

# THE SALTHOUSE

## Welcome...

On behalf of the entire team at The Salthouse Hotel 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 at The Salthouse Hotel.

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 your phone to contact our Reception, Spa or Restaurant

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

# 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 always 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)

We can offer our menu items as room service during these times for a tray charge of £5.00.

**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

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 whilst relaxing in our outdoor spaces. Take a plunge in warm water or a seat in our Sauna.

Use of the Thermal Suite is £20 per person (60 minutes).

**Remember to book your time slot for use of the Thermal Suite.**

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 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.**

**Robes and slippers are located in your wardrobe which you can wear to the spa or alternatively there are changing facilities available at Spa Reception.**

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 would like to have breakfast in your room, please dial 'reception' to place an order and request a time slot.

Please note breakfast room service times are half hour slots. A tray charge of £5 will be applied.

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

These are 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 rooms is 11am

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.

## **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. 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

## **Guest Amenities**

Each room will include a tea tray and washroom amenities should you require these refilled or topped up during your stay please contact reception.

Additional to your in-room requirements we can also provide, toothbrush kits, shaving kits, shower caps and sewing kits. Please contact reception if you require these.

## **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

We are currently offering a limited housekeeping service. Our housekeeping team will replenish your hospitality tray and replace any towels that are left on the bathroom floor. Should you require a full room service, please request this at reception before 12noon. If you do not wish for housekeeping to enter your room, please place the stone (located on your desk) outside your door. In addition, accommodation staff can provide extra items upon request for your additional comfort e.g. extra pillows, blankets, toiletries etc.

## Ice Machine

Please contact reception who will have ice brought to your room upon request.

## 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

## Maps

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

# 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, we also have 4 Zappi car charging points located in the car park.

## Robes

All rooms will have Robes and Slippers provided. If you are using the thermal suite or spa treatments during your stay, we recommend you change in your room first. Should you require a larger sized robe please contact Spa Reception.

## 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

## Room Service

Room service is available daily - £5 tray charge per person.

You can order off the following menus:

Breakfast menu 7:30am - 10am

Lunch menu 12:30pm - 3:30pm

Dinner menu 5pm - 9pm

Out of hours room service 9pm - 7am (please see this menu at the back)

## Safety Deposit Boxes

These are located inside your wardrobe

To close:

1. Enter a 4 digit code
2. Hold the door closed and press #
3. You will hear the locks move and the screen will show closed.

To open:

1. Enter your code

\* Should you get locked out of your safety deposit box, reception can provide a master key.

## 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 this includes the Eco Lodges.

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

## Taxi

Should you require a taxi service during your stay please contact reception.

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



**Television**

Please select the Information button on your remote control for full T.V. listings. 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.

# 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 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 Radiator in your room



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When entering your room, the number displayed on the thermostat will be the current temperature of your room. This temperature thermostat controls the radiator only

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You can adjust the set point by pressing the “+” or “-” on the thermostat. “Set” will be visible on the top right hand corner (as in the picture). The radiator will only become active if the set point temperature is higher than the current temperature of room.

**PLEASE NOTE THERE IS NO AIR CONDITIONING IN THE ROOM** We have a selection of fans available on request at Reception



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You **CANNOT** adjust the temperature by touching the valve pictured. **PLEASE DO NOT** touch this valve as the radiator will heat uncontrollably if this is tampered with.

If you are not sure of anything, please contact reception to adjust the temperature in your room.

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**Please only increase the temperature in 1-degree intervals. The hotel is extremely well insulated, so it is difficult to cool the rooms down if they get too warm. The towel radiator in the room is not controlled by the thermostat, it has a manual temperature dial which can adjust the heat.**

# The Salthouse: Safe luxury

## **Stay Safe Commitment**

### ILIMEX AIR STERILISATION

Take a deep breath. At the Salthouse we are proud to announce that we have installed Ilimex Air Sterilisation. These units combine sterilisation technologies and UV energy to continuously eliminate >99.9999% of airborne pathogens.

This air sterilising system is the most advanced in the world being capable of completely sterilising and killing SARS-CoV-2.

You will find numerous Ilimex sterilisation systems throughout the Hotel, Restaurant, Spa and Office work space environments

### 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 - 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.



# The Salthouse: SMART luxury

As part of our quest to be as environmentally sustainable as possible The Salthouse utilises the following SMART technology:

- Intelligent building management system to reduce the run time of all the main plant and hotel equipment.
- SMART control of bedroom radiators by linking to our booking system so that rooms are only heated when necessary

## TECHNOLOGY

We are constantly looking at ways we can enhance the customer journey and in line with our eco ethos we have developed some new ways to keep in touch with us and enjoy your journey while you are here with us at The Salthouse. Here are just some of the things we have implemented:

- Key cards to your room can be sent to your phone on arrival at the hotel
- Pre arrival check in will be emailed to you prior to arrival
- Keep in touch with us, join our mailing list for all up to date offers and news

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