



**HETLAND HALL**  
HOTEL

# WELCOME

*We would like to extend a warm welcome to you  
and 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.

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### 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.

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### 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

The Copper Beech 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 either The Copper Beech Restaurant or The Fountain 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 contact 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 **80 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

Hetland Hall 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 contact Reception if you need further assistance with connecting.

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### 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 200 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.

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### 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

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### 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**.

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### 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.

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### 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.

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### 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.

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### 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.

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### 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.

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### HEATING AND COOLING

A small supply of electrical heaters and fans are available for use from Reception, with our compliments.

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### ICE

To have ice delivered to your room, please contact Reception **Ext 0**.

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### DOCTOR

If medical assistance is required at any time during your stay, please contact reception or any member of staff within the hotel. Arrangements can then be made for hospital transfers or Doctor on call.

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### CHURCH

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

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### FLOWERS

We are happy to organise flowers on request. Please contact Reception **Ext 0** for more information.

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### 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 and 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 room key.

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

The main hotel entrance will be locked at **12 midnight**. 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.

### 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.

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### INTERNAL CALLS

To contact another room simply dial **1** followed by the room number.

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### 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 | (01387)
- Local Doctor | (01387) 810252
- Local Fire Station | (01387) 252222
- 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 COPPER BEECH

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

The Copper Beech Restaurant opening times are as follows:

**Monday to Thursday | 5pm – 9pm**  
**Friday to Sunday | 12pm – 9pm**

The Fountain Lounge opening times are:

**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.

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**.

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## BREAKFAST

Breakfast is served in the Copper Beech 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.

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## 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.

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## BARS

The Bar area at Hetland Hall Hotel offers 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 – 11pm**  
**Thursday to Saturday | 11am – 1am**

The bar areas offer a wide range of hot and cold beverages, a full bar 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.

**CARLTON**  
PRESTWICK

**ROYAL**  
CUMNOCK

**DALMENY PARK**  
GLASGOW

**LOCHSIDE**  
AYRSHIRE

**HETLAND HALL**  
DUMFRIES

**RADSTONE**  
LANARKSHIRE



# SHOP, SEE, DO

## EXPLORE THE SURROUNDING AREA

### OUTSIDE CHILDREN'S PLAY AREA

This area is situated on the west side of the hotel. We advise that the parents/guardians accompany their children when using this area.

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### WALKS

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 Dumfrieshire. Details of these can be obtained from Reception.

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### GARDENS

There are a varied selection of community gardens in the area locally, we have Threave, The Crichton, Gowanbrae, Craigieburn, Blackstone and Bellhouse. All within a few miles of Hetland Hall Hotel.

### GOLF

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

The County only 13 minutes away is recognised as one of the finest parkland courses in Dumfries and Galloway and the South West of Scotland with previous visitors citing the superb greens, along with the warm and friendly hospitality.

Famous for its wildlife and picturesque views of the Kirk Loch, Lochmaben Golf Course is a challenging experience for any golfer. The course is one of the best examples of a parkland course in the area and very well kept and, due to the excellent drainage work the greens staff have put in, golf is available all year round.

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

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### SHOPPING

Dumfries, Gretna and Carlisle are all superb for the seasoned shopper. With a mixture of high street, designer and independent stores, you will find it difficult to visit without bringing home a bag or two.



# SHOP, SEE, DO

## EXPLORE THE SURROUNDING AREA

### DINO PARK

APPROX 0.5 MILES, 5 MINUTES

Walking distance from Hetland Hall Hotel is Scotland's best dinosaur experience. Step back 150 million years and discover the giants who roamed the earth. Take a trip through the Dino Mine, hear stories in the Dino Den and much more!

[dinopark.co.uk](http://dinopark.co.uk)

### MABIE FARM PARK

APPROX 12 MILES, 23 MINUTES

With quad bikes, farm animals, boat rides, a giant grass slide, play park, cafe and much more!

Mabie Farm Park is a fantastic day out for children and adults who are really just children at heart.

[mabiefarmpark.co.uk](http://mabiefarmpark.co.uk)

### HIGHTAE

APPROX 6 MILES, 12 MINUTES

Mossburn Animal Centre is an animal welfare centre where a wide variety of farm, domestic and exotic animals find refuge. The large family of rabbits have their own village on Edinburrow.

[mossburn.org](http://mossburn.org)

### GRETNA OUTLET

APPROX 16 MILES, 21 MINUTES

Located right on the Scottish border, Gretna Gateway offers an ideal place to relax and treat yourself to some retail therapy. Whether you are looking for special gifts, a new outfit or simply a welcoming travel break, Gretna Gateway has everything you'll need for the perfect shopping experience.

### ROBERT BURNS HOUSE

APPROX 9 MILES, 16 MINUTES

It was in this ordinary sandstone building that Robert Burns spent the last years of his brilliant life. A place of pilgrimage for Burns enthusiasts, the house retains much of its eighteenth century character and contains many relics of the poet.

### BLADNOCH DISTILLERY

APPROX 64 MILES, 1 HOUR 23 MINUTES

Situated on the banks of river Bladnoch, the distillery and visitor centre has one of the best gift shops in the area with examples of local crafts, good quality Scottish woollen goods and all at an attractive price.

[bladnoch.com](http://bladnoch.com)

### CAERLAVEROCK

APPROX 11 MILES, 20 MINUTES

Living on the Solway Firth, Caerlaverock embraces a vast stretch of sea, mudflats and "merse" (the local name for saltmarsh). It's a remarkable location, with dramatic coastal scenery and a rich range of wildlife.

[wwt.org.uk/wetland-centres/caerlaverock](http://wwt.org.uk/wetland-centres/caerlaverock)

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DUMFRIES

**RADSTONE**  
LANARKSHIRE



# ANNUAL EVENTS

FOR YOUR SOCIAL CALENDAR [hetlandhallhotel.co.uk](http://hetlandhallhotel.co.uk)

## 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 Hetland Hall. 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 Hetland Hall 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](http://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](http://lochside-hotel.com)



## CARLTON HOTEL

The Carlton Hotel combines a comfortable and relaxed atmosphere with a modern streamlined interior.

01292 476811 | [carlton-prestwick.com](http://carlton-prestwick.com)

## 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](http://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](http://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](http://royalhotelcumnock.com)





**HETLAND HALL**  
HOTEL

# THANK YOU

*Thank you again for choosing Hetland Hall Hotel, Dumfries;  
we hope your stay was exceptional!*

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

