It has a massive amount of history connected to it and tours can be arranged from within the park.

Award winning gardens, nature trails to Swan Pond and walks around the Castle and Parks make this a fabulous day out for all the family. Maidens is located just along the coast from Culzean and has a beautiful beach for the children to play.

The castle is steeped in history and has tours which can be arranged from within the park.

nts.org.uk/visit/places/culzean

GLASGOW SCIENCE CENTRE

APPROX 40 MILES, 52 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.

glasgowsciencecentre.org

ANNUAL EVENTS

FOR YOUR SOCIAL CALENDAR lochside-hotel.com

VALENTINES DAY

Treat your loved one to a 4 Course Dinner in our Restaurant overlooking the Loch of Lowes.

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 in our restaurant overlooking gardens and Lochs.

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 Lochside. 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 Lochside House 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



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



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



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



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

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 in 1906 Lounge Bar.

01290 420822 | royalhotelcumnock.com





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THANK YOU

*Thank you again for choosing the Lochside Hotel, New Cumnock;
we hope your stay was exceptional!*

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

