

—
Directory
—



—
THE RAE BURN
Nº 112 RAE BURN PLACE
Stockbridge Edinburgh EH4 1HG
T: +44(0)0131 332 7000
E: info@theraeburn.com
W: theraeburn.com
—



Directory



ADAPTORS

If your electrical equipment does not have a plug suitable for the
UK - 3 pin socket, we will be happy to lend you an adaptor.
Please note these are not electrical convertors.

AIRPORT TRANSPORTATION

Edinburgh International Airport – 8 miles from The Raeburn

Glasgow International Airport – 55 miles from The Raeburn

Prestwick International Airport – 78 miles from The Raeburn

We would be delighted to arrange transportation to these airports via
our nominated taxi company. Advance reservations are recommended.
Contact Reception on your telephone to organise this.

BAR & RESTAURANT

The bar is open throughout the day from 7am.

Breakfast is served daily from 7am - 11.45am

Lunch is served from 12pm - 5.30pm

Dinner is served from 6pm - 9.45pm

With the exception of Sundays when we offer an all day menu from
12pm - 8.45pm

To make a reservation please contact reception at any time
– bookings in advance recommended. Room service is also available
during service times.





Directory



CAR PARKING

Car parking spaces are available at the hotel however subject to availability. Alternatively there is on street parking which is metred around the hotel. There is no charge between 5.30pm and 8.30am Monday to Friday and at weekends.

CHECK-OUT TIME

Check-out time is 11.00am.

You are welcome to enjoy all that The Raeburn has to offer after this time but we ask that you have your belongings ready and left at reception before 11am. Your baggage will be stored until you are ready to leave. Late check-outs can be arranged at an additional charge however they are subject to availability.

CHURCH SERVICES

For information regarding local church services please contact reception.

CONCIERGE

Our concierge team will be delighted to take care of all the little things that add up to a memorable stay. They know the local area and can assist you with your arrangements for car hire, leisure, local activities and places of interest. Select the reception button on your telephone for assistance.





Directory



DIALING WITHIN THE HOTEL

All bedroom telephone numbers are four digits beginning with the number 1

For example:

for room 1 dial 1001

for room 4 dial 1004

DO NOT DISTURB

To ensure peace and privacy in your room a 'Do Not Disturb' cushion can be found on the internal handle of your door; please hang this from the outside handle.

DRESS CODE

There is no formal dress code at The Raeburn.

FLORIST

We would be delighted to help with any floral requirements you may have. Please select the Reception button on your telephone.

GIFTS & GIFT VOUCHERS

You may wish to purchase a Raeburn gift as a memento of your stay with us. Please see the in room charge card. We also offer a selection of Raeburn gift vouchers such as Overnight stay, Dinner, Afternoon tea or monetary value vouchers and these can be purchased at Reception or online by visiting our website, www.theraeburn.com.





Directory



GOLF

Scotland is the Home of Golf, with famous Links courses such as St Andrews Old Course and sweeping parkland courses such as Bruntsfield. Edinburgh has a variety of courses enjoyed by guests from all over the world. For more information or help with making arrangements please contact Reception.

HAIRDRYERS

A hairdryer is located in your desk drawer.

HOUSEKEEPING

For extra towels, linen, pillows and other room amenities please select the Reception button on your telephone.

HOUSEKEEPING SERVICE

Rooms are serviced daily between the hours of 9am and 2.00pm.
If you would like to request a specific time or discuss special requirements, please select the Reception button on your telephone.





Directory



INTERNET ACCESS

You can access high speed Wi-Fi throughout the main hotel building by connecting to The Raeburn and no password is required.

LAUNDRY SERVICES

We can arrange a full laundry, dry cleaning and pressing service which we source from an external dry cleaner. The cost of which will be applied to your room bill. Same day service is not available on Sunday's.

Please contact reception if you require laundry services.

LOST PROPERTY

If you feel you have lost any personal article we will make every effort to assist you in their safe return.

LUGGAGE ASSISTANCE

Our reception staff will handle your luggage service needs 24 hours a day. Please select the reception button on your telephone for assistance.





Directory



MAIL

Any personal mail delivered to the Hotel prior to arrival is passed to you upon check-in. Mail arriving after you have arrived and checked-in is delivered to your room on the day it is received at the Hotel. There is also a Post Office 100 yards along Raeburn Place.

MANAGER ON DUTY

If you wish to speak with the duty manager for any reason, please select the Reception button on your telephone. We will arrange for the manager to contact you. The duty manager is available 24 hours a day.

MUSIC

A preloaded iPod is on the iPod Docking station in your room

NEWSPAPERS

A selection of newspapers are available 7 days a week and are located in the bar area. For other daily and Sunday newspapers, please select the Reception button on your telephone. We will be pleased to take your order and have your chosen newspapers delivered to your room.





Directory



OUTSIDE CALLS

For an outside line please just dial the number you require. Local calls are free of charge. All national, mobile and international numbers have been blocked – should you wish to use please contact Reception on your telephone.

ROOM SECURITY

There is an internal lock on the door for use while in your room. Only staff of the hotel should contact you prior to arriving at your door.

TEA & COFFEE MAKING FACILITIES

You will find a hospitality tray in the partner desk. If you would like to request additional teas, coffees or milk please select the Reception button on your telephone.

TELEVISION

To use, simply switch on and use the remote control to navigate through the menus.





Directory



VALUABLES

In accordance with the Hotel Proprietors Act 1956, a copy of which is displayed in the lobby, we cannot be held responsible for any items left in guest rooms. All articles of value should be locked in your room safe or deposited in the safe in the manager's office.

VEHICLES

The Raeburn will not be held responsible for any vehicles, or the contents thereof, left outside, either on or off premises belonging to the Hotel. Our staff have instructions to give all possible assistance to guests to ensure the safety of their vehicles and contents, but we cannot, in any circumstances, accept liability in respect thereof.

WAKE-UP CALLS

Please select the Reception button on your telephone to arrange your wake-up call.





Directory



SAFETY & SECURITY

Your safety and the security of your personal property are of the utmost importance to us. We urge you to take advantage of the following suggestions and should you have any further queries or ideas with regards to safety and security around the Hotel, please feel free to contact the manager on duty. This can be done by selecting the Reception button on your telephone.

SAFE DEPOSIT BOXES

Do not leave money or valuables lying in your room. Instead place them in the safe located in your wardrobe or make use of the safe deposit boxes at reception - for which there is no charge. Your attention is drawn to the Hotel Proprietors Act 1956, a copy of which is displayed in the lobby.

DOUBLE LOCK

For additional security, please utilise the lock provided on your door upon entering. This will prevent the door from being opened by anyone else.





Directory



ADMITTANCE

Do not admit anyone to your room without first making identification. If you are in any doubt as to the person's true identity, please select the Reception button on your telephone for assistance.

KEYS

Please safeguard your key. Do not give your key to others.

SMOKING POLICY

The Scottish parliament passed a legislation to protect people in Scotland from the effects of passive smoking. This legislation came into effect on 26 March 2016 therefor smoking is no longer permitted in enclosed public spaces such as bars, restaurants with the only exception being designated smoking rooms.

Please not all our rooms are non-smoking.

Given the legislation passed, we are bound by law to enforce this. If you are found to be smoking in one of our rooms a charge of £100 will be added to your bill.





Directory



FIRE PROCEDURES

When you check in, please make note of the following:

- Locate the nearest fire exits;
- Count and remember the number of doors between the exits and your door;
- Open exit doors and examine the staircase layout;
- Locate the nearest break glass alarm point and fire extinguisher.

Inspect your room:

- Study the layout of your room and determine anything that might help or hinder possible emergency exiting;
- Read all fire emergency information provided, including the layout on back of door;

When you are in the room, always keep your room key close to your bed. Please also note that regular fire alarm tests are conducted around the Hotel, prior notification will be distributed to all guests.





Directory



FIRE PRECAUTIONS

The notice in your room relating to fire alarms and exit routes should be read and understood. Any queries about the contents should be directed to our manager on duty by selecting the Reception button on your telephone. If you have any incapacity (eg deafness, blindness or immobility) you should advise Reception on arrival. We will ensure you receive special attention in the event of a fire.

FIRE

On discovering a fire:

- Operate nearest Fire Alarm and inform the Reception
- Leave Hotel by nearest exit – DO NOT USE THE LIFT.
 - Inform nearest member of staff of your actions and location of fire if possible.
- Assemble at the entrance of Portgower Place at the side of the Hotel. Hotel staff will be in attendance at the area.



If you hear a fire alarm (continuous klaxon):

- Leave Hotel by nearest exit – DO NOT USE THE LIFT.
- Assemble at the entrance of Portgower Place at the side of the Hotel. Hotel staff will be in attendance at the area.





Directory



We hope that these procedures will contribute to your comfort
and well-being during your stay at The Raeburn.

THE RAEBURN
N^o 112
RAEBURN PLACE
Stockbridge Edinburgh EH4 1HG
T: +44(0)0131 332 7000
E: *info@theraeburn.com*
W: *theraeburn.com*

