



BALBIRNIE HOUSE

Guest Services Directory

Balbirnie House is today widely recognised as Scotland's top privately owned small luxury hotel. Dating back to 1777, this wonderful Georgian mansion is recognised as one of Scotland's finest Grade A listed houses of architectural and historic importance. Now caringly restored, Balbirnie is privately owned and managed by The Russell family. Today the house maintains the warmth and friendliness of its old days combined with the needs of today's house guests. Our emphasis is on the tradition of personal service.

Balbirnie is situated by Markinch, equi-distant from Edinburgh and St. Andrews in the heart of the ancient Kingdom of Fife. The House itself is the centrepiece of a 416 acre park, which is landscaped in the style of Capability Brown. The estate includes specimen trees and one of the most important rhododendron collections in Scotland. Views from the house extend over fine lawns, trimmed yew hedges and quite spectacular flowering borders to Balbirnie Park golf course – an undulating and scenic par 71 challenge.

Balbirnie as a destination can be as active or relaxing as the mood dictates – a leisurely walk in the park, a morning's golf, an afternoon visit to a local attraction, or just browsing through the shelves of the old library and relaxing by the fire. For the more energetic, the Kingdom of Fife and beyond offers a diverse range of recreational activities.

This directory is assembled for your assistance. Information has been arranged alphabetically for ease of reference. We would like to take this opportunity to indicate our willingness to discuss or assist with any of the information or indeed any other aspect of relevance to your stay. It is always our endeavour to ensure that our guests to Balbirnie feel at home and enjoy their visit as much as possible.

BABY SITTING SERVICE

Our babysitting service can be arranged with Reception and is charged at an hourly rate of £7.00 plus an additional charge of £7.00 for transportation costs.

BREAKFAST

Breakfast is served in our Orangery Restaurant each morning between 7.00am and 10.00am. Room service is also available with an additional tray charge of £4.00. If you have an early morning departure a light breakfast can be delivered to your room. Please arrange this with Reception the night before.

BUSINESS SERVICES

We have several business facilities which are available to all guests. Please contact Reception should you wish to use these services.

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|---------------|----------------|--------------|----------------|
| British Fax | £1.00 per page | Overseas Fax | £2.00 per page |
| Receiving Fax | £0.50 per page | Photocopying | £0.20 per page |

CAR HIRE

We can arrange Car hire for you between the hours of 9.00am and 5.00pm. Please contact Reception should you require this service.

CAR PARKING

If our car parking facility at the front of the hotel is full we have additional space to the rear of the hotel, as the signs indicate. Please do not leave articles of value in your vehicle. The hotel cannot accept liability for vehicles or contents.

CHECK-OUT TIME

We would kindly request that you vacate your room by 11.00am so that we may service your room for arriving guests.

CHILDREN

We are more than happy to warm up baby food and milk if required. A children's menu is also available in both of our Restaurants. Cots and highchairs are available from Reception.

CHEMIST

The nearest chemist is located in the village of Markinch. We also have a small selection of items available for purchase from the restrooms on the ground floor of the Hotel.

CINEMA

The nearest cinema is the Kino which is located in the nearby town of Glenrothes. Please contact Reception if you require any further information.

CONFERENCES / BANQUETS

We have a number of private rooms suitable for conferences and banquets, catering for between 2 to 250 guests. Please contact Reception for further details.

DINNER

The Orangery Restaurant

Sumptuously decorated in shades of silver, copper and chocolate, with floor to ceiling lunette windows and a glass roof ceiling, The Orangery offers a lovely dining guest experience, truly an occasion to remember. Open 7 days from 7.00pm to 9.00pm, we offer a four course dinner menu including canapés and coffee with petit fours priced at £38.50 per person.

The Balbirnie Bistro

The Bistro offers a more casual alternative, open seven days this restaurant offers a range of individually priced dishes, with a special three course fixed lunch menu priced at £12.95 per person. Our lunch menu is served between 12.00pm and 2.00pm and our dinner menu is served between 6.00pm and 9.00pm from Monday to Friday. At the weekend food is served from 12.00pm to 9.00pm.

The Chefs Table

This unique private room is available for parties of between 4 to 6 covers. Located directly alongside our main hot kitchen plating area, Diners are able to watch and hear our Chef's and the entire goings on in the kitchen during service. Camera linkups and screens also show dessert creations in the Pastry department. Open Monday to Sunday, we offer a seven course tasting menu including canapés and coffee with tablet priced at £55.00 per person or add on Wine Package @ £20.00 per person.

Light snacks are available out with these hours.

DOCTORS/HOSPITAL

Our local Medical surgery is located in the village of Markinch. Please telephone Reception for assistance. Our nearest hospital with an Accident and Emergency outlet is the Victoria Hospital in Kirkcaldy. Should you feel unwell and would rather speak to a medical expert directly please call the NHS 24 hour helpline on (9) 08454 242424.

In the event of an emergency please dial (9) 999

DOGS

With prior notification dogs are permitted in guest bedrooms (with an applicable charge per night) but not within the public areas of the hotel. Guests should provide suitable bedding. Please do not allow dogs to go on beds or chairs in the bedrooms. Please note that any damage to hotel property is chargeable.

DRYING ROOM

We have a drying room for golfing gear and outdoor clothing. Please leave items with the porter or contact Reception.

EARLY MORNING CALLS

Please advise Reception if you would like a wake-up call in the morning.

FIRE

The notice in guest bedrooms relating to fire alarms and exit routes should be read and understood. Any queries about the content of the notice should be directed to the hotel reception. Guests with any incapacity e.g. deafness, blindness or immobility, should advise reception on arrival for special attention in the event of fire. Fire alarms are generally tested at 11am on Wednesdays. Please check your nearest fire exit on arrival.

In the event of a fire please activate the alarm at the closest alarm point as exiting the building by breaking the glass. The Fire assembly point is in the main entrance car park at the front of the building.

FIRST AID

We maintain a comprehensive range of first aid requirements at Reception. Please note that due to legal reasons staff cannot provide pain relief medication to guests however, paracetamol can be purchased from the vending machines in both of the restrooms on the ground floor of the hotel.

GARAGE AND BREAKDOWN SERVICES

We can arrange for a local garage to assist with any vehicle maintenance. Listed below are the emergency breakdown numbers for the AA and RAC.

AA : 0800 887766

RAC : 0800 828282

GUNS

Under Scottish Law all fire arms must be securely locked in our gun storage cupboard. Please contact reception for full details.

HAIRDRESSING AND BEAUTY SALON

Hairdryers are provided in all of our bedrooms. This will be located within the wardrobe or dressing table drawers. Hair appointments at nearby salons can be made via Reception.

HEATING

All of our bedrooms have individual thermostat controls. The setting varies from '0' to '5' maximum. Should you require any assistance please contact Reception.

HOUSEKEEPING

Please contact Reception if you require an iron and ironing board, hot water bottle or additional pillows, blankets etc.

ICE CREAM

Operating under the name 'The Caledonian Kitchens' Balbirnie House Hotel is proud to produce its own Ice cream. This is served in both of our Restaurants as well as several other local restaurants and hotels. Two Litre tubs are available to purchase from reception.

INTERNET

Complimentary WiFi access is available in the lounge areas of the hotel.

KILT OUTFITTERS

Our nearest Highland Dress outfitters are Caledonian Kilts, 3 Albany Gate, Kingdom Shopping Centre, Glenrothes. Tel: (9) 755720

LAUNDRY SERVICES

A two day laundry and dry cleaning service is available Monday to Friday (except on Public Holidays).

Please inform reception before 9.00am if you have any laundry for collection which you require to have returned to your room on the following day at 5.00pm. A laundry list must accompany your items and can be found in your bedroom drawer.

LIBRARY

During your stay you are welcome to borrow books from our library on the ground floor. The nearest public library is located in the village of Markinch.

LOST PROPERTY

Should you unfortunately misplace or forget any personal items please contact our Reception team who will be more than happy to arrange postage for you. Please note that there will be a small charge for postage and packaging.

LUGGAGE

A porter is available to assist you with your luggage. Please contact Reception if you require any assistance.

MAIL AND PACKAGING SERVICES

This can be arranged for you and charged to your account. Please contact Reception.

NIGHTCLUBS / CASINOS

Local nightclubs are situated in Glenrothes, Kirkcaldy and Dunfermline. The closest Casino, G Casino, is situated in Dundee.

NIGHT PORTER

A Night Porter is on duty throughout the night. Should you require any assistance please dial '0'. Room service is also available throughout the night.

PETROL STATION

Our nearest 24 hour petrol station is located at Bankhead Industrial Estate in Glenrothes- just a few minutes' drive away. Please ask Reception for directions.

POST OFFICE

Our nearest post office is located in the village of Markinch. Reception will also happily send mail on your behalf which can be charged to your room account

PRIVATE DINING

The Garden Room is a lovely venue for private lunch and dinner parties for up to sixteen guests. The West Room caters for larger parties of up to fifty guests, thereafter The Ballroom for up to two hundred guests. We would be delighted to discuss special menus for such occasions and suggest wines to accompany these. The Balbirnie Bistro, originally the old kitchen of the house, can also be used for private entertaining and provides a relaxed and informal setting.

RAIL LINKS

Markinch has its own train station with connections to Edinburgh, Dundee and Aberdeen. For enquiries contact reception or dial (9) 01592 757219 for Markinch, or (9) 0131 556 2451 for Edinburgh. Alternatively, you can visit their website www.nationalrail.co.uk.

RELIGIOUS SERVICES

Our nearest church is Church of Scotland in the village of Markinch. The Sister of Notre Dame is our nearest Catholic Church and this is situated in the nearby town of Glenrothes.

ROAD LINKS

Balbirnie House is situated close to good road links for all the major cities in Scotland. Please ask Reception to assist you with any travel plans you may have. Maps of Scotland are available.

ROOM SERVICE

24 hour room service is available for refreshments and orders may be placed with Reception or the Night Porter. Please refer to the Room Service menu in your bedroom.

SHOPPING

The local towns of St. Andrews, Kirkcaldy and Glenrothes all have a number of shopping outlets worth a look.

For the best shopping, head for historic Edinburgh, some 40 minutes away with excellent shopping facilities around the city centre (particularly Prince's Street and George Street), alternatively you can visit cosmopolitan Glasgow, one and a half hour's drive away with great shopping facilities available around the Buchanan Street area.

SMOKING

It is the policy of Balbirnie House Hotel that all areas of the hotel are smoke free. Smoking is prohibited throughout the hotel with no exceptions; this policy applies to all employees, customers, members and visitors. The law makes it an offence to smoke in most public premises. Should it be suspected that smoking within the premises has occurred, Balbirnie House Hotel reserves the right to add a supplement of £50.00 per person in order to adequately launder soft furnishings and drapes.

SPECIAL DIETS

Please inform our waiting staff if you have any special dietary requirements and Chef will be more than happy to prepare something suitable for you.

TAXIS

Taxis can be ordered via Reception.

TELEPHONES / MODEM LINES

Should you require any services from Reception, dial 'O'

Dialling Instructions

Dial '9' for an outside line

Dial 'O' for Reception

To call another room, please dial the room number

International Dialling Codes - dial 00 followed by the country code below then the area code

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|----------------|----------------|-----------------|-------------------|------------|
| Australia 61 | Austria 43 | Belgium 32 | Brazil 55 | Canada 1 |
| Denmark 45 | Finland 358 | France 33 | United Kingdom 44 | Germany 49 |
| Greece 30 | Hong Kong 852 | India 91 | Ireland 353 | Italy 39 |
| Japan 81 | Luxembourg 352 | Mexico 52 | Netherlands 31 | Norway 47 |
| Portugal 351 | Singapore 61 | South Africa 27 | Spain 34 | Sweden 46 |
| Switzerland 41 | USA 1 | | | |

TELEVISION

Your remote controlled television receives many major channels. Please ensure the televisions are ALWAYS left on standby.

THEATRE

Roths Hall is our nearest theatre, located in Glenrothes. Seasonal programmes throughout the year incorporate theatrical productions, musical entertainment from classical to pop concerts.

TOILETRIES

We have a range of items available for purchase from the ground floor restrooms.

TOURIST INFORMATION

Our nearest tourist information office is located within the Kingdom Centre, Glenrothes.

Useful numbers are listed below.

Glenrothes Tourist Office: 01592 756684

Edinburgh Tourist Office: 0131 537 2727

St Andrews: 01334 72021

Leven: 01333 29464

Inverness: 01463 234353

VALUABLES

Articles of substantial value may be left in our hotel safe. Please note that we have limited space available. Please contact Reception if you wish to use our safe.

WINE LIST

We offer an extensive selection of wines and contained within the original old cellars of Balbirnie in dusty splendour are some of the most distinguished labels in the world. Some of these wines may require a period of time to chambre. Wine lists can be obtained through Reception.