



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

THE LODGES AT LOCHSIDE GENERAL SAFETY INFORMATION

The RAD Hotel Group would like to wish you a warm welcome to The Lodges at Lochside. We will endeavour to make your experience with us a memorable one. Your welfare is our prime concern and we have taken all reasonable steps to ensure that you get the most out of your experience with us.

Please find enclosed your information pack. It is **important** that at least one adult reads this document.

This will ensure...

- You and your party are both safe and secure
- You know who to contact in an emergency
- You and future guests receive maximum enjoyment from your stay

As a general rule please exercise the same caution and care as you would do at home. Children may be careless within new surroundings, so please take extra care around balconies, staircases and water. Look after your personal belongings and please take advantage of safety deposit facilities within the lodge.

ACCOMMODATION

Ensure you leave all windows and doors locked when you leave your accommodation. We accept no responsibility for personal goods lost or stolen. All lodges have a non-smoking policy. If signs of smoking are detected on your departure from the Lodge, a fee of **£150** will be deducted from the credit/debit card used to secure your booking. This charge is to cover cleaning and laundering costs and

comply with current legislation regarding non-smoking within public premises.

All guests are expected to leave the lodges in the same condition as found on arrival and are responsible for the cost of replacing any loss, damages or breakages. The main booking contact is also liable for the cost of any damage to the property, loss or damage to any of its contents. This will result in the security deposit being retained along with an additional charge for each item damaged, lost or stolen.

Please ensure that **no** deep cleaning or abrasive products are used throughout the lodge including on all appliances.

ARRIVAL AND DEPARTURE TIMES

Arrival time is **3pm** on the first day of your stay. Departure time is at **11am** on the last day of your stay. Any requests for early arrival or late departure will be taken into consideration. However, this request might not be granted due to disruption of change over services.

THERMAL SUITE

Enjoy the luxurious heat and cool experiences which cleanse the body and soothe the mind. Our Thermal Suite Experience is complimentary with treatments with a minimum booking policy of **55 minutes**. Lodge residents have complimentary use of the Thermal Suite between **7am - 9am** and **7pm - 9pm**, Monday to Sunday subject to availability. Use of facilities out with these times for Lodge Guests will be charged at **£10.00** per person. Booking is required.

NEED TO KNOWS

ABOUT YOUR STAY

FIRE SAFETY INFORMATION

On arrival please take time to familiarise yourself with emergency exit routes which will be found on the inside of the bedroom doors.

We encourage you to read the fire safety evacuation policy which can be found next to the fire alarm panel at the main entrance of your lodge.

Make a note of the nearest fire extinguisher and how to raise the alarm in the event of a fire. In the event of a fire, leave the lodge immediately, **do not** stop to collect your belongings, stay calm, do not panic, exit the building as quickly as possible and close all doors behind you.

BALCONY SAFETY

Take extra care on the balcony. Children should never be left unsupervised or be allowed to climb on furniture or railings. It is not advisable to lean over the balcony.

GLASS DOORS

Please take extra care when using all glass doors. In bright sunlight it is not always obvious whether they are opened or closed. All glass doors are equipped with toughened safety glass.

ELECTRICITY AND GAS

Please respect gas and electricity as you would do at home. Please follow any instructions for any appliances given to you within your lodge welcome pack. Please ensure that all gas or electrical appliances are switched off at night and when the lodge is unoccupied. Please report any faults immediately.

COT AND HIGH-CHAIR SAFETY

Cots and high-chairs provided conform to UK standards at the time of purchase. Please ensure that children are secured safely and not left unattended in a high-chair.

PLASTIC GLASSES

Plastic glasses are provided within the Lodge for health and safety purposes. However, if you wish to use real glass wear for special occasions, these can be provided on request by contacting Reception on **01290 333000**.

LAUNDRY SERVICE

Please see Reception for details.

NEED TO KNOWS

ABOUT YOUR STAY

HYDRO POOL | HOT TUBS

Please adhere to the following guidelines when using the Hydro Pool | Hot Tubs:

Shower prior to use

Facilities must not be used after **10.30pm**

Night porters put covers put on at **11pm**

No eating, drinking or smoking in the pool

No breakable items are permitted around the pool area

Observe a reasonable time limit

Hydro pools are provided unsupervised and therefore used entirely at your own risk

Do not put any bubble bath, soap or any other liquid in the hydro pool

Remove all glasses, contact lenses, jewellery and make up

No pets allowed in Hydro Pool | Hot Tubs

Please exercise caution as floor may become slippery when wet

Replace lost fluids by drinking plenty of water

After **20 mins** allow your body temperature to return to normal

If you feel unwell please leave the facilities

Maximum of **6** people allowed in the hydro pool at any one time

Misuse of Hydro Pool will result in a **£100** fine payable on departure

Please do not use these facilities if you are:

Suffering from heart disease or circulatory problems

Under **16** years old

Pregnant

Under the influence of alcohol

Taking anti-coagulants and vasodilator medication

Chemical checks and water maintenance will be carried out during your stay by a member of staff daily. We appreciate your cooperation in allowing this process to take place.



At Lochside House Hotel, Lodges and Spa, your guest experience, health and safety is our priority. For that reason and for the consideration of all of our guests, we require all Swim Spa and Hot Tub facilities to be vacated by 10.30pm for our maintenance staff to securely lock for 11pm.

Additionally, our Swim Spa and Hot Tubs operate on a filter and jet system that does cause noise when turned on, as well as any noise caused by persons using the facilities, and could be disruptive to other guests late at night.

NEED TO KNOWS

ABOUT YOUR STAY

RECYCLING OF WASTE

To ensure we comply with zero waste Scotland legislation and SEPA requirements, please ensure that you use the recycling bins provided within your lodge. All paper, cardboard, aluminium cans, plastic bottles and containers can be placed in the recycle bin provided. All general waste is to be placed in the general bin provided within your lodge. All glass is to be placed in the recycling bin provided in your lodge.

LOST PROPERTY

Upon your departure there will be a team of people involved in preparing the property for the next guest, (Including cleaning, laundry, waste disposal, gardening and general Maintenance). At this stage new guests will be due arrival and you will no longer be able to enter the lodge. To avoid lost property, please make sure that you check the lodge and all safety deposit boxes thoroughly before departure. If you require additional support please contact reception.

ANTISOCIAL BEHAVIOUR

Please note that it is of utmost importance that respect is given to other guests regarding noise and/or any other sort of anti-social behaviour. Non-compliance to this can result in early termination of your stay.

COMMENTS / COMPLAINTS AND COMPLIMENTS

The Rad Hotel Group inspect all of their properties on a daily basis and have the commitment from each guest that the lodge will remain in the same order as found on arrival. The lead guest will be held responsible for the cost of replacing any loss, damages and breakages. Properties are well maintained and very popular during peak times, therefore please be aware that sometimes things can go wrong.

If you have any comments, complaints or queries please do not hesitate to contact reception, where the Duty Manager will be available to help resolve any issues you or your party may have. It is a great opportunity at time of departure to take a few minutes to provide us with feedback based on your overall experience. This gives us the opportunity to resolve any issues directly with you before you leave. We want all of our customers to leave feeling that they have enjoyed their experience and time spent with us and we hope to have exceeded your expectations.

CONTACTABLE HOURS

If you come across any issues during your stay please contact the Main Reception on **01290 333000**

The Duty manager will be there to provide you with any support and guidance required.



NEED TO KNOWS

ABOUT YOUR STAY

BROADBAND AND WIFI

To access the WIFI simply join “**Lochside**”.
There is no password.

TV'S | DVD PLAYERS AND DOCKING STATIONS

There are external **HDMI** inputs on all televisions with in the Lodge. Simply plug your device in (such as DVD players and laptops) then select the relevant source.

KITCHEN APPLIANCES

Please find all kitchen appliance instruction manuals within the lodge kitchen area.

TELEVISION AND FIRE PLACE

If you have any trouble working either appliance please refer to instruction manual located within the lodge or contact reception.

MAINTENANCE & GARDENING

In order to ensure that the Lodge at Lochside remains in 5 star condition, it requires essential maintenance both inside and outside. This work will be carried out during changeover time however in certain circumstances this is not always possible.

The grass throughout the hotel grounds during the Summer months is cut **twice** per week. We appreciate your co-operation during this time.

NEED TO KNOWS

ABOUT YOUR STAY

TV CHANNELS AVAILABLE (AS PER UK DIGITAL FREEVIEW)

PROGRAMME NO.	TV CHANNEL	PROGRAMME NO.	TV CHANNEL
1	BBC 1	120	CBBC
2	BBC 2	121	CBeebies
3	STV	125	POP
4	Channel 4	126	Tiny POP
5	Channel 5		
6	ITV2		
7	BBC 3	130	BBC News
8	BBC Alba	131	BBC Parliament
9	BBC 4	132	Sky News
10	ITV 3		
11 onwards	As per UK digital Freeview		

RADIO CHANNELS AVAILABLE

PROGRAMME NO.	RADIO CHANNEL	PROGRAMME NO.	RADIO CHANNEL
700	BBC Radio 1	714	Kisstory
701	BBC R1X	715	Magic
702	BBC Radio 2	716	Heat
703	BBC Radio 3	717	Kerrang
704	BBC Radio 4	718	Smooth Radio
705	BBC R5L	719	BBC Radio Scot
706	BBC R5SX	720	BBC R n Gaidheal
707	BBC 6Music	723	Talk Sport
708	BBC Radio 4 Ex	724	Capital FM
709	BBC Asian Net	725	Premier Radio
710	BBC World Service	727	Absolute Radio
711	The Hits Radio	728	Heart
712	Kiss Fresh	730	Insight Radio
713	Kiss	731	Classic FM

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 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.

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.

ENCLOSED

You will find a copy of the restaurant's All Day 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.

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

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

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





THANK YOU

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

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

