

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

Check-in is from 4pm with our preference being between 4-6pm.
Please check-out by 10.30am.

Clock Radio

Each bedroom has a clock radio beside the bed.

Comments Book

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

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.

E

Emergency Contact Number

If you should need to speak to us urgently, during the night, our emergency contact number is on the wall near 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.

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Exploring Northumberland?

If you plan to explore Northumberland please ask to borrow a parking disc. The disc parking scheme allows time-restricted free parking close to shops and local facilities by displaying a parking (clock) disc where your vehicle is parked. A disc zone is marked by signs and road markings. You will need to clearly display the time of your arrival on your vehicle's dashboard.

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 Sitooterie.

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.

Hand sanitiser

There is hand sanitiser in the bathroom and on the desk in the corridor.

Heating

The radiators in your bedroom and bathroom 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.

In Hope, Miller and Pitman the 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 four nights, unless requested, towels are changed every fifth day and bedding weekly.

If you'd like a larger towel, we have a couple of large bath sheets; please ask. We also have flannels available; again please ask if you would like one.

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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
- 8-9.30am Saturday and Sunday

Subject to availability, dinner service is 5.30-7.30pm Mondays-Saturdays; 5-7pm Sundays. As we are a small establishment, please book a table if you would like to join us for dinner.

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. Soya milk is also available.

O

Out of Hours Contact

If you should need to speak to us urgently, during the night, our contact number is on the wall near 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. The only parking restrictions in Leitholm are a couple of well-marked disabled places.

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 in our building is non-smoking, in line with UK legislation. Please feel free to smoking in our Sitooterie (aka Beer Garden) 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. If you sign into your personal TV app eg Netflix please remember to sign out of your account before you check-out.

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.