



★ Western House Hotel
AT AYR RACECOURSE ★ ★ ★ ★

GUEST INFORMATION



Guest Information

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Essential Information

Baby Cots and Essential Supplies

Please call Reception

Blankets - Please call Reception

Car Rentals - Please call Reception

Currency Exchange

A foreign currency exchange service is available at competitive rates. Please enquire at Reception.

Credit and Debit Cards

We honour the following credit and debit cards:

Credit Cards:- American Express, Mastercard and Visa

Debit Cards:- Visa Debit, Delta, Switch and Maestro.

Electricity/Voltage

The standard voltage is 230 volts. A razor socket is provided in the bathroom with both 110/120 and 230 volt outlets. Reception can provide the use of an adaptor plug if required subject to availability.

Emergency Exits

Emergency Exits are located on each floor as sign posted. Please see the location plan on your bedroom door for your nearest exit.

Fire Alarm

In the event of a fire, break the glass of any fire alarm point located in the corridor outside your bedroom. Do not stop to collect any belongings. Leave the room immediately and close the bedroom door behind you. Please refer to the Fire plan on the back of the bedroom door for the nearest exit. The Assembly Point is the Hotel Car Park. When the fire alarms are activated, do not use the lifts. Please contact Reception should you have any queries regarding our Fire Safety procedures.

Please note: *Fire alarms are tested every Monday at 11.00am.*

To contact Reception call '0'

First Aid

For emergency assistance please dial 9-999. For minor injuries, please call Reception.

Flowers

Fresh flowers can be ordered from Reception.

Garment Press

To have trousers pressed, please contact reception. An iron and ironing board are located in your wardrobe.

How to call an External Number

To gain access to an outside line, prefix the telephone number and code with 9

How to call another Room

If you wish to call another room simply dial the room number's 3 digits.

Laundry

A next-day laundry service is available from Monday to Friday. All items received by 9.00am will be returned the following day. A laundry bag can be found located in your wardrobe. Please complete the laundry form enclosed and contact Housekeeping on ext 2221 to arrange collection.

We can offer an Express Service for an extra charge depending on volume and types of garments.

Lost and Found Property

All items are recorded and kept by the Housekeeping Department. For assistance, please contact Reception. You are respectfully requested to check your room thoroughly before checking out, to ensure all personal belongings have been removed.

Luggage

Should you require collection or storage of luggage, please contact Reception.



Manager on Duty

If you wish to speak to the Manager on Duty during your stay, you are kindly requested to contact Reception.

Message Service

Our Staff are very pleased to take messages for you in your absence and these will be delivered to your room.

Newspapers

If you would like to have a newspaper delivered to your room, please leave instructions with Reception.

Pillows

Additional pillows or allergy pillows can be requested from Housekeeping.

Postage

All mail and messages are delivered to your room upon receipt. Any outgoing mail should be handed to Reception. If you expect to receive mail after departure from the Hotel, please inform Reception and leave a forwarding address.

Room Cleaning

Guest rooms will be serviced daily. Should you require your room to be serviced at a particular time, please contact Housekeeping - ext '2221'

Security Measures

Whilst stringent security measures are in place, the Hotel cannot be held responsible for loss or theft of personal property left unattended in your room or in public areas. To ensure security of your valuables, a safe is featured inside the wardrobe in your room.

Shoe Cleaning

Please leave your shoes in the basket provided outside your door and they will be polished and returned to you on the same day.

Special Occasions

Are you celebrating an anniversary, birthday or another special event? Please call the Reception to arrange celebratory champagne, chocolates or flowers.

Taxis

Taxis can be arranged by calling Reception.

Toiletries

If you have forgotten an essential toiletry item, please contact Reception.

Wake Up Call

If you wish to place a wake-up-call simply call Reception.

Voice Mail

If the light is flashing on your telephone then you have a voice message. To access your message simply press the light that is flashing on your telephone, then follow the instructions.

E-cigarette Policy

Neither electronic cigarettes nor vaporisers are permitted in any area where smoking is not permitted, including function rooms, hotel rooms and external areas, as covered by the **Smoking, Health and Social Care (Scotland) Act 2005**.

WiFi

We provide **FREE** WiFi. Please search for **Western House Public** to connect.

Please contact Reception for any additional requirements



Food & Drink

Room Service

In Room Dining

24 hour room service is available. Continental Breakfast is available between 6.00am and 10.00am.

A full Scottish breakfast is available between 7.00am and 10.00am. Please complete the order card each day and place outside your bedroom door before 1.00am. If you wish to order outwith these times, please contact Room Service on '2225'

The Room Service menu is available 24 hours. Simply make your selection from the Room Service menu and dial '2225'

Tea and Coffee making facilities

In your room you will find complimentary tea and coffee making facilities. For additional supplies please contact Reception.

Please see our
separate Menu
Selector for a full
list of our dishes.

Restaurant & Bar

The Jockey Club Restaurant

The Jockey Club Restaurant provides a relaxing environment in which to enjoy delicious food and of course the ubiquitous Full Scottish Breakfast.

Opening Times are:

Breakfast

Monday - Saturday	7.00am - 10.00am
Sunday	8.00am - 10.00am

Lunch & Dinner

Monday - Sunday	All Day
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Please advise us of any dietary requirements you may have. For the Jockey Club Restaurant please call '2225'

The Lounge Bar

Our Lounge Bar serves a wide selection of beers, whiskies, wines, spirits and cocktails, seven days a week.

Opening times are

Monday - Saturday	10.00am - 12.30am
Sunday	10.00am - 12 midnight
Off Sales	10.00am - 10.00pm daily

Afternoon Tea

Traditional Afternoon Tea is served in our Lounge daily between 12 midday and 5.00pm.

Choose from a selection of sandwiches, scones and pastries.

Lounge Menu

A selection of light meals and main courses are served in our Lounge daily between 12 midday and 10.00pm.



Business Services

See Reception

Television Facility

- Courier Services
 - Overnight UK
 - Same day UK

- Email Collections

- Internet Access



- Photocopying





National & International Dialling Codes

Dialling Codes

United Kingdom		Republic of Ireland		International		Operators	
	Code		Code		Code		Code
Aberdeen	01224	Athlone	00353 902	Australia	00 + 61	AT & T	0800 890011
Ascot	01344	Cork	21	Austria	00 + 43	Sprint	0800 890877
Bath	01225	Donegal	73	Belgium	00 + 32	MCI	0800 890222
Belfast	01232	Dublin	00353 01	Canada	00 + 1	Canada	0800 890016
Birmingham	0121	Galway	91	China	00 + 86	Australia	0800 890061
Blackpool	01253	Kildare	45	Denmark	00 + 45		
Bournemouth	01202	Limerick	61	Finland	00 + 358		
Brighton	01273	Roscommon	903	France	00 + 33		
Cardiff	01222	Shannon	61	Germany	00 + 49		
Cheltenham	01242	Sligo	71	Gibraltar	00 + 350		
Coventry	01203	Tipperary	62	Greece	00 + 30		
Dorchester	01305	Waterford	51	Hong Kong	00 + 852		
Dundee	01382	Wexford	53	Hungary	00 + 36		
Edinburgh	0131	Wicklow	404	Iceland	00 + 354		
Fishguard	01348			India	00 + 91		
Glasgow	0141			Indonesia	00 + 62		
Guernsey	01481			Ireland	00 + 353		
Harrogate	01423			Israel	00 + 972		
Holyhead	01407			Italy	00 + 39		
Ipswich	01473			Japan	00 + 81		
Isle of Wight	01983			Luxembourg	00 + 352		
Jersey	01534			Mexico	00 + 52		
Liverpool	0151			Netherlands	00 + 31		
London	0208			New Zealand	00 + 64		
Londonderry	01504			Norway	00 + 47		
Manchester	0161			Portugal	00 + 351		
Oxford	01865			Saudi Arabia	00 + 966		
Portsmouth	01705			Singapore	00 + 65		
Reading	01734			South Africa	00 + 27		
Slough	01753			Spain	00 + 34		
Southampton	01703			Sweden	00 + 46		
Stirling	01786			Switzerland	00 + 41		
Swansea	01792			USA	00 + 1		
York	01904						



Weddings

Western House Hotel

The Winner of Wedding Venue of the Year at the Scottish Confetti Awards in 2016 is the latest accolade bestowed on Western House Hotel. In 2015 we were voted the No.1 UK Luxury Hotel by laterooms.com and in 2014 the Most Romantic Hotel of the Year, again by laterooms.com.

Winner of The Scottish Wedding Venue 3 years running, Western House Hotel is one of Scotland's most sought after Wedding Venues.

The Western House Hotel combines elegant surroundings and excellence in fine cuisine to make the perfect place for your special day.

With a commitment to first class service and attention to detail, our highly experienced dedicated team will ensure all aspects of your day are no less than perfect.

The Western House Hotel is also a Licensed Wedding Venue for Civil Ceremonies. Your ceremony can be held within the Hotel itself or, in keeping with a Country House, in the stunning gardens - which also provide the perfect backdrop for your memories, your wedding photographs.

For further information contact the wedding team on 01292 294990

Conference & Events at Western House

Western House Hotel is the perfect choice for your next company meeting, sales conference or promotional event. As an alternative to the city centre hotel venue, it offers a variety of different meeting rooms as well as some welcome outside space in our gardens.

Our dedicated team are committed to supporting you from your initial enquiry through to the event itself on the day. As you would expect from a multi-award winning venue, we can provide you with all the services you will need to make sure your event goes without a hitch.

Our executive chef and his team can also create a range of enticing menu options for your meeting or event. And throughout the day we will keep you refreshed with mineral water and other soft drinks if required.

Western House Hotel offers you a number of different meeting and venue spaces within the property.

For additional information, please call the Events Team on 01292 264179.



Conference & Events at Ayr Racecourse

Ayr Racecourse

There's more to Ayr Racecourse than meets the eye.

Banquets, gala balls, exhibitions, conferences and car launches are just some of the functions that the well-appointed Princess Royal Conference and Events Centre can host in comfort.

We're one of the country's largest and most unique conference centres with eleven suites over four floors plus first class accommodation onsite. Everything from a Board meeting to a National conference can be accommodated in style.

We also have more than 150 acres of land ideal for a whole range of outdoor events from quad biking to team building exercises.

Our conference centre is a modern venue equipped with the latest technology offering a range of facilities hard to match anywhere else.

We are flexible within our facilities which allow us to adapt to suit a client's needs, from a meeting for 10 people to a conference for 1000.

For banqueting we can cater comfortably for 800 guests in the Ayrshire Suite and 500 in the Princess Royal with smaller suites accommodating between 10 and 200.

Our team of highly qualified chefs provide extensive menus for conferences and banqueting.

Leave your plans in the capable hands of our experienced events team and rest easy in the knowledge all will run smoothly.

For further information call 01292 264179 or visit www.ayr-racecourse.co.uk

Racing at Ayr

Western House sits on the edge of Ayr Racecourse - Scotland's premier racecourse which stages both flat and jumps racing and races all the year round.

The course hosts the two most prestigious fixtures in Scotland - the two day Coral Scottish Grand National Festival in April and the William Hill Ayr Gold Cup Festival held over three days in September.

The Coral Scottish Grand National is Scotland's richest race and was famously won by the legendary Red Rum in 1973.

The Friday of the meeting is Ladies Day when the Best Dressed Ladies can win a coin that guarantees them a place in the final of the ladies competition at William Hill Ladies Day in September when fabulous prizes can be won.

September's William Hill Ayr Gold Festival is a mecca for flat racing fans and the William Hill Ayr Gold Cup itself is one of the most famous sprints in the sport with 25 horses hurtling down the home straight in the quest for the revered trophy.

The aforementioned William Hill Ladies Day takes place on Friday the middle day of the Festival and is a truly glamorous occasion.

But it's not only in April and September there are fabulous fixtures at Ayr there's racing every month of the year and other highlights include QTS Ladies Night in August which is one of the must visit social occasions of the year in Scotland with lots of glitz, glamour and fun. A great night to party at Scotland's top racecourse.

June's Scottish Sun Raceday is when the historic Scottish Sun Land O' Burns Stakes is run and this is again a really fun day out with live music and lots of glamour.

In March jumps fans are treated to a two day fixture which features horses from some of the top stables in the north and in July there are two Family Days when there is lots of family entertainment which is all free.

In fact at Ayr Racecourse there is something for all no matter what time of the year.

For further information call 01292 264179 or visit www.ayr-racecourse.co.uk



Local Attractions and things to do

Local Contacts

Churches in Ayr

St Columba Church Of
Scotland
Midton Road
Ayr, KA7 2SE
T: 01292 269524

St Margaret's Cathedral
27 John St
Ayr
T: 01292 263488

Dentist

Ayr Dental Studio, Boswell House
10 Arthur St, Ayr, KA7 1QJ
T: 01292 280323

Doctor

Dr Hendry and Partners
9 Alloway Place, Ayr KA7 2AQ
T: 01292 611835

Hospital - The Ayr Hospital, T: 01292 610555

Pharmacy - The Co-operative Pharmacy,
14 Sandgate, Ayr, T: 01292 263973

Shopping - Ayr Central Shopping Centre,
T: 01292 880427

Train Services - Ayr Railway Station, Burns Statue
Square, Smith St, Ayr, Tel: 0845 7484950

Police - 1 King Street, Ayr, T: 01292 664000

Local Attractions

Burns Cottage & Heritage

The birthplace of Scotland's national bard Robert Burns.

Culzean Castle

An 18th century storybook castle gifted to the National Trust of Scotland in 1945 by the Kennedy family.

Heads Of Ayr Farm Park

Providing a great family day out for all ages and beautiful views across the Firth of Clyde

Odeon Cinema Ayr - 0871 22 44 007

Royal Troon & Turnberry Golf Courses

A visit to Ayrshire would not be complete without taking in one of the host of championship golf courses including two Open Championship venues.

Troon, Largs & Ardrossan Marinas

Three beautiful yachting marinas.

The Gaiety Theatre

Our local Theatre located in the heart of Ayr. For show listings please visit www.ayrgaiety.co.uk

Latest Information

For travel updates, information or advice, please contact Reception who will be more than happy to help.



Western House Hotel
Craigie Road, Ayr
KA8 0HA

T: 01292 294990
F: 01292 294980
www.westernhousehotel.co.uk

