

Welcome to The Park Hotel

May we take this opportunity to inform you of all the services and facilities available to you during your stay.

Arrival/Departure

Rooms are not guaranteed available until after 3.00pm on day of arrival.

Guests are kindly requested to vacate rooms by 11.00am on day of departure.

Charging Items

Please ensure that you carry your key card holder with you at all times as a signature check is required to verify all charges.

Chargeback facilities are only available if you have left a pre-authorisation with reception.

Blues Restaurant

Located on the first floor of the Hotel, Blues is open for breakfast, lunch and dinner:

Breakfast

Monday – Saturday from 07.00 until 10.00

Sunday from 08.00 until 10.00

Lunch

Monday – Saturday from 12noon until 14.30

Sunday from 12noon until 21.00 (Sunday Roast menu available all-day)

Dinner

Monday – Friday from 17.30 until 21.30

Saturday from 18.00 until 21.30

Sunday from 17.00 until 21.00

Room Service

Blues Restaurant meals are available in your room during the times above and all menus are in this booklet.

An extensive range of sandwiches is also available 24 hours.

Please dial 314 and place tray outside your room when finished and we will come to collect.

Coffee Shop

Our Coffee Shop, on the ground floor, serves freshly ground coffee; home baking and homemade soup as well as a full range of light snacks and refreshments during the day and becomes our main bar in the evening. Open from 9am, Monday to Saturday, and from 11am on Sundays, but with 24 hour drinks service and hot and cold snacks available for residents all day.

Our evening bar supper menu is available from 5pm.

The Player Sportsbar

The Player Sportsbar is located in the West Stand of the football stadium, adjacent to the Hotel.

Open daily, this funky and friendly bar offers a range of live entertainment as well as showing many major sporting events from around the globe on six wide screen TV's. Now serving snacks.

Kilmarnock Fitness Centre

We are confident that with the help of our friendly, fully qualified staff and equipment from Technogym your visits to The Centre's Gym will be productive and enjoyable. Steam room and sauna are also available.

Hotel residents enjoy complimentary use of the Fitness Centre, and can participate in any of the fitness classes for only £3.50.

This is located next to the stadium on Rugby Road. Opening times are as follows:

Monday to Friday from 07.15 until 22.00

Saturday and Sunday from 09.00 until 17.00

Internet Access

Free wireless internet access is available throughout the hotel. No password is required; simply connect to the "ParkHotel" network. A surge protected, four plug extension lead is supplied for use with your laptop computer or other electronic equipment. This can be found in a drawer under the television. If removed, a charge of £25.00 will be debited from your credit/debit card details held at reception.

Televisions

Freesat is available in all bedrooms on our 37" HD televisions. There is a Freesat channel menu in every room. To receive Sky Sports 1, 2 or 3 & ESPN Press TV on the remote and select Analogue. For parental guidance adult channels have been removed.

Ironing

Should you require the use of an iron & ironing board during your stay, please dial '0' and one will be brought to your room.

Laundry/Dry Cleaning

The Park Hotel offers a same day Laundry/Dry Cleaning service for our guests. Should you have any items you require laundered, please inform reception by 09.00 and your items will be returned late afternoon. A laundry bag and price list can be found in a drawer under the television.

Please note that this service is available Monday to Saturday, but excludes Wednesdays, Sundays and public holidays.

Extra Pillows

There are four pillows in every room. Should you wish any more, please dial '0' for reception who will be happy to help with your requirements.

Cushions

Scatter cushions in each room are for decorative purposes only. Should you require extra pillows please dial '0' for reception. Should any cushions be removed there will be a charge of £25.00 per cushion debited from your credit/debit card details held at reception.

Toiletries

Complimentary toiletries are located in your bathroom. In case you've forgotten anything, an extensive range of additional high street branded items is available from reception at a small charge.

Bathrobes

Please accept the use of these bathrobes with compliments. Should you however remove them from the room on departure a charge of £25.00 per robe will be debited from your credit/debit card details held at reception.

Duty Manager

There is a Duty Manager available from 07.00 until 23.00 daily. Please contact reception should you wish to discuss any aspect of your stay. Night porters are on duty from 23.00 until 07.00 and, should you require any assistance during the night, please dial '0' from your phone.

Smoking

The entire hotel operates a full non-smoking policy, and has designated areas for smokers; failure to comply with this will result in an automatic £50 fine from your credit/debit card and you may be asked to leave the premises. If you have any queries regarding this please dial '0' for reception who will be delighted to answer any question.

Morning Call/Newspapers

If you would like to request an early morning alarm call or to order a newspaper, please dial '0' for reception.

Please note there is an additional charge for newspapers.

Fax and photocopying service

Please speak to reception should you require any documents faxed or photocopied. There is a small charge for this service.

Religious Services

There is a Gideon Bible located in each bedside table. Please contact reception for times and locations of services.

Doctor

Should medical assistance be required please contact reception by dialling '0' on your telephone.

Taxis

Taxis can be booked through reception. Please dial '0' on your telephone.

Phone Numbers

Reception – 0 Blues Restaurant - 314 Coffee Shop – 317 The Players Sports Bar – 319
Kilmarnock Fitness Centre – 326 To dial another room - Dial room number Outside line - Dial 9, then the number
Should you require any local phone numbers, a telephone directory is available at reception.

Thank you for choosing The Park Hotel. We sincerely hope that you will have a comfortable and enjoyable stay and, if you require any further information, please don't hesitate to contact reception who will be delighted to help.