

A Very Warm Welcome to Ednam House Hotel

Welcome to Ednam House Hotel, our historic hotel in the heart of Kelso. Ednam House has long been well known for its warmth and hospitality and today we strive to keep this special atmosphere alive to provide guests with a home-from-home from which to explore this idyllic region.

To ensure your safety, and that of our teams, we're having to do things a little differently around the hotel these days and have implemented a range of social distancing measures throughout the property. We want you to enjoy a night away with the reassurance that our hotel is as safe as it possibly can be - and when it comes to providing hospitality that's warm and welcoming, it's business as usual.

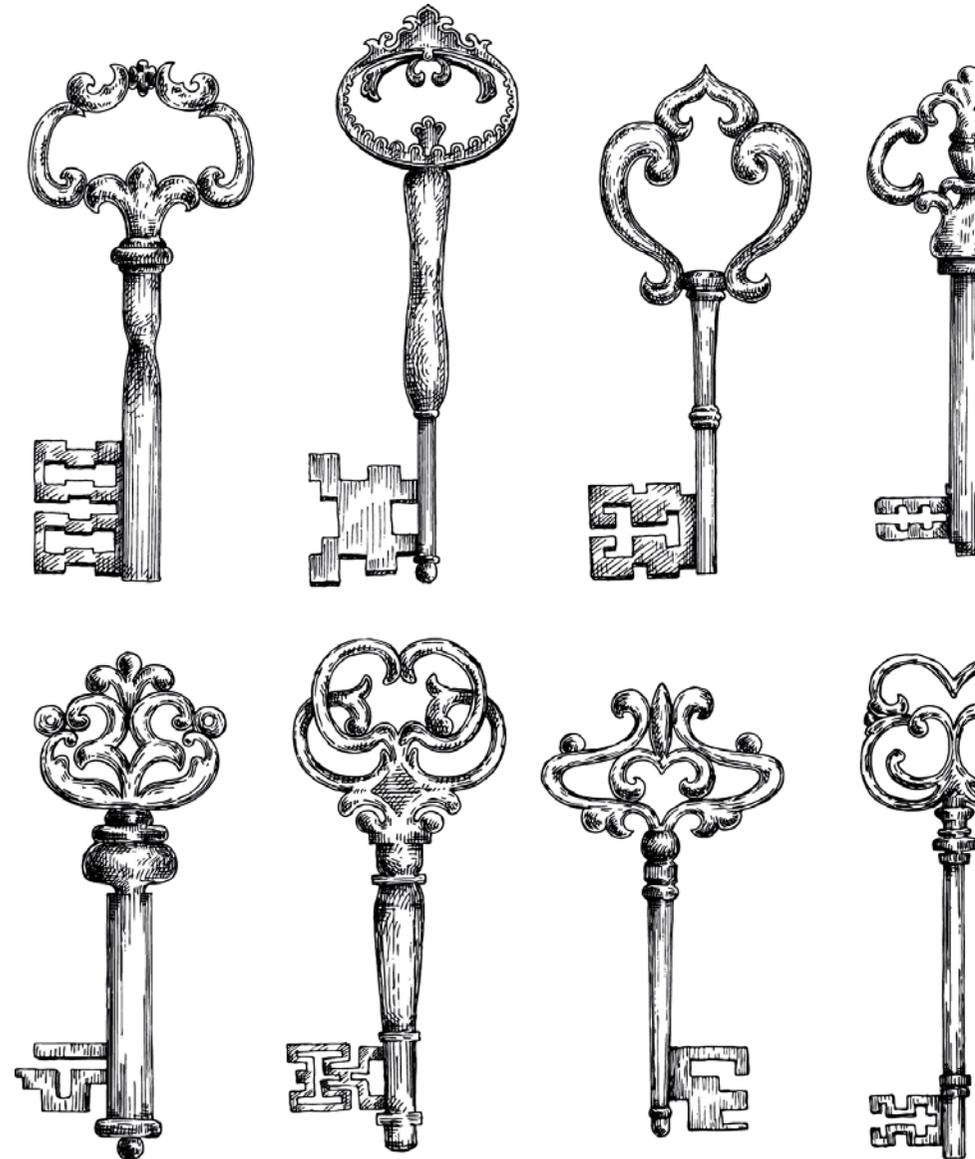
We have taken great care in preparing the room for you and making sure that all accessories and little extras are included for your comfort. However, should we have omitted anything from your room or if you have any other requests, please do not hesitate to contact Reception.

The following pages are meant as a guide to our facilities, however if there is anything we may assist you with please ask any member of my team who will be happy to help.

I trust you have an enjoyable stay and find plenty of reasons to return.

Kind regards

Bill Kilday
General Manager



History of Ednam House

James Dickson (whose portrait hangs above the fireplace in the entrance hall) ran away from Kelso at the age of 11 to escape the authorities after breaking the pant-well of the town, then situated in the town square.

It is understood that he went to London, where we can pick up his trail later on in his life. An entrepreneur, James Dickson dealt in the trading and import of goods in England, mainly spices. This trade made him a very rich man and having made his fortune, decided to come back to his hometown.

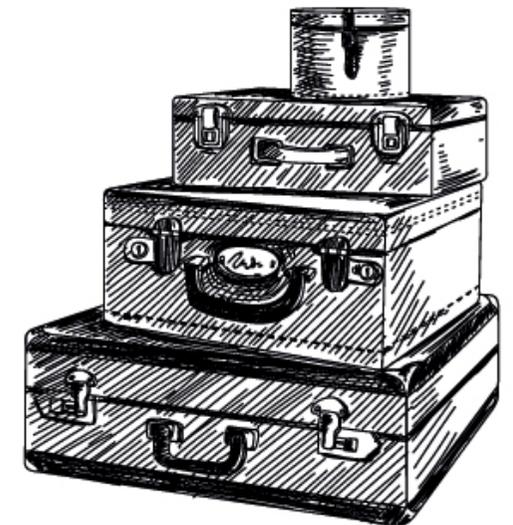
Now a respectable gentleman, James Dickson needed to find housing to match his stature and so decided to build Ednam House, then named Havanah House.

So, in 1761 the house was erected and no expense was spared. The location by the river was bought as well as land in the town to provide the vegetable garden. The architect was James Nisbet who amongst other prestigious buildings, had supervised the erection of Paxton House near Berwick upon Tweed (hence the similarities between the two houses). The then expert, Joseph Rose, executed the splendid Italian plaster ceilings.

Fine craftsmen were also contracted to produce the various carved doors, fireplaces and stone work.

After the death of James Dickson, Havanah House had various owners until 1928 when Ralph Brooks bought the house, renamed it Ednam House and turned it into a hotel.

After 86 successful years with the Brooks family the hotel changed hands again, Robert and Gina Parker purchased the hotel in April 2014 and it became part of the Robert Parker Collection.



Telephone Services

TO CONTACT RECEPTION:

Dial 0

TO CONTACT THE NIGHT PORTER FOR EMERGENCIES:

Dial 0

TO DIAL AN OUTSIDE NUMBER FROM YOUR ROOM:

Dial 9, wait for the tone and dial your number

TO DIAL ANOTHER ROOM:

Dial 2 followed by the room number.

Dial 20 followed by the room number (if the room number is only 1digit)



INTERNATIONAL CALLS:

Dial 9 followed by 00 for international, then the country code and finally the subscriber number (any 0 preceding the international number is usually omitted).

Australia	61	France	33	Italy	39	Russia	7
Bahamas	1809	Germany	49	Japan	81	Singapore	65
Belgium	32	Greece	30	Mexico	52	South Africa	27
Canada	1	Hong Kong	852	Netherlands	31	Spain	34
Denmark	45	India	91	New Zealand	64	Sweden	46
Egypt	20	Ireland	353	Norway	47	Switzerland	41
Finland	358	Israel	972	Portugal	351	United States	1

All calls are metered by the second and charged at the normal BT rate.

CONNECTING TO THE INTERNET:

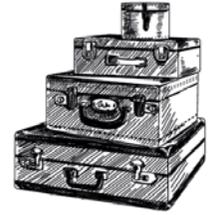
We have Wi-fi throughout the hotel

This service is free of charge.

The password is: **Ednam1928**

Public areas network: **Ednam Guests**

Reception Services



The Reception is open from 8am to 8pm please contact us at the desk, or by telephone from your room by dialling 0. Outside these hours, please contact the night porter: **dial 0**

CHECK IN: 3PM

To make sure we can check you into our hotel safely, we have altered our current check-in procedures.

Check-in will be available from 3pm on your arrival day, we ask that you confirm your arrival time with us in advance in order to avoid queuing in our lobby. In the event that several parties of guests arrive at the Hotel at the same we ask that you take a seat in our drawing room until a member of our Reception team is available for you.

Our Reception team will complete your check-in card on your behalf by confirming the details provided from your reservation. They will also be happy to help with your restaurant reservations.

To ensure our team are safe during this time we are trying to limit the amount of contact,

this means we are unable to show you into your room but can still assist with your luggage by leaving this outside your door. Our team will only be able to enter your room following the procedures of social distancing and wearing the correct PPE.

BILLING:

24 hours prior to check-in to the hotel, we will be processing the base rate of your stay to your payment details on file. If you wish for this payment to be processed on an alternative card, please notify our Reception team 36 hours prior to arrival. Please note that we cannot accept cash for the time being. If you have any charges attached to your room on departure, we will forward your bill via email or for collection at Reception please specify at check in your preferred option. Payment must be settled before your departure.

CHECK OUT TIME: 11AM

Please vacate your room by 11:00am to allow us to service the room by lunchtime. Upon departure please remember to place your Key in the box at Reception so they can be sanitised for the next guest's arrival.

GUESTS RETURNING LATE:

If you anticipate returning later than 11.00pm, please notify Reception who will alert the porter to allow access, as for security reasons the front door will be locked.

TV & RADIO:

Your room has a combined television and radio, with a remote control to access the full range of Freeview Digital stations. No analogue TV is available.

If you have any difficulties, please call down to reception.

EXTRAS:

There are two extra pillows located at the cupboard in your room however if you require extra pillows please contact the front desk. On request, blankets, rubber bath/shower mat, etc...

IRONING FACILITIES:

An iron and ironing board are provided within your room.

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Reception Services

DOGS IN ROOM:

Maximum of two dogs allowed. Your well-behaved dogs are welcome in the hotel, in all areas except the restaurant. Dogs must be kept on a lead at all times.

Please do not leave your dog/s in the room unattended. If your dog has a tendency to jump on the furniture, we will provide you with an extra throw to protect the bedspread or any chair the dog is likely to climb onto. Be aware that if the dog causes any damage to the room it will be your responsibility and a charge may apply.

HOUSEKEEPING:

There will be a slight change in how our housekeeping team will operate in the hotel during your stay. To prevent contamination, our housekeeping teams will not be servicing guest bedrooms mid-stay.

If you require any additional items from housekeeping (towels, toiletries, tea & coffee, etc) please contact reception before 12 noon

to arrange for these to be placed outside your room door.

VALUABLES:

Articles of value should be deposited with the Reception where they will be placed in the safe and a receipt issued.

The proprietors are not responsible for articles of value left in the guest's rooms and your attention is drawn to the notice at reception.

LOST PROPERTY:

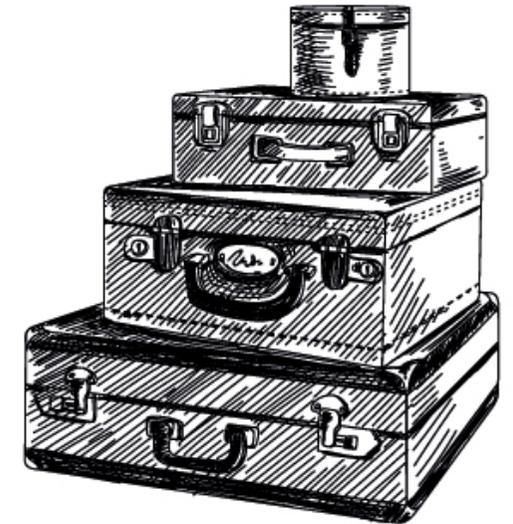
Any found properties are recorded and safely stored for one month.

LOCAL INFORMATION:

Reception will be more than happy to provide information on the local area.

SPECIAL OCCASIONS:

Our Events and Reception team will assist you should you wish to organise a private dinner party, a lunch, a wedding or any other special occasion.



General Information & Emergencies



CHURCHES:

Please contact reception for information.

DOCTOR:

Should you require medical attention, please contact NHS 24 on 111 or contact reception.

MEDICINES:

If you have any medicines that need to be kept refrigerated, please contact reception. Please note that by law we are not allowed to dispense any medicine, even paracetamol.

FIRE ALARM TEST:

The hotel fire alarms are tested every Monday morning around 11.30am. This is only a test and lasts approximately for one minute.

FIRE:

The hotel has taken every precaution to safeguard against fire. In the case of an emergency, the alarm will be raised by the continuous ringing of the siren. We ask you to vacate your room immediately and follow the emergency signs directing you to the nearest safe exit.

FEUER:

Das hotel hat alle Vorsichtsmaßnahmen getroffen, um die Gäste vor Feuer zu schützen. Im Notfall wird der Alarm ausgelöst, der aus einem unterbrochenen Klingeln besteht.

INCENDIE :

La direction de l'hôtel a pris toutes les mesures de sécurité possibles contre les incendies. En cas d'urgence, l'alarme sera donnée par les sonneries continues de la sirène. Nous vous prions de bien vouloir utiliser la sortie de secours la plus proche et de rejoindre le point central situé dans le parking de l'hôtel.

INCENDIO :

La dirección del hotel ha tomado todas las precauciones posibles para salvaguardar su seguridad. En caso de incendio, la sirena de alarma sonará de forma continua. Por favor evacúe la habitación inmediatamente y siga las señales de emergencia hacia la salida más cercana.

We thank you for observing our health and safety guidelines at all times.



Hotel Food and Drinks Services

ALL TIMES SUBJECT TO CHANGE

BREAKFAST: Served daily in the Riverside Dining Room from 7:30am until 10am

BAR MEALS: Served in the Bar 7 days a week 12 noon until 9pm.

DINNER: Served daily in the Dining Room 6pm until 9pm

PACKED LUNCH: To be ordered at Reception by 7.30pm for the following day

BAR: Open daily from 12 noon until 11pm, anytime for Hotel Residents
The hotel would be more than happy to cater for any special dietary requirements upon prior notice.

RESTAURANT RESERVATIONS

We ask that all reservations for our Restaurant are pre-booked prior to your arrival to help us maintain social distancing within the hotel.

We will confirm pre orders for your dinner menu on your arrival. Regrettably we cannot always guarantee your preferred time to dine in the restaurant so we advise making your reservation as early as possible.

We will be operating the same reservation system for breakfast which will be available from 7.30-10am.

We will only be offering a table service for both our Restaurant and Bar at this time. Room service also available on request.

