

Accommodation Information Pack A-Z



Welcome to Bonnie Banks. We hope you had a safe journey and found us without issue. In the following pages, you will find information that will hopefully make your stay safe and as comfortable as possible.

Antisocial behaviour	We reserve the right to terminate your booking immediately without being liable for any refund or compensation where you engage in unacceptable behaviour that causes a disturbance or nuisance to our neighbours.
Arrival and departure	<p>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.</p> <p>We respectfully request that guests please vacate their rooms before 10:30 hrs on the morning of their departure, unless otherwise arranged. Housekeeping will arrive at 10:15hrs to start cleaning.</p>
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. Please respect COVID preventative measures and refrain from putting handtowels and/or sanitary items down the toilet.
BBQ	Bonnie Banks has a large BBQ for use by all guests. There will always be ample gas and you will find the BBQ utensils in the drawers under the microwave in the kitchen.
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.
Car 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.
COVID-19	<p>Bonnie Banks underwent a full COVID risk assessment in August 2020, based on the professional recommendations, we have installed hand sanitizers throughout the property, appropriate signage as well as a full deep clean after all guests stay, including the hot tub.</p> <p>We follow the direction of the Scottish Governments level system and will communicate any change to group numbers as and when this changes.</p>

Damages and 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 £250.00 security deposit or by raising a resolution claim with Airbnb.
Door codes	Door codes to enter the building are shown below: Front Door (Key Fob) – This is sent out by email prior to your stay. All room doors – 1234*
Food and drink	<p>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.</p> <p>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.</p> <p>Convenience store Lomond Newsagents is situated 50 metres right out of BB on the corner Tullichewan Road.</p> <p>Supermarkets <ul style="list-style-type: none"> - 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 </p>
Fire & Emergency	<p>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.</p> <p>ALL FIRE ALARMS MUST BE CONSIDERED AS EVIDENCE OF A FIRE AND YOU SHOULD ACT ACCORDINGLY UNTIL YOU ARE INFORMED TO THE CONTRARY.</p>
Feedback	You will have the opportunity at the end of your stay to provide feedback in relation to your stay with us as part of your review. However, should you have any problems, please contact myself (Tom) on +44 (0) 7493 776666 straight away so I can try and resolve any problems.

<p>Ghosts, creatures & Noise</p>	<p>Ghosts and creatures of various descriptions can regularly be seen in the vicinity of BB, especially next door at the Glenroy and opposite at Desires, particularly on a weekend when the noise level can be elevated. Please do not be alarmed, by in large they are harmless, but may bite if provoked.</p>
<p>Gym and fitness</p>	<p>There are several private/public gyms situated within a 10-mile radius of our training centre. Please refer to the links below for more information:</p> <p>Here are several private/public gyms situated within a 10-mile radius of our training centre. Please refer to the links below for more information:</p> <ul style="list-style-type: none"> - http://www.west-dunbarton.gov.uk/leisure-parks-events/west-dunbartonshire-leisure/leisure-centres/ - https://www.facebook.com/pages/Marine-Craft-Gymnasium/154053477967105 - http://dunitcombatsportshub.co.uk/
<p>Heating and appliances</p>	<p>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.</p> <p>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.</p>
<p>Hot Tub</p>	<p>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.</p> <p>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.</p> <p>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.</p> <p>Electricity will automatically be cut off at midnight, it is kindly asked that the party then moves inside to respect our neighbours.</p>

Items left behind	<p>We accept no responsibility for items left behind after you have departed. Small items left behind can be returned to you by post. A £10 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.</p>
Keys	<p>The front door key will be inside the key fob upon arrival, PLEASE PUT THIS BACK THERE UPON CHECK OUT.</p> <p>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.</p> <p>Lost or failure to return room keys will be charged at £20.</p>
Laundry and ironing	<p>Iron and ironing board can be found inside the utility room, with the ironing board beside the fridge freezer and iron in the cupboard next to it. Please ensure they are returned when you have finished with them so they can be used by the other guests.</p> <p>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.</p> <p>Alternatively, there is a laundrette service within Alexandria that offers a collection and delivery service. For more information please refer to the website link below:</p> <p>- http://www.thelaundrylady.co.uk/</p>
Medical	<p>There is a first aid kit situated on the wall in the front entrance hallway. This will cover all minor cuts and grazes.</p> <p>The local hospital does not have an A&E Department. If you are seriously ill, you should call 999 and ask for an ambulance. If you are not well call NHS 111, which will give you advice on where to go.</p>
Noise	<p>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</p>

No Smoking	<p>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. Please ensure cigarette ends are placed within the ash trays. You wouldn't want to have to collect these at your property, so please don't make housekeeping.</p> <p>Non-compliance with the no 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.</p>
Security	<p>Please ensure you properly close the doors to Bonnie Banks when you enter and go out.</p> <p>Your personal valuables are your sole responsibility throughout the duration of your stay.</p>
Taxis	<p>Find below a list of local taxi providers:</p> <ul style="list-style-type: none"> - TOA Taxis Alexandria - 01389 742121 - Wrights Taxi's - 01389 721020
Television	<p>Each room is equipped with a remote-controlled Freeview television. Please call if you have difficulty operating the television.</p>
Things to do	<p>Loch Lomond tourist visitor centre can provide information on various local and national attractions. Please refer to the link below for further information:</p> <ul style="list-style-type: none"> - https://www.visitscotland.com/info/services/balloch-icentre-p332391 <p>Additionally, please refer to the notice boards which contain some attraction leaflets or reach out to Tommy the host who can make some recommendations.</p>
Trains	<p>The closest train station is Balloch a 2-minute walk, this train can take you direct into Glasgow Queen Street station.</p>
Vehicle parking	<p>We can accommodate numerous vehicles at the rear car park. Please be careful when manoeuvring.</p> <p>Please note that vehicles are parked at your own risk. We do not accept responsibility for any loss of or theft from a vehicle however it is caused.</p>
Wireless internet access	<p>Wifi internet is available in all rooms at no extra charge. To connect all you need to do is enter the appropriate BeamBox Wifi login/password which is shown on the front entrance hallway notice board.</p>

Should you require any assistance or have any specific requirements during your stay, please do not hesitate to call the following numbers:

Tom - +44 (0) 7493776666

