



GUEST WELCOME PACK 2026

Welcome to Bonnie Banks.

Everything you need for a relaxed, comfortable and memorable stay in Balloch.

BONNIE-BANKS.CO.UK



OWNER AND FAMILY

Make yourself at home.

Tom and Sami hope you have everything you need. If anything would make your stay easier, please get in touch.



CONTACT BONNIE BANKS

Tom and Sami
07400 931031
bonniebanksLtd@gmail.com
bonnie-banks.co.uk



IF YOU NEED HELP

Emergency services: 999
NHS 24 (urgent, not life-threatening): 111
Police non-emergency: 101
Vale of Leven Hospital: 01389 828599

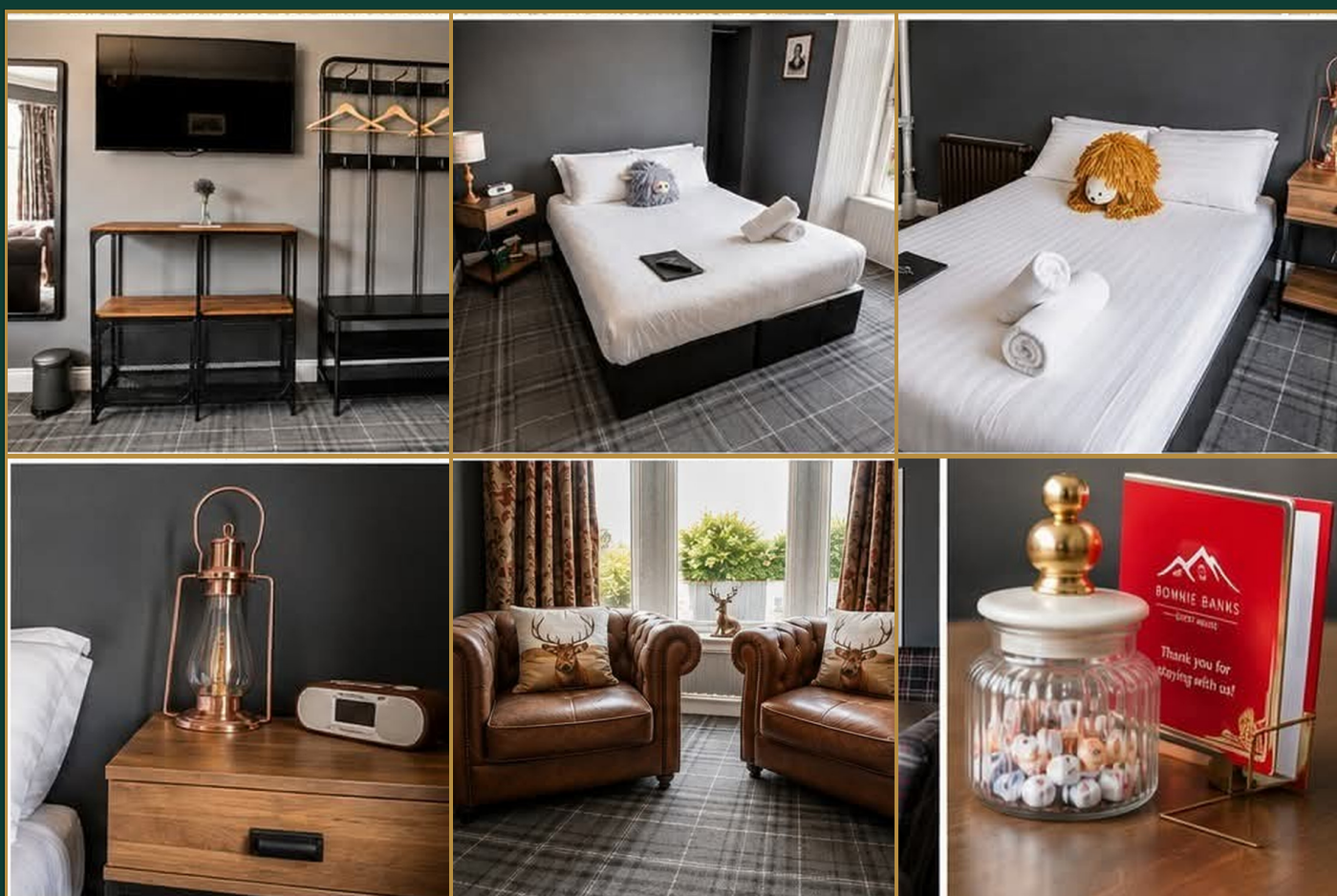


WELCOME INSIDE

A FIRST LOOK AROUND BONNIE BANKS

Welcome inside.

A glimpse of the bedrooms, lounge, dining room and details that make the house feel like home.



YOUR HOME FOR THE STAY

Bedrooms, shared spaces and thoughtful details, all prepared for a comfortable stay.



BY THE BANKS OF LOCH LOMOND

Welcome to Balloch.

Bonnie Banks sits in the heart of Balloch, close to the loch, village amenities and local transport.

YOUR ADDRESS

16 Balloch Road, Balloch, Alexandria, G83 8SR

Enter the postcode into your sat nav and it should bring you directly to the property.

FINDING THE HOUSE

Follow Balloch Road to Bonnie Banks.

Enter G83 8SR into your sat nav. The annotated map below shows the final approach and the property entrance.

**ADDRESS**

16 Balloch Road
Balloch
Alexandria
G83 8SR

SAT NAV

Use postcode G83 8SR.
It will bring you directly
to the property on
Balloch Road.

LOOK FOR

The Bonnie Banks sign
and large stag mark the
entrance. Private
parking is at the rear.

YOUR FIRST FEW MINUTES

Arrive with confidence.

The access details are straightforward. Tom will send the key-safe PIN before your stay begins.

- The key safe is positioned to the left of the front door.
- Private parking is available for approximately 8-10 cars.
- CCTV covers the rear parking area. Vehicles and belongings are left at the guest's own risk. Bonnie Banks accepts no liability for damage or theft.



KEY SAFE

PIN supplied before arrival.



FRONT DOOR

Close securely whenever you leave.



PARKING

Use the private rear area.



CONNECTED WHEN YOU NEED IT

Settle in. Sign in. Switch off.

Free Wi-Fi is available throughout the house, and each bedroom has a Samsung smart television connected to the network.



WI-FI

Select the Bonnie Banks network and use the guest details supplied.



ROUTERS

Please do not reset, unplug or refresh the BEAMBOX or TalkTalk equipment.



SMART TVS

You may use Netflix and Amazon accounts. Please remember to sign out.

COMFORT WITH CARE

Warm, comfortable and safe.

Central heating is set for a comfortable ambient temperature throughout the common areas.



RADIATORS

Please never turn radiator valves below level 2.



WINDOWS

Close bedroom windows when leaving for the day.



RESTRICTORS

Never unlock the safety restrictors, especially where children are present.



PRACTICAL COMFORTS

Everything you need to reset.

The house includes 2 communal bathrooms and 2 en-suites, together with laundry facilities for guest use.



BATHROOMS

En-suites are in the Mary Queen of Scots and William Wallace rooms.



WASHER AND DRYER

Washing powder is stored beneath the utility sink.



LAUNDRY CARE

Washing powder is beneath the utility sink. After use, empty the dryer's water condenser from the top-left drawer and clean the fluff filter beneath the door.



ACCESSIBLE BATHROOM

The ground-floor bathroom is suitable for wheelchair access. The house also has 2 communal bathrooms and 2 en-suites.

EAT, DRINK AND GATHER

Make the house your own.

The kitchen, dining room and bars are ready for relaxed self-catering and shared meals.



KITCHEN

Cups, plates, bowls, cutlery, glasses and utensils are supplied. Extra glasses are in the living-room bar.



RESET

Please leave the kitchen clean and tidy, and return plates, cups and cutlery after use.



BARS

There is a mixing bar with optics in the dining room and an outside bar with optics beside the hot tub.



BBQ

A charcoal BBQ is available. Guests should provide their own charcoal.



A SMOOTH HANDOVER

Come in easily. Leave thoughtfully.

The timings help us prepare Bonnie Banks properly for every group.

**CHECK-IN: FROM 15:00**

Early arrival cannot always be accommodated. Bag drop may be possible by prior arrangement.

**CHECK-OUT: BY 10:00**

Housekeeping arrives at 10:15. A later departure must be agreed in advance.

**FRONT KEY**

Return the front-door key to the key fob when checking out.

**OTHER DOORS**

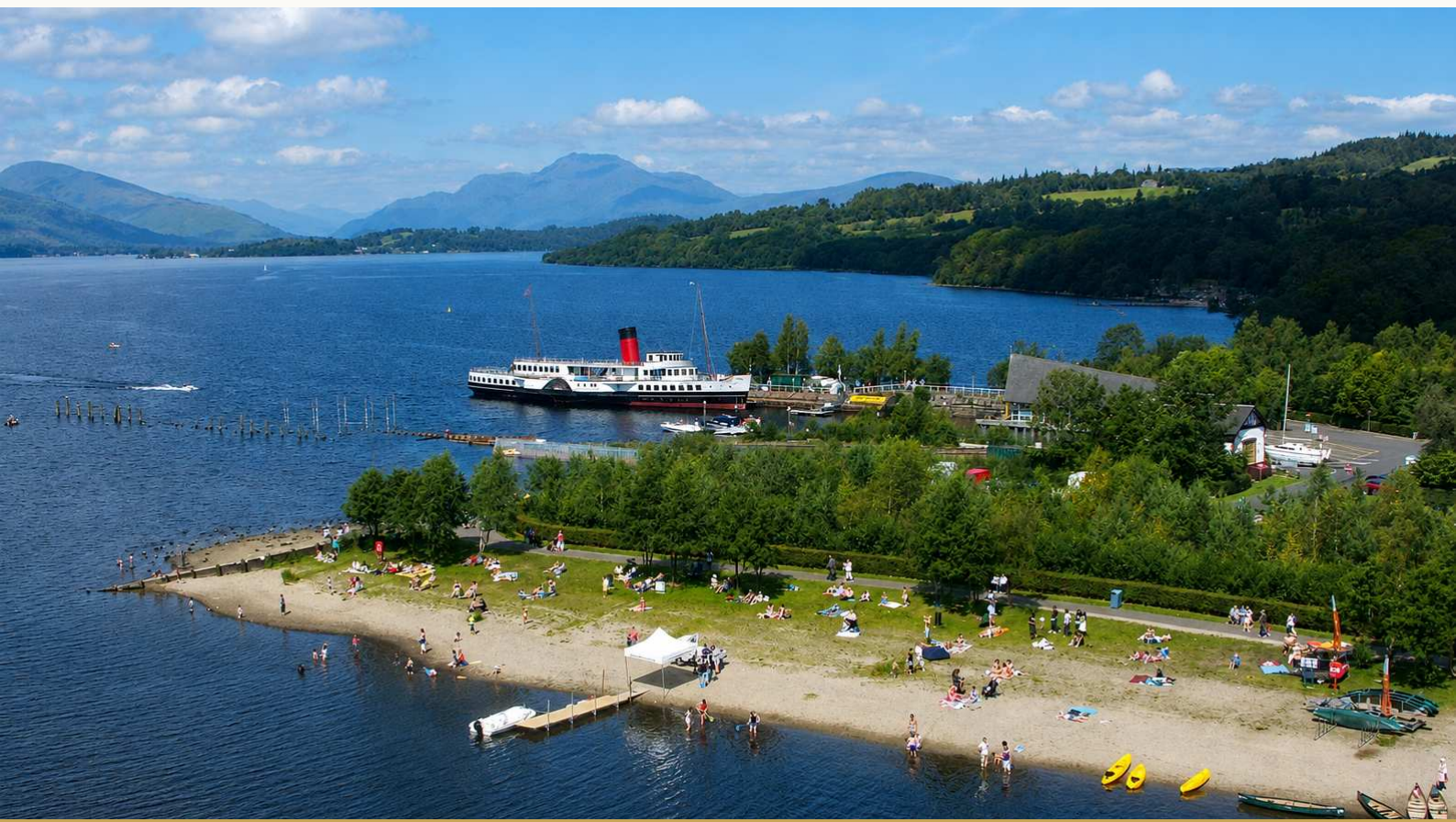
Do not remove the patio or utility-door keys from the property.

**SECURITY**

Close doors properly. Personal valuables remain your responsibility.



LOST OR UNRETURNED KEYS MAY INCUR A £250 CHARGE.



BALLOCH ON YOUR DOORSTEP

Leave the car behind.

Balloch station, local taxis and everyday services are all close to the house.



TRAINS

Balloch station is about a 2-minute walk, with direct services to Glasgow Queen Street.



TAXIS

TOA Taxis: 01389 742121
Wrights Taxis: 01389 721020



CASH

ATM opposite at The Pier Bar & Kitchen (transaction fee applies), or at Lomond Newsagents nearby.



STOCK UP LOCALLY

Everything within easy reach.

For a quick top-up or a larger shop, there are several useful options close to Bonnie Banks.



LOMOND STORES

19 Balloch Road, a few doors from Bonnie Banks.



CO-OP

Carrochan Road, Balloch, Alexandria G83 8BW. Around an 8-10 minute walk.



ALDI

80 Bank Street, Alexandria G83 0LZ. Around a 5-minute drive.



ASDA - OPEN 24 HOURS

St James Retail Park, Glasgow Road, Dumbarton G82 1RB. Around 10-12 minutes by car.

COMFORT FOR GUESTS AND NEIGHBOURS

A few thoughtful boundaries.

These simple rules help protect the house and ensure every group can enjoy its stay.

**NOISE**

Keep outside noise low, especially after midnight. Continue the evening indoors.

**RECYCLING**

Use the clearly marked waste and recycling bins on the driveway.

**SMOKING**

No smoking inside. Please use the designated ashtrays on the outdoor wooden benches.

**DOGS**

Well-trained dogs are welcome. Owners are responsible for damage or deep cleaning.

SMOKE-FREE POLICY: A BREACH CARRIES A £100 CLEANING CHARGE AND MAY END THE STAY IMMEDIATELY WITHOUT REFUND.



RELAX SAFELY

Respect the hot tub.

Careful use protects your group, the property and the guests arriving after you.



SET CONTROLS

The temperature is set to 38°C. Do not adjust the controls except JETS and LIGHTS.



MIDNIGHT

Outdoor power switches off automatically at midnight. Please move the gathering inside.



CHILDREN

For safety, anyone aged 12 or under must not use the hot tub. Never leave children or young people unattended near the water.



DAMAGE

Damage or specialist cleaning may be charged to the responsible booking. Please report any issue promptly.

KNOW WHAT TO DO

Safety comes first.

On arrival, familiarise yourself with the fire alarms and the procedure on the entrance-hall notice board. Treat every alarm as evidence of a fire until you are told otherwise.

**IN A FIRE**

Leave immediately.
Account for your group.
Do not re-enter.
Call 999 and ask for the fire service.

**MUSTER POINT**

Leave the property and move well clear of the building. Assemble at the designated muster point shown on the entrance-hall notice board.

**MEDICAL HELP**

URGENT, NON-LIFE-THREATENING

NHS 24: 111

Life-threatening emergency: 999
Vale of Leven Hospital (no A&E)
01389 828599

**POLICE**

Dumbarton Police Station
Overtoun, Dumbarton G82 3PT
Emergency: 999
Non-emergency: 101

IN ANY LIFE-THREATENING EMERGENCY, CALL 999.

LOOK AFTER THE HOUSE AND YOUR BELONGINGS

Care now avoids inconvenience later.

Please report accidents or breakages when they happen. Minor incidents are not normally charged, but significant damage may be recovered.



DAMAGE AND BREAKAGES

Significant repair or cleaning costs may be deducted from the £500 security deposit or recovered through the relevant booking platform or direct-booking terms.



PERSONAL VALUABLES

Guests remain responsible for their own belongings throughout the stay and when using the parking area.



ITEMS LEFT BEHIND

Bonnie Banks accepts no responsibility after departure. Small items can be posted after payment of a £30 handling fee plus postage. Larger items may cost more.



COLLECTION WINDOW

Unclaimed property may be disposed of after 4 weeks. Contact Tom promptly if something is missing.

Please return the front-door key to the key fob before leaving, and ensure all keys are accounted for. Lost or unreturned keys may incur a £250 charge.



MAKE THE DESTINATION PART OF YOUR STAY

Start at the loch.

Balloch is the gateway to Loch Lomond & The Trossachs, Scotland's first national park, with boat trips, scenic trails, family activities, food and relaxed days out all within easy reach.



NATIONAL PARK INFO

Use the National Park website for current visitor information, seasonal updates and local ideas.
lochlomond-trossachs.org



BONNIE BLOG

Browse the website's blog section for suggested activities, ideas and itineraries.



NOTICE BOARDS

Browse the attraction leaflets in the entrance or ask Tom for a personal recommendation.

GOOD TO KNOW

The answers guests ask for most.

If anything else comes up, Tom and Sami are only a call or message away.

**Do you allow dogs?**

Yes. Well-trained dogs are welcome. Guests are responsible for any damage or deep-cleaning costs.

**Is the kitchen equipped?**

Yes. The kitchen includes cookware, utensils, crockery, cutlery and glasses for the group.

**Is there a coffee machine?**

Yes. There are 2 Dolce Gusto-compatible machines. Please bring your own pods.

**What is provided for longer stays?**

For stays of 7 days or longer, guests are provided with a linen/towel change and hot-tub service on request. This should be agreed before arrival.

**Do you have an iron or steamer?**

An iron and ironing board are provided. There is no clothes steamer.

**Can we arrive early or leave late?**

We will try to help where possible, depending on the bookings before and after yours. This must be agreed in advance.

**Are towels provided?**

Yes. Towels are placed on the beds before arrival.

NEED SOMETHING ELSE? CALL OR MESSAGE TOM ON 07400 931031.



BEFORE AND DURING YOUR STAY

Quick answers for a smooth stay.

The questions guests most often ask, all in one place.

**PARKING**

Private rear parking is available for around 8-10 cars.

**WI-FI**

Free Wi-Fi is available throughout; use the supplied guest details.

**BBQ FUEL**

Bring your own charcoal for the charcoal BBQ.

**HOT-TUB HOURS**

Outdoor power, including the hot tub, switches off at midnight.

**ACCESSIBLE BATHROOM**

The ground-floor bathroom is wheelchair accessible.

**BINS AND RECYCLING**

Use the marked driveway bins via the utility-room side door.



QUICK REFERENCE

Enjoy your stay.

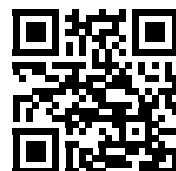
Keep these essentials close to hand while you are at Bonnie Banks.

ADDRESS

16 Balloch Road, Balloch, Alexandria, G83 8SR

CHECK-IN 15:00 | CHECK-OUT 10:00

Outside noise and hot-tub power stop at midnight.



07400 931031

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