

Guest Information

ROSSLEA HALL HOTEL

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VICTORIA XU HOTELS
EST. 2014



A warm welcome to the award winning Rosslea Hall Hotel

Dear Guest,

Welcome to the four-star Rosslea Hall Hotel. I trust you had a pleasant journey. I do hope your visit is an enjoyable one and if there is anything we can do to make it more comfortable, please do not hesitate to contact any member of my team.

We are situated at The Gateway to the Highlands, a wonderful part of our country with some of the most stunning scenery in Scotland. Well known for its historic castles and fine whisky. For further details on walks, attractions and other leisure activities, please see the information guides which are located on the ground floor around the main foyer. Alternatively, please speak to any of the team, we will be delighted to help you.

Within the Guest Information booklet, you will find a summary of services and information. However, should you not find the information you require, please contact reception on ext. 300.

Our 30 well appointed bedrooms, all of a very high standard, are complete with the facilities you would expect from a quality country house hotel, including Wifi and free view flat screen televisions. Many also have stunning views of the Firth of Clyde and the west coast.

The Fruin Lounge is also situated on the ground floor and offers a comfortable relaxing atmosphere where beers and wines from around the world can be sampled – we also stock a fine selection of Malt whiskies. You can dine in the Fruin Lounge which has its very own menu.

Our conference centre and conservatory can accommodate 2 to 150 guests for weddings, conferences and other social gatherings. It also has fantastic views of the garden and the Firth of Clyde. Should you wish for a tour of the facilities or to receive further information please do not hesitate to contact reception.

Thank you for choosing to stay with us and I sincerely hope you will visit again in the future to enjoy our hospitality.

Yours Sincerely,
Lynn Graham
General Manager



Useful Information

Allergies

Please advise us when booking if you have any specific dietary requirements/allergies so we can make your stay as Rosslea as comfortable as possible.

Baggage

If you require any assistance with your luggage, please ask any member of staff and arrangements will be made

Breakfast

Served in the Garden Rooms, situated on the ground floor and is available from 7am – 10am, Monday – Friday and 8am – 10am, Saturday & Sunday.

Check In/Out

Check in is from 2pm onwards (earlier by prior arrangement subject to availability, costs apply) Check out, please kindly vacate the room by 11am

Charge to Room

Should you wish to make use of this facility during your visit, please contact reception to have your card authorised. Please note you will need to present your keycard each time you wish to charge your room.

Fire & Emergency

The hotel is fully equipped with fire prevention devices. For your additional safety please familiarise yourself with fire alarm locations, exit notes and fire safety guides located on the back of your room door. Should you discover a fire please raise the alarm.

Housekeeping

Your room will receive a full service daily. Hours of operation are Monday – Sunday, 8am – 4pm. Please leave any towels you require changing in the shower or bath. If we are unable to access your room during these times we will unfortunately be unable to service it, however additional towels, toiletries and refreshments are available, please request these from reception.

Laundry

Should you require a laundry facility please complete your in-room card and leave it on your bed along with your bag of laundry. Please note this service operates from 8am – 4pm. For convenience you will find an iron and ironing board inside the wardrobe.

Mail

Incoming and outgoing mail services are available from the reception.

Telephone

Glasgow Airport – 0344 481 5555

Lomond Doctors – 01389 751717

NHS 24 – 111

Local Taxi – Neptune Taxis: 01436 676666 Helensburgh Taxis: 0800 138 9234

Dentist – Clydeview Dental Practice: HO 0141 847 0775

Train Station – 0344 811 0141

Tourists Info – 01436 672642

Please note our reception team are available on ext. 300 and will be very happy to help you with any of the above and any other requirements you may have

Smoking

We operate a strict NO SMOKING policy throughout the hotel. Please note a charge of £75.00 will be applied to anyone found smoking in their room.

Wi-Fi

FREE Wi-Fi available throughout the hotel.

Food & Beverage

Breakfast (Served in the Garden Rooms)

A full Scottish cooked or continental breakfast is available from 7am - 9.30am Monday to Saturday and 8am - 10am Sunday.

Fruin Lounge

Open 12pm daily

Serving food Monday, Tuesday and Wednesday 5pm - 8:30pm | Friday & Saturday 5pm - 8:30pm

In Room Dining

The full menu is available in your room until 9:30pm. Those marked with a * are available 24hrs. Please note a tray charge applies.

Beverages

Our bar facilities are open from 11am and offer a wide range of hot and cold refreshments. These facilities are available 24hrs for residents.

Please note only food purchased on the premises may be consumed on the premises.

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EST. 2018