

# THE SALTHOUSE

## Welcome...

On behalf of the entire team at The Salthouse Hotel & Eco Lodges can we take this opportunity to welcome you.

Our friendly and professional staff are committed to ensuring that your stay with us is comfortable.

We value that you have chosen to stay with us, and we will do our utmost to ensure that your overall experience is a positive one and reassure you that guest satisfaction is at the heart of what we aspire to be at The Salthouse Hotel & Eco Lodges.

Our dedicated team are at hand to cater for your needs and to ensure your stay is relaxing and stress free.

If there is anything that we can do to make your stay more enjoyable, please do not hesitate to contact our guest relations team by selecting the reception button on your phones.

We hope to welcome you back in the future.

Regards,

The Salthouse Hotel.

Dunamallaght Road, Ballycastle, BT54 6PF  
Tel: +44 (0)28 2051 0000  
Email: [info@thesalthousehotel.com](mailto:info@thesalthousehotel.com)



# Contact Us

## Onsite

You can use the Inhouse phone to contact our Reception, Spa or Restaurant Team

Before you lift your receiver, you will see on your phone a button for contacts

1. Press the 3CX PBook button
2. 'OK'
3. Choose which extension: reception, spa, or restaurant
4. Press send
5. Then lift receiver

You can also direct dial on:

Reception: **301 or 302**

Spa: **306**

Restaurant: **308**

Other ways to contact us:

Email: [Info@thesalthousehotel.com](mailto:Info@thesalthousehotel.com)

Or find us on social media:

Facebook - The Salthouse Hotel

Instagram - thesalthousehotel

Walking directions down the lane welcome down to hotel etc

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# Dining at the Salthouse Hotel

With arguably the best views in the hotel, our tables in The Salthouse Bar and Restaurant gaze out to the Atlantic Ocean and beyond. They offer the perfect place to eat, drink and relax serving everything from morning coffees to classic cocktails and a variety of mouth-watering dishes for lunch and dinner. Drinks and Snacks are also available In our Courtyard daily - booking is not required for this space.

Our menus embrace the essence of our locality using the finest, locally sourced ingredients such as locally caught seafood fresh from the pier. We are passionate about food, service and delivering a dining experience that is relaxed and very much rooted in our location on the stunning Causeway Coast.

For those special occasions we also have semi private dining spaces perfect for a party or family get-together; please contact the restaurant for more details.

## Opening Hours

### Breakfast

7.30am – 10.00am (Monday – Friday)

7.30am – 10.30am (Saturday & Sunday)

### Lunch

12pm – 3.30pm (Monday – Saturday)

12pm – 4pm (Sunday)

### Dinner

5pm – 9.00pm (Sunday – Thursday)

5pm – 9.30pm (Friday & Saturday)

**It is strongly advised to prebook your dining time to avoid disappointment. We will always try our best to accommodate your preferred time.**

On your phone, Ext. 308

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# The Spa at The Salthouse

Whilst your lodge has a private hot tub why not treat yourself to one of our relaxing and rejuvenating spa treatments or seaweed bath.

Located past reception on the lower ground floor.

Immerse yourself in a world of calm and relaxation and soothe your body, mind and spirit. Discover your coastal calm with a rejuvenating overnight spa break, a relaxing one-off treatment during your stay. Simply check in, chill out and leave the rest to us.

Enjoy magnificent views of Fairhead and Rathlin, and even Scotland, whilst relaxing in our outdoor spaces. Take a plunge in warm water or a seat in our Sauna.

If you wish to book a treatment or find our more information about opening hours, please enquire at Spa Reception or dial 306.

**In adverse weather conditions the hotel reserves the right in the interest of the health and safety of staff and customers not to open the hot tubs in all outdoor areas. please ensure that no glassware or glass bottles are brought to the spa. The Thermal Suite has a selection of drinks and cocktails which are available to order on arrival.**

On your phone, Ext. 306

# The Spa Etiquette

## **RESIDENTS**

We kindly ask our residents to arrive to The Spa around 10-15 minutes before your treatment begins to allow enough time to fill out our short medical questionnaire. Your thermal slot will be booked 60 minutes before your treatment

Late arrivals will not receive an extension on their allocated treatment time, but the full charge may still incur.

## **WHAT YOU NEED TO BRING**

Hotel guests can arrive in the robe and slippers provided in their bedrooms. Disposable underwear can be provided for guest's comfort during treatments.

## **CANCELLATION POLICY**

48 hour notice is required for the cancellation of a booking. If booking is cancelled outside the notice period, the full charge will be incurred.

## **MEDICAL CONDITIONS**

Some of our treatments may have to be adapted to suit the needs of the individual, depending on medical issues or conditions. Please make us aware of any medical conditions at the time of booking. Pregnancy Massages can only be carried out on lady's who are In their second trimester of pregnancy.

## **AGE REQUIREMENTS**

There is a minimum age requirement of 18 for use of the spa and treatments. We kindly ask our guests to keep their phone on silent mode for the courtesy of other guests.

We look forward to welcoming you to The Salthouse Spa.

# Guest Services

## **Airport Transfers**

The approximate travel time to Belfast International Airport is 60 minutes and taxi will cost from £60.

The approximate travel time to Belfast City Airport is 80 minutes and a taxi will cost from £70.

## **Breakfast**

Please be aware under current guidelines our breakfast is served on a reservation basis only. If you have not booked a time slot, please contact reception.

Breakfast is served in our Restaurant

Monday - Friday 7.30am to 10am

Saturday & Sunday 7.30am to 10.30am

If you are staying on a self-catering basis, and you fancy being treated, why not upgrade to include breakfast in your stay which is served in our hotel restaurant.

## **Bath & Shower Non Slip Mats**

You will find your bath mats located in your bathroom.

## **Business/Computer Services**

For your convenience, we offer copying and printing for nominal fees. Please contact reception who will be happy to assist you. In addition, business travellers will find work areas and desks in every room.

# Guest Services

## Check Out

We hope you enjoyed your stay with us.

Check Out time for our lodges is 10am

Should you wish to extend your Check Out time please speak to our reception team.

Please note 50% nightly rate may be charged if pre-arranged late checkout has not been agreed with the hotel.

## Children

Children are welcome in the Hotel & Lodges.

Licensing laws do apply though, and children are not permitted in the bar area after 9pm

Unfortunately, Our Thermal Spa does not permit Children at any time. This area is for over 18 years only. Children aged 16 & 17 may be permitted on request but must always be supervised by an adult.

## Cots

Travel cots are available on request.

## Damages

There is a minimum charge of £100.00 for any damages or breakages found in the accommodation after check out. The hotel reserves the right to charge your card for any damages without prior notice.

## Doctor

Should you require medical assistance while you are here please contact reception. However, in the event of an emergency please contact 999 or 101.

Ballycastle Medical Practice

Telephone (028)2076 2684

Out of Hours (028)2566 3500

Dunamallaght Road, Ballycastle, BT54 6PF

Tel: +44 (0)28 2051 0000

Email: [info@thesalthousehotel.com](mailto:info@thesalthousehotel.com)



# Guest Services

## **Electrical Currents**

This hotel has 240-volt outlets in every room. If you have non-European electrical items, you will need to obtain a transformer that will enable the use of these items.

## **Fire Safety**

For your safety we advise that you take note of the fire safety notice on the back of your bedroom door, this will explain our fire alarm system and will show your nearest fire exit on the floor plan.

**The Fire Assembly Point is located at the bottom of the Guest Carpark.**

## **Golf**

Ballycastle Golf Club is located along the seafront of the town. The golf course has some of the most scenic views in Northern Ireland offering parkland holes to wild links offerings. It includes flat and low-lying holes and a back nine that launches you up into seaside hills that allow views of the town of Ballycastle, Fair Head, Rathlin Island and on a clear day the Mull of Kintyre.

Please contact the Golf Club directly on 02820762536

## **Hairdressing, Health & Beauty**

Please contact Reception for a list of local Hairdressers and Beauticians.



# Guest Services

## Helicopter

We have a helicopter landing area which can be prearranged to use. Please contact the hotel reception for more information.

## Horse Riding

For information on the local riding centre we would recommend Sheans Horse Farm Offering quality Horse Riding experiences on one of the most extensive off-road horse riding facilities in Ireland.

Please contact Sheans directly on 07759320434

## Housekeeping

A house keeping service is not provided in our lodges during your stay, however should you require any housekeeping services please contact reception.

## Iron

An iron and ironing board is located in the cupboard under the stairs.

## Lost Property

If you have lost an item during your stay, please contact reception to see if this has been found and stored in our lost property area.

## Luggage

If you require assistance during your stay with your luggage, please contact reception.

## Manuals

There is a selection of manuals for the dishwasher, microwave, oven and washer-dryer located in the .....

## Maps

Our reception team will be able to assist you with all local jogging and walking trails.

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# Guest Services

## Payment Methods

We accept the following payments methods:

- American Express
- Maestro/Switch
- MasterCard
- Visa
- Cash
- Salthouse Hotel Gift Vouchers

\*Please note we are unable to accept cheques or bank transfers.

## Parking & Electric Car Points

Guests can avail of free onsite parking to the front of the hotel, there are also 4 Zappi car charging points where you can charge your car for free.

Each lodge has private parking located outside the accommodation.

## Robes

Lodges have robes and slippers provided for use of the hot tubs.

## Religious Services

### Church of St Patrick & St Brigid

Mass 7 days a week at 10am

Also at 6.30pm on Saturdays.

### Ballycastle Presbyterian

Sunday 11.30am

### Holy Trinity

Sunday 11.30am

### St James

Sunday 9.30am

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# Guest Services

## Smoking Policy

The hotel guest rooms, and indoor public areas are all non-smoking (this includes the use of e-cigarettes and vapes) and can incur a fine of up to £200.00, this also includes the Eco Lodges.

Designated tables located to the front of the bar and restaurant and in the courtyard are available if required.

## Television

For the Lodges, please ensure HDMI 1 is selected in order to access your sky box channels. The blue SMART button on your TV remote will allow access to streaming services. (Please note, these will be your own accounts and you must ensure you have logged out of these before departure).

## Wake Up Calls

Should you require a wakeup call please contact reception.

## WiFi

Complimentary WiFi is available in all areas of the hotel and lodges. Please search for Salthouse Guests and no password is required.

## Local Takeaways

Should you wish to dine elsewhere, please see below a list of local Ballycastle takeaways and restaurants:

### Chinese

Red Dragon - 028 2076 2961

Canton House - 028 2076 3124

### Indian

Kebab King (also do pizza, burgers, kebabs) - 028 2076 9340

### Chippy

Mortons Fish & Chip Shop - 028 2076 1100

Golden Chip – 028 2076 2415

### **Local Restaurants**

The Diamond - 028 2076 2142

Anzac - 028 2076 8469

O'Connors - 028 2076 2123

The Cellar - 028 2076 3037

Central Wine & Bar - 028 2076 3877

### **Local Taxi Numbers**

Noddy's Taxi – 07971 563 905

Direct Cabs – 07976 751 617

Marconi's Cabs – 07788 450 551

Paulas Taxi – 07925 680 858

Fast Cabs – 028 2076 1000 / 07746 609 019

# Concierge and Services

We pride ourselves in our customer service and will take care of your every need throughout your stay with a service that is of the highest standard.

We offer a unique, bespoke service to all our guests. Your stay with us will be smooth and relaxed as our team will take care of everything you need inside and outside the hotel. Our knowledgeable Front Desk team are on hand to make your stay at The Salthouse Hotel is smooth and enjoyable.

The team know all the latest on the happenings in and around the Causeway Coast, and can help you with many aspects of your stay including:

- Car and Luxury car hire
- Health and beauty appointments
- Luggage assistance and storage
- Restaurant bookings
- Tourist information
- Travel timetables and arrangements
- Weather forecasts and updates

# Controlling the Radiators in your lodge

Your lodge has two thermostats; one located in the downstairs hall between the two bedrooms, and one upstairs next to the en-suite door. Set these thermostats to your desired temperature:



On the control panel located next to the boiler cupboard, make sure that the Central Heating (CH) option is either on the Auto/All Day/24 HRS option by using the CH button:



If there is no heat coming from the radiators, please make sure that the on-radiator thermostat is not at '0', and the adjacent valve is turned all the way anti-clockwise:



# The Salthouse: Safe luxury

## **Stay Safe Commitment**

### SOCIAL & PHYSICAL DISTANCING

The Salthouse already offered bright air spaces which allow our customers relaxed and comfortable surroundings. We have made small changes to our spaces in line with current restrictions and regulations.

### REVISED F&B OFFERINGS

We have had to make some changes to our F&B offerings but we still continue to offer high standard options throughout all our services. Bookings for meals are advisable, table service will be offered throughout the hotel.

### GUEST JOURNEY

We have carefully mapped out the customer journey in each of our departments; we have made adjustments to allow for a flow system and to aid in social distancing some areas of the bar & restaurant have been spaced out. As our guests arrive, they will be greeted at the door and directed or guided to the department they are visiting. Should you be in anyway un-happy with any area or service within the Salthouse hotel please let a member of staff aware.



# The Salthouse: Sustainable luxury

The Salthouse is testament to the fact that luxury can also be sustainable. One of the few of its kind in Ireland, we are very proud of the efforts taken to ensure the hotel does everything it can to minimise its impact on the environment through the following ECO features:

- Onsite we have a 225kw wind turbine and 150kw solar PV panels – this combined wind and solar energy could power 150 households for a year!
- The hotel heating and hot water is primarily provided by air source heat pumps and the electricity is provided by onsite wind and solar generation
- In addition to the carbon savings from the heat pumps, the bedroom radiators are individually controlled, reducing waste of heat and increasing the overall efficiency of the hotel
- Outside temperature sensors enables the building to adapt to its environmental conditions and heating in public areas comes on or turns off despite time schedules being set
- Guests can avail of Zappi electric car chargers in our Hotel carpark - these smart EV chargers can be connected to the renewable generation to charge the cars so electric cars can truly be emissions free
- The hotel has LED lighting throughout the building with motion sensors and controls for the staff adding to the overall energy efficiency
- Hotel staff monitor and control the energy efficiency of the building through a centralized dashboard available on hotel tablets, phones and desktop computers which provides energy reporting and evaluation from the automated intelligent building management system
- CO2 sensors are fitted throughout the hotel to monitor the air quality
- No single use plastics

Enjoy a relaxing coastal break at The Salthouse and rest assured that luxury can go hand in hand with sustainability in this carbon neutral hotel.

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