

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.

## 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

Salthouse Restaurant: 308

The Lookout Restaurant: 503

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

Facebook – The Lookout

Instagram – thelookoutrestaurant

## Dining at the Salthouse Hotel

At The Salthouse Hotel, we have three restaurants' guests can avail of during their stay, The Salthouse Restaurant, The Yardbox in The Courtyard and The Lookout.

### **The Salthouse Restaurant**

The Salthouse Restaurant gazes out to the Atlantic Ocean and beyond; it offers 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. 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 – 10.30am (Monday – Friday)

7.30am – 10.30am (Saturday & Sunday)

##### Lunch

12:00pm – 3.30pm (Monday – Saturday)

12:00pm – 4:00pm (Sunday)

##### Dinner

5:00pm – 9.00pm (Sunday – Thursday)

5:00pm – 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

### **The Yardbox (Seasonal)**

The Yardbox is located within The Salthouse Hotel Courtyard and is the perfect location to enjoy a delicious light bite, everything from a Classic Club Sandwich to Lemon Pepper Squid is available. The Courtyard welcomes pets.

#### Opening Hours

Monday - Sunday

12:00pm – 5:00pm

### **Afternoon Tea**

Afternoon Tea can be enjoyed in our Velvet Lounge Wednesday to Saturday between 12:30pm – 3:00pm. 24 hours' notice is advisable. Please make enquiries at reception.

### **The Lookout**

The newest culinary adventure on the North Coast, The Lookout restaurant marries a symphony of foodie favourites with a postcard-perfect panorama. Nestled in the heart of Ballycastle, this new venue presents a dining experience filled with fusion plates accented by beloved Italian classics. Unveiled in perfect synchrony with the arrival of summer in 2023, The Lookout creates a brand-new port of call that promises to leave a lasting impression.

#### Opening Hours

Monday - Sunday

12:00pm – 9:00pm

### **Cocktail Masterclass**

Book the ultimate cocktail making experience with one of our award-winning mixologist. Enjoy prosecco on arrival, 2 cocktails per person and a lot of fun!

You can book this by contacting reservations on 02820510000 (minimum of 6 people required) depending on availability.

## 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 by booking a luxury VOYA treatment or bubble your troubles away in our Thermal Suite during your stay. Simply check in, chill out and leave the rest to us. If you wish to book a treatment or find our more information about opening hours, please enquire at Spa Reception or dial 306.

If you wish to avail of any drinks whilst using the Spa, we can offer you alcoholic beverages and soft drinks.

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.

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.

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. 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.

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

72 hour notice is required for the cancellation of a booking for a full refund. You will be required to pay 50% of your booking if cancellation occurs within 48 hours. 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 12-37 weeks 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

### Breakfast

We strongly recommend making a reservation for breakfast, please contact reception and they will happily help.

Breakfast is served in our Restaurant

Monday - Friday 7.30 am to 10:30 am

Saturday & Sunday 7.30 am to 10.30 am

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.

### 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 a £20 charged will incur per hour after 11am if pre-arranged late checkout has not been agreed with the hotel.

## Children

Children are welcome in The Salthouse.

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 and 17 may be permitted on request but must always be supervised by an adult.

## Damages

Our Housekeeping Manager conducts rooms checks within the Hotel prior to guest's arrival and signs off as 'ready' meaning that there is no detected damage and cleanliness meets our 4-star standards. Please inform us immediately if you notice any damage or other discrepancies with your room. 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. If you have any type of accident or soilage, it is important you inform us straightaway so our team can address this promptly.

### Damage to Mattresses and Bedding

Damage to bathroom towels, mattresses covers, sheets, bedsheets, blankets resulting from the use of body oils, false tan, make up, shoe polish etc will result in a minimum charge of £100 for the special cleaning, repair, or replacement of the damaged article. Extra charges may apply once the extent of the damage is ascertained.

## 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

Ballycastle Dalriada Family Practice

Telephone (028) 20768663

Out of Hours (028)2566 3500



## 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. For your information our fire alarm system is tested weekly on a Monday morning approximately 11am.

### 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

Our housekeeping team will refresh your room everyday including replenishing hospitality tray and replace any towels that are left on the bathroom floor. However, as we are eco-friendly, we would encourage reusing towels when possible by hanging them up. If you do not wish for housekeeping to enter your room, please place the stone (located on your desk) outside your door. In addition, reception staff can provide extra items upon request for your additional comfort e.g. extra pillows, dental kits and shower caps.

### Bath & Shower Non Slip Mats

These are located in your bathroom.

### Ice

Please contact reception who can request this from the bar, this can be collected by yourself or we are happy to deliver to your room.

### 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 – not available in the restaurant
- MasterCard
- Visa
- Cash
- Salthouse Hotel Gift Vouchers (within the expiry date)

\*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 2 Zappi and 2 Easy Go fast car charging points located in the car park.

### Bathrobes, Hairdryers, TV Remote Control etc

All rooms will have bathrobes, hairdryers, TV remote control etc provided. Robes are available to purchase at reception for a £50 charge. Please note there will be a charge made for items removed from the bedrooms without authorisation.

### 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

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 – 10:30am

Lunch menu 12:30pm - 3:30pm

Dinner menu 5:00pm – 9:00pm

Out of hours room service 9:00pm – 7:00am

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 minimum charge of £100. Also, if the policy is ignored, we will also charge for the cost of deep cleaning the room and loss of revenue while the room is unable to be sold.

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.

## 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

## Transfers

The approximate travel time to Belfast International Airport is 60 minutes and taxi will cost from £73. The approximate travel time to Belfast City Airport is 80 minutes and a taxi will cost from £90.

## Television

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

## Wake Up Calls and Newspapers

Wakeup calls or newspaper are offered at checked in. If you didn't organise this and you wish to, please contact reception.

## Wi-Fi

Complimentary Wi-Fi is available in all areas of the hotel. 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, contact numbers can be provided at reception
- 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

The heating in your bedroom and bathroom is controlled by a manual temperature dial attached to each radiator, please see images below. To increase the heat, turn the dial clockwise and turn anti-clockwise to reduce.



We recommend only increasing the heat one notch at a time as the hotel is extremely well insulated therefore, making it difficult to cool the rooms if they get too warm.

Please note there is no air conditioning in the room however, we do have selected of fans available upon request at reception.

If you are unsure of anything, please contact reception to adjust the temperature of your room.

## 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 workspace environments.

## 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 & EasyGo 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 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

#### Gift Vouchers

Gift the ultimate luxury to stay, dine and Discover Your Coastal Calm to your loved ones. Vouchers are available to purchase at reception or online for any value. Please contact our reception team and they will be happy to help.



## Feedback Policy

The Salthouse Hotel appreciates all customer feedback, both positive and negative. We sincerely hope you enjoy your stay but if there are any issues or discrepancies that are below standard, please inform a member of staff immediately. We take official complaints seriously and if possible, we will always do our very best to resolve any issues swiftly.