



*Welcome*

TO YOUR HOME AWAY FROM HOME

[bonnie-banks.co.uk](http://bonnie-banks.co.uk)



owner & family

*Tom & Sami*

## contact us

We hope that you have everything you need during your stay with us but if you need to get in touch you can do on:



07400931031



bonniebanksLtd@gmail.com

## emergency info

**Vale of Leven District General Hospital** or simply the Vale of Leven Hospital is a district general hospital in Alexandria, West Dunbartonshire, Scotland. It is managed by NHS Greater Glasgow and Clyde.

**Address: Main Street, N Main St, Alexandria G83 0UA**  
**Phone: 01389 828599 / 999**

**Dumbarton Police Station**  
**Address: Overtoun, Dumbarton, G82 3PT**  
**Phone: 999**





You can find us by the banks of the famous Loch Lomond.

**Address:**

16 Balloch Road,  
Balloch,  
Alexandria,  
**G83 8SR\***

(\*Your sat nav will bring you straight to the door)



Welcome to Balloch, a picturesque Scottish gem nestled on the banks of Loch Lomond.

With its stunning natural beauty, charming village atmosphere, and a gateway to Scotland's first national park, Balloch offers a perfect blend of adventure and relaxation. Explore scenic trails, cruise the pristine waters, and savor warm Scottish hospitality in this enchanting destination.





# need to know's

## arrival and entry



When you arrive at the Bonnie Banks you will find the keysafe to the left of the front door.



The PIN for the safe will be sent to you by Tom the owner before your stay commences.

## parking



We have private parking for up to 8-10 cars, although hold no liability for any damage or theft whilst parked. CCTV does cover the entire car park area which is to the rear of the property away from the main road.



## central heating



Central heating is installed throughout BB. We ask that radiators are never turned below level 2 on the dial on the side of each one. A thermostat is set for ambient temperature throughout the common areas.

When leaving your room for the duration of the day, please ensure you close your window if opened to the restrictors and please never unlock the window restrictors for safety reasons, especially if you have children amongst your guests.



## wifi and internet



Connect to our FREE WIFI by searching for Bonnie Banks and entering your details. WIFI is entirely free throughout your stay.

Please do not touch or refresh the white BEAMBOX router of our main grey TALKTALK router as these not only power the WIFI itself but also the WIFI signal attached to each smart television throughout the house.



## cups and crockery



The kitchen is equipped with enough cups, small and large plates, bowls and cutlery for all of your guests. The kitchen is also fully equipped with utensils so that you can get cooking up a storm as soon as you like.

Glasses are also supplied and further glasses can be found in the living room bar area.

## washing up



There is a washer and dryer ready for use. Washing powder can be found underneath the utility sink at no additional cost. We ask that after use you empty the dryer water condenser (top left drawer) and clean out the "fluff" from the filter underneath the door.



# more need to know's

## televisions

Each bedroom has a large Samsung smart TV pre-connected to the WIFI for your ease of use. You will be able to sign in and out of your Netflix and Amazon accounts during your stay.

## taxis

Find below a list of local taxi providers:

- TOA Taxis Alexandria - **01389 742121**
- Wrights Taxi's - **01389 721020**

## trains

The closest train station is Balloch a 2-minute walk, this train can take you direct into Glasgow Queen Street station in the centre of the city.

## security

Please ensure you properly close the doors to Bonnie Banks when you enter and go out.

Your personal valuables are your sole responsibility throughout the duration of your stay.



## arrival & departure

Accommodation will be available to you from **15:00 hrs** on the day of arrival, unless otherwise arranged. We may not be able to accommodate an early arrival as we will be busy preparing rooms and cleaning Bonnie Banks for your stay. However, you may drop off bags, at an earlier time by prior arrangement.

We respectfully request that guests please vacate their rooms before **10:00 hrs** on the morning of their departure, unless otherwise arranged. Housekeeping will arrive at 10:15hrs to start cleaning.

## banking

The nearest ATM is located directly opposite Bonnie Banks at 'The Pier Bar & Kitchen' There is a transaction fee for each cash withdrawal. Alternatively, there is a further ATM machine at Lomond Newsagents, situated 50 metres right out of Bonnie Banks on the corner Tullichewan Road.

## bathrooms

There are 2x communal bathrooms within Bonnie Banks and 2x en-suites, situated in the 'Mary Queen of Scots' and 'William Wallace' master bedrooms.

The ground floor bathroom is suitable for wheelchair access.



# policies & instructions

## damages & breakages

Please take care when staying at BB. You are responsible and liable for any breakages or damages caused to the accommodation or its contents.

We ask you do report any incidents when they occur. We do not normally charge for minor breakages, but we may charge for repair or making good if the damage or breakage is significant either from your £500 security deposit or by raising a resolution claim with Airbnb.

## hot tub

Please respect the hot tub, this is a key part of all our guests stay and any damage and/or specialist cleaning will result in the next guests stay being impacted.



The temperature will be set to 38.0 degrees for your stay and ask that guests do not touch any controls, apart from the JETS and LIGHTS which are self-explanatory.

General guidance recommends that only children over the age of 5 are allowed in hot tubs, however, the temperature should be slightly lower than normal (around 35°C) and soaking time should be limited to 10 minutes to allow their body temperature to regulate. Never leave children unattended whilst in a hot tub. Bonnie Banks therefore recommends that anyone aged 12 or under, should not use the hot tub.

Electricity will automatically be cut off at midnight, it is kindly asked that the party then moves inside to respect our neighbours.

## bins & recycling



We recycle at Bonnie Banks and have bins situated on the driveway, which can be accessed via the utility room side door. These are clearly marked, and we ask that you please put respective garbage and recycling in the respective bins.

## noise



We ask that noise levels are kept to a minimum, especially after midnight with regards to the outside hot tub area. There is a timer which will turn outside power off at this time so that we respect our neighbours and helps us to make sure everyone's stay is enjoyable. Please take the party inside after this time.

## things to do



Loch Lomond tourist visitor centre can provide information on various local and national attractions:

You can also check out the Bonnie Blog section of our website where we have LOADS of idea blogs about things to do in the area.

Additionally, please refer to the notice boards which contain some attraction leaflets or reach out to Tommy the host who can make some recommendations.

## no smoking



There is a strict no smoking policy inside of Bonnie Banks, please respect this. There are designated ashtrays on the wooden benches outside for guests use.

Our smoking policy carries a penalty charge of £100.00 to cover the cost of extra cleaning and the resulting delay incurred in re-letting the property. In addition, any breach of this policy will result in the immediate termination of the stay and no refund will be given for the remaining duration of the booking.



# policies & instructions

## food and drink



### Bar

Bonnie Banks has a small mixing bar and optics in the dining room as well as an outside bar with optics at the hot tub area.

### Kitchen

We have a kitchen for use which includes some amenities to assist you with your self-catering needs. We ask that you leave the kitchen and facilities clean and tidy, return plates/cups/cutlery after use for other guests.

### Convenience store

Lomond Newsagents is situated 50 metres right out of BB on the corner Tullichewan Road.

### Supermarkets

- CO-OP is an 8-10-minute walk from BB, the address is Carrochan Rd, Balloch, Alexandria G83 8BW

- ALDI is located within the town of Alexandria, a 5-minute drive from BB, the address is 80 Bank St, Alexandria G83 0LZ

- ASDA (open 24 hours) is located in Dumbarton's retail complex, around a 10 – 12 minutes away drive from BB, address is St James Retail Park, Glasgow Rd, Glasgow, Dumbarton G82 1RB

## security



Please ensure you properly close the doors to Bonnie Banks when you enter and go out.

Your personal valuables are your sole responsibility throughout the duration of your stay.

## fire & safety



In the interest of your own safety you should check where the locations of the fire alarms are in relation to your whereabouts.

The emergency procedures can be found on the notice board in the entrance hallway. The muster point is outside on Balloch Road. Please do account for guests, do not return into the property if there is a fire and call 999 and request the fire service as soon as possible upon finding the fire.

**ALL FIRE ALARMS MUST BE CONSIDERED AS EVIDENCE OF A FIRE AND YOU SHOULD ACT ACCORDINGLY UNTIL YOU ARE INFORMED TO THE CONTRARY.**

## items left behind



We accept no responsibility for items left behind after you have departed. Small items left behind can be returned to you by post.

A £30 handling charge plus the cost of postage must be paid before the item(s) are dispatched. Larger items will incur a higher handling cost. Any unclaimed items of property will be disposed of after 4 weeks.

## keys

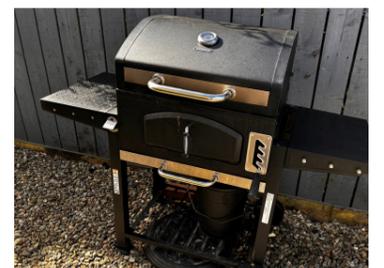


The front door key will be inside the key fob upon arrival, **PLEASE PUT THIS BACK THERE UPON CHECK OUT.**

There will be a key in the back of both the patio and utility side door for the duration of your stay, please do not remove these. Lost or failure to return room keys will be charged at £250.

## BBQ

We have a coal BBQ and the coal is not provided onsite, therefore it is the guests responsibility to provide this.



# frequent Q&A's

## **Do you allow dogs?**

Yes, we happily accept well trained dogs, we just ask that you take full responsibility for any costs of damage or deep-cleaning if needed.

## **Is there a coffee machine?**

Yes we have two coffee machines, we do not supply the pods, these are the guests responsibility. They are both compatible with dolce gusto pods.

## **Do you have a steamer or iron?**

We do not unfortunately have a steamer but do have a iron and ironing board.

## **Do you provide towels?**

Yes each guest is provided with towels which will be on the beds on arrival.

## **Is the kitchen equipped?**

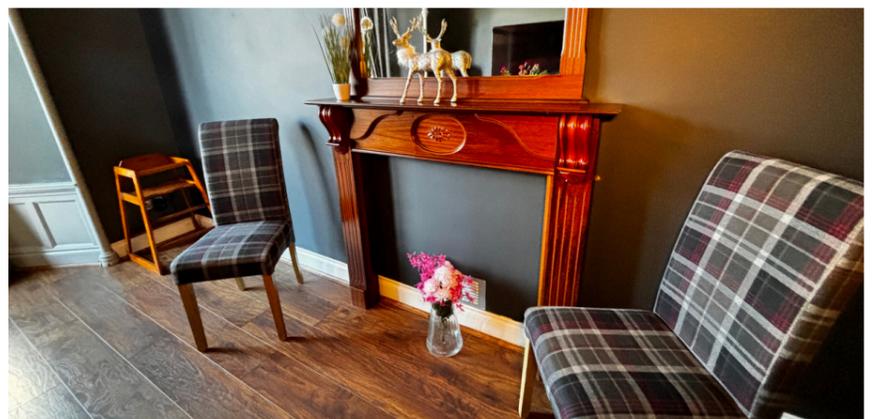
Yes we have a fully equipped kitchen to cater to all of your needs.

## **Do you provide extra laundry for longer stays?**

Yes, guests staying for 7 days or longer are provided with a linen/towel change and hot tub change at their request. This will be agreed before your arrival.

## **Do you offer early check-ins or late check outs?**

We can certainly try to facilitate this where we can but depends on whether we guests checking out the day you arrive or new guests checking in the day you depart. This would need to be agreed before your arrival.





*Enjoy Your Stay*

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