

## **Welcome to The Plough Inn Leitholm.**

We wish you a comfortable, pleasant stay with us.

We have put some, what we feel is, useful information together for you. If you think something else should be included or something is incorrect, please do let us know.

## **B**

### **Bathroom mirror**

There is an illuminated demisting mirror with shaving point in the bathroom. To turn the light on and off move your hand under the bottom right-hand side corner of the mirror; turning the light on also turns the demister function on. The shaving socket on the right-hand side of the mirror.

### **Bathroom extractor fan**

The bathroom extractor fan has a slight delay before opening so that a quick visit doesn't start it up. Please do not turn the fan off as the steam from the shower can trigger the fire alarm.

### **Bikes**

We are happy to securely store your bike overnight. Please discuss this with Sarah or David.

## **C**

### **Check-in/out times**

We ask that guests check-in between 4-6pm unless an alternate time is mutually agreed. Please check-out by 10.30am.

### **Child-friendly**

We have a variety of equipment for children. Both the Gents' and Ladies' toilets in the Bar have a baby-changing table, child step and toilet seat insert. We also have a children's menu.

### **Clock Radio**

Each bedroom has a clock radio near the bed.

### **Comments Book**

We ask that you take a moment before you checkout to write a comment in our Guest Book on the desk at the top of the stairs.

### **CV19**

Even though CV19 restrictions are being lifted, we have hand sanitiser and surface wipes in each room as well as automatic hand sanitiser dispensers at strategic points throughout the building.

## **D**

### **Dietary Requirements**

Please discuss any specific dietary restrictions, whether it be pescatarian, vegetarian, vegan, Coeliac, gluten-free, dairy-intolerant, to name a few, with us before ordering food. We generally have various gluten-free, lactose-free and soya products to offer as alternatives for some of our menu items eg gluten-free bread, cake, burgers and sausages; lactose-free cheese; soya milk.

We also stock a gluten-free bottled ale.

### **Dog-friendly**

The Bar, Snug and Sitoutery (aka Beer Garden) are dog-friendly however, we do ask that all dogs keep their human on their lead, under control and get them to poop-scoop for them.

'Hope', the first bedroom at the top of the stairs, is our dog-friendly room; one small/medium dog per stay strictly by prior arrangement.

Please do not allow your pet on the bed at any time. We currently do not charge for a pet's stay however, in the event of the room and/or linen needing extra cleaning an appropriate surcharge will be added to your bill.

## THE PLOUGH INN



### E

#### **Emergency Contact Number**

If you should need to speak to us urgently, during the night, our emergency contact number is on the desk at the top of the stairs.

#### **Emergency Evacuation Procedure**

In the event of fire alarm sounding, please follow the Fire Exit Signage and leave the building by the main Front Door, if safe to do so. Turn left out of the main door and assemble by the waste ground just along the road.

### F

#### **Feedback**

We love to hear guests feedback and we're open to constructive criticism as much as praise. If you have a problem, suggestion or are happy with everything, please take the time to let us know.

#### **Food**

Please do not eat food in the bedroom that leaves odours or may stain. Only food and drink purchased from us may be eaten in the Bar, Snug or Sitoutery.

### G

#### **Games**

We have a selection of card and board games. If you would like to use them, whether in the Bar, the Snug or your room, just ask Sarah or David.

### H

#### **Hairdryer**

There is a handheld hairdryer in the bedroom.

#### **Heating**

The radiators in your room are controllable via the thermostatic valves when the heating is on.

#### **Hot Water**

Please be careful as our hot water is hot! Especially in 'Pitman' as this room is closest to the tank and comes through almost immediately. Please be aware that in 'Hope' and 'Miller', being further away from the tank, the hot water may take a while to come through.

### I

#### **Iron/Ironing Board**

If you need to use an iron and ironing board, please ask Sarah or David.

### K

#### **Keys**

Your key fob has two keys on it - your room key and a front door key.

### L

#### **Laundry**

If you would like some clothing washed and dried, time-permitting we are happy to do so. Please speak with Sarah or David.

#### **Lighting**

The stair and corridor lights work on sensors so come on when movement is detected along with dull/no daylight.

Bedroom ceiling lights can be turned on/off at the switch at the door and each side of the bed(s).

#### **Linen**

For stays of more than three nights, unless requested, towels are changed every fourth day and bedding weekly.

If you'd like a larger towel, we have a couple of large bath sheets; please ask.

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### **Locks**

Bedroom doors are fitted with thumb-turn and release fittings. This enables you, when in your room, to lock and more importantly, in an emergency, to unlock your door without using your key.

## **M**

### **Map**

There is an OS map on the wall in the Bar which shows the surrounding areas. The Plough Inn Leitholm is in the centre of the map.

### **Meal Times**

Breakfast is served, at a mutually agreed time, between 7-9am Monday-Friday and 8-10am Saturday and Sunday.

Dinner service is 5.30-7.30pm Mondays-Saturdays; 5-7pm Sundays. Please book a table if you would like to join us for dinner.

### **Menus**

A copy of sample menus are at the back of this folder.

### **Milk**

Please ask if you would like fresh milk for your room. We, personally, do not like UHT milk so we give you fresh organic semi-skimmed milk in a container that keeps it fresh for up to 24hrs.

## **O**

### **Out of Hours Contact**

If you should need to speak to us urgently, during the night, our contact number is on the desk at the top of the stairs.

## **P**

### **Packed Lunches**

If you would like a packed lunch, please discuss it with us in advance.

### **Parking**

Parking at the front and the on-street public parking is free and, as like everywhere else, at your own risk.

### **Payment**

We can take payment by cash or card, including Amex. We also offer a Cashback service of up to £50 when paying with a valid card (as long as we've cash in the till).

### **Power Adaptors**

Our rooms have power sockets with USB charging sockets behind the bedside tables and strategic points.

We have a couple of European>UK power adaptors. If you need to borrow one, please ask Sarah or David.

## **R**

### **Refreshment Tray**

Your tray will be replenished daily during your stay.

We trust the items on the Refreshment Tray are to your liking. If you prefer instant coffee please ask.

We, personally, do not like UHT milk so we give you fresh organic semi-skimmed milk in a container that keeps it fresh for up to 24hrs.

### **Rooms**

We have four en-suite guest bedrooms which we have named Hope, Miller, Pitman and Thomson. In case you are wondering about the relevance, these are the surnames of some previous Plough innkeepers.

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### S

#### **Smoking/Vaping**

Every area of our building is non-smoking, in line with UK legislation. Please feel free to smoking in our Sitoutery where there are several ashtrays.

We also ask you not to vape indoors as this has been known to set off the fire alarm.

### T

#### **Taxis**

We are happy to recommend two local taxi firms:

- Bob's Cabs – 07881 613849 / 07951 021426
- Robertson's – 07969 043874

#### **Television**

Each of our guest rooms has a Smart TV and Freeview channels are available. The remote control for the television should be on one of the bedside tables.

#### **Toiletries – forgotten something?**

We have a small supply of toiletries so if you have forgotten something, please ask as we may have it.

#### **Towel warmer/Radiator**

Each ensuite has a towel warmer/radiator which is controllable via the thermostatic valves when the heating is on.

### V

#### **Vaping/Smoking**

We ask you not to vape indoors as it has been known to set off the fire alarm.

Please note that every area of our building is non-smoking, in line with UK legislation. Feel free to smoking in our Sitoutery where there are several ashtrays.

### W

#### **Wifi**

We provide free wifi for guests.