



CARLTON
HOTEL

WELCOME

*We would like to extend a warm welcome to you
and to all our returning RAD Rewards Customers.*

At the RAD Hotel Group, we settle for nothing less than excellent customer service.
If you have any issues with your stay, please don't hesitate to contact a member of our team
who will strive to fix any problems that you may have.





NEED TO KNOWS

ABOUT YOUR STAY

RECEPTION

Our reception is manned from **7am – 11pm**. There is a duty manager operational at the hotel from **7am – late**. Our nightporters are available from **11pm – 7am**.

If you require assistance with any matters arising during your stay please contact Reception where a member of staff will arrange for the duty manager to attend to your needs as soon as possible.

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

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

RESTAURANTS

Logan's Restaurant is open from **7am – 9pm** and serves a wide selection of dishes to suit all tastes.

Light bites, morning and afternoon tea or coffee can also be obtained from either Logan Restaurant or Logan's 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 wake up 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 **72 cars**. There is no charge for car parking within the hotel car park.

CHARGING TO YOUR ROOM

If you wish to charge items to your room for the duration of your stay you must provide Reception staff with an authorised credit card upon check-in.

When charging items to your room you will be asked for your room identification card and signature as proof of identity.

CREDIT AND DEBIT CARDS

Carlton Hotel accepts the following Credit and Debit Cards: Visa, Mastercard, Maestro and American Express



NEED TO KNOWS

ABOUT YOUR STAY

WI-FI

You are welcome to make use of our Wi-Fi network within your bedroom and within all public areas of the hotel at no extra charge.

Please 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 informing Reception. Your newspaper will be delivered to your room by **7.30am** each day.

COMPANY ACCOUNTS

Accounts can be forwarded to your company for payment only if arrangements have been made in advance and the hotel has agreed a credit facility with your company.

Details of how this can be arranged are available from Reception **Ext 0**.

PACKED LUNCHES

Packed lunches are available by filling out your required choice on the packed lunch form and following form instructions.

Charges for this service will be added to your room account.

BUSINESS SERVICES

Photocopying and Facsimile services are available on request from Reception.

Charges:

Photocopying - 20p per copy

Fax - 50p per page



NEED TO KNOWS

ABOUT YOUR STAY

TELEVISION

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

BABY COTS

Cots can be obtained by contacting Reception on **Ext 0** at a charge of £10.00 per stay.

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 contact Reception **Ext 0** where a member of staff will arrange for items to be delivered to your room.

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**.

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.

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.

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.

CHURCH

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

IRONING SERVICE

All rooms are equipped with an iron and ironing board. Should you have an issues please inform 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.



NEED TO KNOWS

ABOUT YOUR STAY

TAXIS AND TRANSPORT

Taxis or other methods of transport including private cars and limousines can be arranged in advance by contacting Reception **Ext 0**.

LOST PROPERTY

Enquiries relating to lost articles should be made through the Reception. We will make every effort to assist you in their safe return.

SECURITY

On check-in you will be supplied with a room identification card together with your key card.

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

The main hotel entrance will be locked at **12 midnight** or after any late night event in the hotel. A night porter will be on duty but if guests are expecting to be out of the hotel after **12 midnight** guests can telephone the hotel to gain entrance or ring entrance buzzer.

FIRE & EMERGENCY EVACUATION

If you discover a fire, please operate the nearest fire alarm and adhere to the instructions below:

If you hear the Alarm/Siren, we would ask that you proceed to evacuate the building from the nearest available exit and make your way to the nominated assembly point.

From your room the nearest exit point can be identified from the floor map on the reverse of your bedroom door.

SAFE DEPOSIT

Although safety deposit boxes are not available within your room our Reception team will gladly store any valuable items within the hotel safe.

The hotel regrets that it cannot accept responsibility for loss or damage of property

FIRE ASSEMBLY POINT

Guests should exit the hotel and meet at the Front Car Park adjacent to the hotel.

Please Note: the main entrance to the hotel should be kept clear at all times to enable access for the emergency services.

The hotel carries out weekly fire alarms tests each Monday between the hours of **11am and 12noon**.

GUEST VALUABLES

The management cannot accept responsibility for valuables.



YOUR CONTACT **GUIDE**

NUMBERS YOU MAY NEED

RECEPTION

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

INTERNAL CALLS

To contact another room simply dial the room number.

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.

USEFUL NUMBERS & EMERGENCY SERVICES

Reception | Ext No. 0

Emergency Services | (9) 999

Local Area Dialling Code | (01292)

Local Doctor | (01292) 671444

Local Hospital | (01292) 610555

Local Fire Station | (01292) 286888

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

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

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ROYAL
CUMNOCK

DALMENY PARK
GLASGOW

LOCHSIDE
AYRSHIRE

HETLAND HALL
DUMFRIES

RADSTONE
LANARKSHIRE



WINE & DINE

SIMPLY DELICIOUS

DINING AT LOGANS RESTAURANT

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

Logan's opening times are as follows:

Monday to Sunday | 9am – 9pm

Choose from the All-Day Menu, Chef's Daily Specials or Taste of Scotland Menu. Enjoy breakfast, light bites, afternoon tea or coffee.

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.

DINING AT BARONY CARVERY

Partake in our popular **Sunday Carvery**, open every Sunday from:

12pm – 8.30pm (Seasonal exclusions apply)

Choose between 3 types of roasts served with all the trimmings.

During busy times within the hotel it would be advisable to pre-book your requested dining time to ensure availability. This can be reserved by contacting Reception.

BREAKFAST

Breakfast is served in **Logan's** from:

Monday to Friday | 7am – 10am

Saturday and Sunday | 8am – 10am

Breakfast times are busiest between **9am – 10am** which may include additional wait times.

ROOM SERVICE

A selection of hot and cold dishes and an extensive range of beverages are available from our room service menu. This can be found at the front of this pack. Conditions apply.

Please telephone Reception on **Ext 0** to place your order.

SPECIAL DIETARY REQUIREMENTS

If you have special dietary requirements or would like something which is not on one of our menus please do not hesitate to ask one of our servers who will inform the Chef of your request.

Our kitchen team will make every effort to create the dish you require.

BARS

The Bar areas at The Carlton Hotel offer guests a relaxed and informal atmosphere in which to enjoy a drink.

Service times for the bar areas are as follows:

Sunday to Wednesday | 11am – 12 midnight

Thursday to Saturday | 11am – 1am

Our bars offer a wide range of hot and cold beverages, a full drinks menu is available.

Room service drinks can be obtained by contacting the 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.

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SHOP, SEE, DO

EXPLORE THE SURROUNDING AREA

AYR RACECOURSE

APPROX 2 MILES, 6 MINUTES

Enjoy spectacular racing and the finest sporting hospitality at Scotland's only grade 1 track within walking distance of the Carlton Hotel.

A "Visit Scotland" 5 star visitors attraction, hosting a variety of Race days and events throughout the year.

ayrracecourse.co.uk

GAIETY THEATRE

APPROX 2 MILES, 8 MINUTES

The Gaiety Theatre is a category B listed performing arts venue in Ayr, just an 8 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.

ayrgaiety.co.uk

AYR CENTRAL

APPROX 2 MILES, 6 MINUTES

Ayr Central is a covered outdoor shopping centre featuring top high street brands for shoppers to enjoy under one roof. Enjoy the latest trends, accessories and beauty products.

EGLINTON PARK

APPROX 13 MILES, 19 MINUTES

Immersed in a rich history, enjoy a wide range of pursuits at Eglinton Country Park, offering a variety of different walks.

Children will also love the All-Abilities Play park finished off with a hand-made treat at the tearoom.

north-ayrshire.gov.uk

CULZEAN CASTLE

APPROX 14 MILES, 30 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.

cvnts.org.uk

DUMFRIES HOUSE

APPROX 15 MILES, 27 MINUTES

Just over 15 miles from The Carlton, 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.

DEAN PARK

APPROX 15 MILES, 25 MINUTES

Dean Castle Country Park is a fantastic free day out for all the family and only 25 minutes drive from the Carlton Hotel.

The country park, covering over 200 acres, boasts beautiful woodland walks, an adventure playground, urban farm, visitor centre, tea room and a fantastic 14th century castle housing world class collections including historic weapons, armour and musical instruments.

eastayrshireleisure.com

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DRIVE, CHIP, **PUTT**

TEE OFF AT THE CARLTON

GOLF

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

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

PRESTWICK GOLF CLUB

APPROX 1 MILE, 6 MINUTES

Situated on a stretch of golfing terrain unrivalled in the world, Prestwick Golf Club, the birthplace of the Open Championship, welcomes all golfers from around the world to come and enjoy their testing historic Links.

BELLEISLE PARK GOLF CLUB

APPROX 4 MILES, 15 MINUTES

Play your way through the beautiful Belleisle Estate on both the Belleisle and Seafieid Courses. Enjoy the challenges of both courses while admiring the views over Arran.

TROON LOCHGREEN GOLF CLUB

APPROX 6 MILES, 13 MINUTES

Troon Links is a collection of three excellent courses. Darley, Lochgreen and Fullarton which play alongside Royal Troon, Portland and Barassie to form a group of size courses that encircles the famous golfing town of Troon.

DUNDONALD LINKS GOLF CLUB

APPROX 8 MILES, 15 MINUTES

Originally known as Southern Gailes, provides its global Membership with a traditional links challenge.

The club has certainly put its stamp on the golfing circuit, the venue for the Ladies Scottish Open in 2015, 2016 and 2017 and the host of the Scottish Open in 2017.

BALLOCHMYLE GOLF CLUB

APPROX 13 MILES, 27 MINUTES

Ballochmyle has very strong connection in the life of Scotland's National Bard and the inspirational views and natural beauty inspired him to write two of his most beautiful songs. The first, 'Farewell to the Braes o' Ballochmyle' and secondly, 'The Bonny Lass o' Ballochmyle'.

IRVINE GOLF CLUB

APPROX 14 MILES, 22 MINUTES

Set in a seaside location, the neighbouring Gulf Stream ensures year round links golf, whilst the romantic peaks of Arran present a stunning backdrop to the landscape.

TURNBERRY GOLF CLUB

APPROX 17 MILES, 33 MINUTES

Set along the Ayrshire Coast Turnberry Golf Club offers three spectacular courses to play on including the famous Ailsa Championship Course and the King Robert the Bruce Championship Course. The stunning backdrop of the Firth of Clyde, Isle of Arran and Ailsa help make this course a firm favourite with golf lovers.

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ANNUAL EVENTS

FOR YOUR SOCIAL CALENDAR carlton-prestwick.com

VALENTINES DAY

Treat your loved one to a 3 course dinner in our beautiful contemporary restaurant.

MOTHERS DAY

For that special lady in everyone's life, spoil your Mum to a 3 course meal.

EASTER SUNDAY

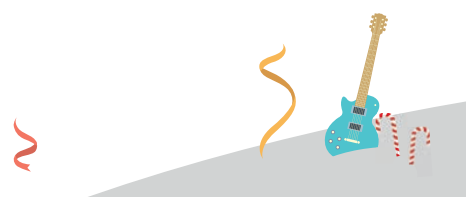
A day out for all the family. Choice of 2 or 3 course meal served all day.

FATHERS DAY

Enjoy a traditional 2 or 3 course Sunday lunch with the main man in your life.

CHRISTMAS PARTY NIGHTS

Celebrate the festive season at one of our popular Party Nights. Eat, drink and be merry while dancing the night away to one of Scotland's leading live bands.



CHRISTMAS EVE

Relax on Christmas Eve before Santa arrives. Gather all the family and exchange early seasonal greetings while enjoying the festive atmosphere.

CHRISTMAS DAY LUNCH

A day to relax and enjoy, while our team of chefs prepare for you a superb 4 course meal. Lunch is served between 1.00pm & 4.30pm.

BOXING DAY DINNER

Instead of a day in front of the TV have a day at the Carlton. 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.

NEW YEARS DAY

Enjoy the start of the year with your family and friends dining in The Carlton 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.

LOCHSIDE HOUSE HOTEL, LODGES & SPA

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

01290 333000 | lochside-hotel.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 1906 Lounge Bar.

01290 420822 | royalhotelcumnock.com





CARLTON
HOTEL

THANK YOU

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

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

