



**THE
WATERSIDE
HOTEL**

**GUEST
INFORMATION**

(updated for Covid-19)

watersideayrshire.com



Welcome to The Waterside Hotel. We hope you have a most enjoyable stay with us.

The Waterside Hotel is part of the family owned SimpsInns group with award winning Hotels, Restaurants, Bars, Golf and Leisure across Ayrshire.

‘Privately Owned, Proudly Independent’, we aim to exceed guests’ expectations at every opportunity. Our friendly and passionate team are here to ensure your stay with us meets your every need.

If we can be of any further assistance please contact Reception (Dial 0).

Please take a moment to read through this Guest Information booklet, which provides details to make your stay even more enjoyable.

BREAKFAST & DINING

Please Note all menus can be accessed online [HERE](https://www.watersideayrshire.com/en/food-drink/) rather than printed copies in rooms <https://www.watersideayrshire.com/en/food-drink/>

Breakfast

Served daily in the restaurant 7am -10am

A varied Continental selection or full traditional Scottish breakfast is available. Room Service breakfast is available if ordered with the reception team the previous day.

(Please note a £5 supplement charge per tray applies for Room Service).

Restaurant and Bar

Open daily from 9am *(Please check Reception for closing times)*

Meals and snacks served in The Waterside Restaurant and Bar or enjoy al fresco dining on the verandah or private beach garden. Choose from our extensive menu selection with a variety of traditional Scottish, contemporary and seafood dishes.

BOOK DIRECT BEST RATE GUARANTEE

By booking direct we promise you a Best Rate Guarantee

Benefits of Booking Direct

- First and foremost we guarantee you the best rate available for your stay
- Possible upgrades (subject to availability)
- All direct booking customers enjoy a complimentary upgrade package in their rooms on arrival
- 10% discount when booking online
- All direct booking customers enjoy complimentary use of the gym, spa and leisure facilities at Gales Golf:Leisure:Spa*

Book directly with us online at any of our hotel websites:

gailshotel.com

watersideayrshire.com

oldloansinn.co.uk

or call 01294 204040

Please note: General terms and conditions apply

** Gales Golf:Leisure:Spa is located at our sister property, The GalesHotel, KA11 5AE, and is 10 minutes by car.*



watersideayrshire.com



ROOM SERVICE MENU

(Please note: £5 supplement charge per tray applies)

Room service is available from the main a la carte menu until 9.30pm.
If you would like food after this time, this must be pre-booked before 9.30pm
from the selected menu below:

SANDWICHES

with salad garnish and crisps, choose white or brown bread

PRAWN AND CUCUMBER 7.45

with spinach and marie rose

TUNA 6.95

with mayonnaise and spring onion

SPICY CHICKEN MAYO 6.95

with oven roasted peppers and red onions

MOZZARELLA AND TOMATO 6.95

with pesto (V)

We have risk assessed our kitchens' allergens; because of the nature of our food operation, we cannot fully guarantee that any food will be completely free from these allergens. If you have an allergy, please speak to a member of our team before ordering. Full allergen/nutritional information is available on request.

HOTEL INFORMATION

Check Out

The hotel's check out time is 11am. Should you wish to extend this time, please contact Reception (Dial 0). An additional charge of £10 per hour or part thereof applies.

Express Check Out

If you have chosen the Express Check Out option at registration, you may leave the hotel without contacting Reception. All charges will be made to the credit/debit card supplied and a copy of your bill will be emailed or posted to you. Alternatively, you may prepay your account on the night before departure.

Fire Alarm

In the event of a fire alarm sounding the alarm will be silenced after 30 seconds. Please evacuate the building if the alarm resounds or is constantly ringing. Leave the building through your nearest fire exit, which is displayed on the back of your bedroom door. Please familiarise yourself with this plan.

Once outside the building, please follow signs to the assembly points. The main assembly point is opposite Reception in the car park. Please follow instructions and directions given by staff at all times. If you require assistance during an evacuation, please contact Reception by dialling 0.

No Smoking

We have a no smoking policy in all bedrooms. Thank you for not smoking in this room. An £100 penalty applies to fumigate and deep clean the room.

HOTEL SERVICES

Complimentary Wifi

Guests and hotel residents enjoy complimentary Wifi throughout the hotel. Please ask Reception for the most up to date Wifi password.

Best for Business

If you require a print out for travel documents or boarding passes, the Reception team can assist. Documents should be emailed to info@watersideayrshire.com or supplied on a USB memory stick. Large quantities of documents for business and conferencing are chargeable.

Fax and photocopying service available during regular working hours. This service is chargeable.

Car Parking

Complimentary car parking is available for hotel guests. The proprietors cannot accept responsibility for any loss or damage to cars parked in the hotel car park. We advise against leaving valuable possessions in your car.

Laundry / Ironing

Full laundry and ironing services can be arranged through an external local laundry. Please ask Reception for details. Please leave the laundry bag and list at Reception before 8am for next day delivery. Remember to clearly mark your name and room number. *(No service on Sundays or public holidays).*

Dry Cleaning

Guests' clothing can be sent for dry cleaning.

ROOM SERVICES

Tea / Coffee

Please enjoy complimentary tea and coffee making facilities in your room.

Fresh Milk

If you require fresh milk please contact Reception by dialling 0 on the bedroom telephone

Telephone Rates

All external phone calls from your room are chargeable. Please Dial 9 for an outside line, followed by full dialling code and number.

UK Local:	30p per minute
UK National:	40p per minute
UK Mobile:	90p per minute
International:	£1.90 per minute

Pillows

Additional pillows can be found on the upper shelf of the wardrobe in your room.

Newspapers

A newspaper can be delivered to your room if ordered before 10pm the previous evening.

ROOM SERVICES

Television

All bedrooms are equipped with state of the art flatscreen Smart televisions. To choose channels please use remote control. For more information please contact Reception (Dial 0).

Channels

101. BBC 1 Scotland	200. BBC Red Button
102. BBC 2	601. BBC BR 1
103. STV	
104. Channel 4	700. BBC Radio 1
	701. BBC R1X
14. More 4	702. BBC Radio 2
15. Film4	703. BBC Radio 3
28. E4	704. BBC Radio 4
33. STV +1	705. BBC R5L
45. Film4 +1	706. BBC R5L X
	707. BBC 6 Music
120. CBBC	708. BBC 4 Ex
121. CBeebies	709. BBC Asian Net
123. CBBC HD	710. BBC World Serv
130. BBC News	719. BBC Radio Scot
131. BBC Parliament	720. BBC R n Gaidhael

Power Supply

The standard electrical current is 220 volts. Appliances with 110-115 voltage will require a transformer and plug adaptor. We have a limited supply available at Reception.

Gailes

Golf : Leisure : Spa

All direct booking customers are welcome to complimentary use of the facilities at Gailes Golf:Leisure:Spa at our sister property, The Gailes Hotel on Marine Drive, Gailes (KA11 5AE)

Facilities include:

- State of the art gym
- Studios and classes
- Jacuzzi, sauna, steam room and relaxation area
- Extensive range of beauty and spa treatments with Espa products
- PGA Professionals and Teaching Academy
- Nine-hole resort golf course
- Short course
- Floodlit Driving Range
- Affordable Golf retail shop

Towels

The Reception team at Gailes Golf:Leisure:Spa will provide you with towels. Please show your room key and card.

Opening Hours

Monday – Friday 6.30am – 10pm

Saturday & Sunday 8am – 7pm

Contact

T: 01294 316090

E: reception@gaillesgolfleisure.com

Please note: Gailes Golf:Leisure:Spa is 20 minutes from The Waterside Hotel by car. Golf, treatments and classes are chargeable.

Treatment Price List

Price list can be viewed online at gaileshotel.com/en/health-club-spa/

ESPA FACIALS

Express Facial	(30 mins)	£30
Deluxe Facial	(50 mins)	£46
Ultimate Revitalising Facial	(60 mins)	£56

CRYSTAL CLEAR – MICRODERMABRASION

Express Microdermabrasion	(30 mins)	£34
Microdermabrasion	(50 mins)	£58
	(Course of six)	£290
Ultimate Microdermabrasion	(70 mins)	£79
	(Course of six)	£395

ULTIMATE RELAXATION THERAPIES FROM ESPA

ESPA Total body care	(80 mins)	£67
ESPA Total body care with hot stones	(1hr 45 mins)	£84
ESPA Blissful back, face and scalp massage	(80 mins)	£67
ESPA Blissful back, face and scalp massage with hot stones	(1hr 45 mins)	£84
ESPA Pre-natal treatment	(75 mins)	£67
ESPA Body scrub	(20 mins)	£30
Oriental head massage	(20 mins)	£30

ESPA ENVELOPMENTS (50 MINS)

ESPA Restorative mud wrap	£58
ESPA Detoxifying algae wrap	£58

MASSAGE THERAPIES

Traditional back, neck and shoulders	(30 mins)	£29
Traditional full body	(50 mins)	£42
Aromatherapy back, neck and shoulders	(30 mins)	£31
Aromatherapy full body	(50 mins)	£45
Hot stone therapy back, neck and shoulders	(30 mins)	£35
Hot stone therapy full body	(50 mins)	£50

REFLEXOLOGY

45 minute treatment	£45
Course of six treatments	£220

BEAUTY TREATMENTS MAKE UP

30 minute appointment	£34
-----------------------	-----

FAKE BAKE SPRAY TAN (20 MINS)

Full body	£23
Half body	£14

EYELASH AND EYEBROW TREATMENTS

Combined eyelash and brow tint	£18
Eyelash tint	£14
Eyebrow tint	£9

Treatment Price List

Price list can be viewed online at gaileshotel.com/en/health-club-spa/

WAXING

Full leg, bikini line and underarm	£36
Full leg, bikini line or underarm	£30
Half leg, bikini line and underarm	£32
Half leg, bikini line or underarm	£26
Eyebrow and lip or chin	£12
Full leg	£26
Half leg	£18
Half arm (below elbow)	£12
Bikini line	£11
Underarm	£11
Eyebrow or chin	£9
Lip	£8

Body waxing for men

Eyebrows	£9
Full legs	£32
Back	£28
Chest	£28

MANICURES AND PEDICURES

File & polish	(20 mins)	£15
Deluxe manicure or pedicure	(40 mins)	£30
Ultimate manicure or pedicure treatment	(60 mins)	£42
Shellac™ hybrid nail colour	(45 mins)	£27
Minx Nails	(45 mins)	£27

SPA DAYS (contact reception for further details)

Deluxe Spa Package	£85
Deluxe Spa Day	£115
Deluxe Club Pamper Day	£175

BRIDAL PACKAGES

(contact reception for further details)

Bridal makeup	£59
Ultimate bridal beauty package	£179

MORE FROM SIMPSINNS



The Gailes Hotel (gailshotel.com)

Our flagship hotel with 40 bedrooms, Penthouse, banqueting suite and adjacent golf courses.
Marine Drive, Gailes, KA11 5AE



Old Loans Inn (oldloansinn.co.uk)

Award winning country country pub, restaurant and bespoke hotel on the outskirts of Troon.
Main Street, Loans, Troon, KA10 7EX



Si! Bar:Restaurant (si-restaurant.co.uk)

Popular bar and restaurant with excellent food and private dine options. City dining here in Ayrshire.
Kilwinning Road, Irvine, KA12 8RU



Gailes Golf:Leisure (The Gailes)

State of the art gym, spa and beauty. Nine hole golf course, driving range and PGA Academy.
Marine Drive, Gailes, KA11 5AE



Si! Spa at The Gailes (The Gailes)

A brand new spa, wellness and leisure development for The Gailes Hotel - for residential and day guests.
Marine Drive, Gailes, KA11 5AE



GG's Coffee Shop & Sports Lounge (The Gailes)

Part of The Gailes complex with food served all day and the ideal stop-off before or after your activities.
Marine Drive, Gailes, KA11 5AE