

A-Z Guest Information Sheet

ARRIVAL PROCEDURE

All arrivals at Douneside House are requested to follow this simple procedure:

- Park in front of Douneside House.
- Enter the inner hall and ring the brass bell push on the wall to the right of the stairway.
- A member of staff will welcome you and direct you to your room or cottage.
- If you have not been to Douneside before please ask to be shown around.

Returning guests are also asked to follow the above procedure, or pop into the Managers' Office to announce arrival.

AIRPORTS

Aberdeen International Airport is situated at Dyce, a few miles north of Aberdeen city. From there, it is approximately 45 minutes drive West to Douneside.

From Edinburgh International Airport it is approximately 2 hours 45 minutes drive North to Douneside.

From Inverness Airport it is approximately 2 hours drive South to Douneside.

BANKING

The Clydesdale Bank in Aboyne operates standard banking hours and has a cash-point machine. Lloyds TSB also has a branch in Aboyne with part time opening – check with Lloyds. Cash may also be obtained from the Tarland Post Office with certain Debit Cards. There is also a fee-paying cash point in the Tarland Paper Shop.

The RBS provides a mobile banking service in Tarland village square - Tuesdays 1325-1400 hours.

BAR

The daily bar opening times are 1230-1330 hrs and 1800-2300 hrs. Please note that the bar prices are very reasonable - ask the barman for a price list.

BILL PAYMENT

Bills will normally be ready for guests by 0830 hrs on their day of departure. If required earlier, please let the office know the day before departure. Payment may be by cash, cheque, credit or debit card. Bills paid by credit card will incur a 2% levy to cover bank charges. We apologise for having to implement this but are under remit to minimise unnecessary operating costs, to reduce the subsidy received from the MacRobert Trust.



BOOKINGS

During your stay, future bookings may be made at the Office. Please try to book before settling your bill as this tends to be a busy time, with several guests leaving at once.

BOOKING INFORMATION

When making a booking, we require the following information:

- Name; rank, or former rank; address – post code first; telephone number; e-mail address.
- If you are bringing other guests, we also need the above information, particularly whether your guest is entitled to discount or not.
- If sharing with others, please let us know how your bill is to be split—especially within the cottages.
- If you are bringing young children, please let us know: their ages; if high tea is required; if cot, camp bed or bed guards/rails required – see CHILD AMENITIES below.

BUS SERVICE

Bus services operate from Aberdeen to Aboyne and Tarland. A taxi would be needed to take guests to and from Douneside to Aboyne. We would be happy to collect guests from Tarland. Details of these services may be obtained from the bus operator – Stagecoach Bluebird, telephone 01224 212266.

CAR HIRE

Cars may be hired through the usual national outlets at Aberdeen, Inverness and Edinburgh Airports and Aberdeen train station.

For elderly guests, a local company - Murray Garage, 91 Main Street, Alford, telephone 019755 63600 - will arrange to collect you from Aberdeen Airport or train station and handover a hire car to you at Alford (25 minutes drive to Douneside). Applicants over 75 may be judged individually for suitability to drive a hired a car.

CAR PARKING

To comply with Fire Regulations guests are to park in the main car park or the allotted spaces outside their cottage or apartment. Disabled or infirm guests may park at the front of the House if necessary.

CHILD AMENITIES

We are able to provide several child-friendly facilities:

- In addition to travel cots, wooden-sided cots and camp beds, we have bed guards/rails. Please let us know in advance of your arrival if you require any of these facilities for your child's room.
- We also have: a bottle sterilizer; spare bibs; feeders; children's cutlery and plates; high chairs.
- Although we do not provide a baby sitting service per se, we have a babysitter list which we can pass on to parents to enable them to make arrangements.
- We provide high tea at 1800 hours for children too young to join parents for dinner. Please let us know in advance of your arrival if you require your children to take high tea.

COMPUTER ACCESS

We provide a wireless laptop and printer for guests' use. These are located upstairs in the Sun Room. Please see WI-FI heading below. The password is



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available from the office (this is to enable parents to control internet access for their children, should they wish).

CROQUET

The croquet lawn at the front of the House is available for use during the summer months. Croquet equipment is kept in a box on the veranda.

DENTAL

NHS Grampian operates an out-of-hours emergency dental service for visitors to the area who are in acute pain and require emergency treatment. Clinics are open between 1815 hrs and 2115 hrs, Monday to Friday and 0930 hrs to 1230 hrs Saturday and Sunday. Telephone 01224 558140 for an appointment. The emergency clinic is in Aberdeen.

DIRECTIONS

Attached are directions from Aberdeen Airport, and various options for routes from the south.

DOGS

Guests staying in the cottages and Casa's 22 & 23 may request to bring dogs to Douneside. These must be booked in, as there is a small charge per dog to cover extra cleaning and maintenance of dog litter bins. For those with dogs, please follow these guidelines:

- Keep your dog under control, particularly in the vicinity of other guests, farm animals and birds. Use a lead if necessary.
- Do not allow your dog to foul paths and public areas within the grounds - clean up after your dog.
- Please use the dog litter bins situated between the main car park and Pine & Alpha cottages and between the main house and the Casa apartments.
- If you have not brought any dog litter bags, you should find some in the service cupboard within the cottage/apartment.

DOO'COT

The date above the front door of Douneside House is 1907. This marked the year in which major renovations were completed, resulting in the current configuration of the house. To commemorate its centenary, a doo'cot (dovecote) with the outline shape of Douneside House, was made by a local joiner. The date on the doo'cot is 2007. The doo'cot resides with its family of pure-white, fan-tailed garden doves on the wall of 'Lalimli', opposite the entrance to the Leisure Centre. Local children named the doves: snow-flake, snow-white, snow-drop, snow-bell and snow-berry – one flew away and It's been named s'no-there...

DOUNESIDE CLUB

Because Douneside is not open to the public, its Liquor Licence is provided under 'private club' rules. This means that every adult coming to Douneside, whether they partake or not, has to become a member of the 'Douneside Club'. The nominal charge for this is £2 per person – it covers the duration of a guest's stay.



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DRESS

Although there is no 'dress code' as such at Douneside, traditionally in the evenings, after 1900 hrs, most gentlemen wear jacket and tie. An open neck shirt and jacket is also acceptable. 'Planters' (long-sleeved shirt and tie) would also be perfectly acceptable on warm summer evenings (rare occasions at Douneside!)

DUVETS

All our beds are made up with duvets. If you would prefer blankets please let the staff know. Hot water bottles are available on request in the Main House and are provided in cottages and apartments.

FEEDBACK

We welcome feedback and have a quality control system in place. Please let us know early in your stay if there is anything you are not happy with, so that we may address the issue promptly.

**FLIGHT
CONFIRMATION**

Flights may be confirmed using the wi-fi laptop and printer located in the Sun Room – see COMPUTER ACCESS heading above.

FIRE

The fire alarm systems in the Main House and the Leisure Centre are linked to a call centre. If either of these systems is activated the Fire Brigade will be called automatically. Cottages and apartments have smoke detectors.

Guests in the Main House should follow the instructions placed in each bedroom. Please acquaint yourself with these instructions and note your designated escape route. If you hear the fire alarm, vacate your room immediately and assemble on the lawn at the front of the House.

Guests in cottages or apartments should vacate their accommodation as soon as they hear a fire alarm and, when possible, raise the alarm by dialling 999. Guests who do not have a mobile telephone should take the key labelled Head of Gardens from their cottage or apartment and proceed to the Head of Garden's office (located by the entrance to the Leisure Centre) where they can access a telephone.

FISHING

Trout fly fishing is available on The MacRobert Estate lochan at Cockforest; details are in the Sun Lounge and tickets are available from the Office. Permits for river fishing may be purchased from local riparian owners. Salmon fishing can be arranged through an intermediary – this must be done well in advance of your stay. Details through the office please.

FOOD

We aim to produce good quality 'home cooking'. All food is prepared and cooked in our kitchen. All our meat is locally sourced and supplied by Sheridan's of Ballater, who also supply the Royal Family when in residence at Balmoral. Many of the preserves we serve are homemade. When available, vegetables, salads and soft fruits are supplied from the walled garden within the Douneside grounds.

Also, see MEALS below.



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FUEL The nearest fuel station is Melgum Road Garage, Tarland – 013398 81292. Opening times are: Mon – Fri 0800 hrs – 2000 hrs; Sat - 0800 hrs – 1700 hrs; Sun – closed. General garage services are also available.

GAMES A selection of board games is located in the cupboard in the Library lobby.

GARDENS The Green House is open for guests to visit from 0830 hrs to 1600 hrs daily, throughout the summer months. There is now an improved network of footpaths, particularly along the burn side, giving access to many hitherto inaccessible areas.

GOLF There are concessionary rates at Tarland Golf Club. Please request a concessionary slip at the OFFICE.

GRATUITIES We do not add a service charge to bills. Whilst guests are under no obligation to leave a tip, many do so in appreciation of good service from our staff. All gratuities are held centrally by our accountant and distributed on a pro-rata basis, depending on hours worked. A gratuity may be added to bills and paid for by card or cheque. Alternatively, cash may be left at the office (usually when paying the bill).

KEYS Please see SECURITY and VALUABLES below.

LAUNDRY AND IRONING The self-service guest laundry is in the old farm steading next to the Leisure Centre. Guests wishing to dry small items in their rooms may request a 'clothes horse' from the Housekeeper. Within the main house, an iron and ironing board may be requested from the Housekeeper. All cottages and apartments have ironing facilities.

LEISURE CENTRE The Leisure Centre has a heated swimming pool, sauna, Jacuzzi, snooker and fitness rooms, table tennis and pool tables. There is also an outside tennis court. Some additional points:

- The opening times for the Leisure Centre vary with the seasons and are displayed at the entrance. Normal summer season opening is from 0800 hours until 2000 hours daily.
- Towels are provided in the Leisure Centre.
- Guests may use the games facilities after the swimming pool is closed.
- Please ensure that you sign the register in the Leisure Centre Office before using the swimming pool or fitness facilities.
- At busy times it may be necessary to book the Tennis Court; please do this with the Leisure Centre staff.
- For the safety of all, it is imperative that parents supervise their children when using the Leisure Centre and comply with the regulations displayed therein.



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MAPS AND BROCHURES

A selection of maps of the local area and brochures of places of interest is located in the upstairs Sun Lounge in Douneside House. Postcards and stamps are available from the Office or the Bar. There is a 1:25,000 OS wall map in the Gentleman's cloakroom next to the bar and a 1:50,000 version in the conservatory. Additional local maps may be borrowed from the office.

MEALS

Times:	Breakfast	0830-0900
	Morning Coffee	1100-1130
	Lunch	1300-1400
	Afternoon Tea	1600-1700
	High Tea (for children!)	1800
	Dinner	1930-2000

Dinner is a set menu. The menu is displayed, in the dining room, a day in advance. Please feel free to ask for a substitute dish if you wish. It would be appreciated if this could be done as far in advance as possible. Special diets (vegetarian, gluten-free etc) will be catered for when requested.

For Holiday Guests only. Each evening a list is placed on the table in the Main Hall and you are invited to indicate whether you will be lunching in, or require a packed lunch the following day. Packed lunches will be available in the Conservatory from 0900 hrs.

MEDICAL

The Tarland General Practice is located in the Market Stance in the Village. A pamphlet containing details of the practitioners and opening hours is in guests' rooms.

The telephone number is: (013398) 81281
The Aboyne Hospital casualty number is: (013398) 86433

NHS24 may be accessed out-of-hours by calling the surgery number above (013398) 81281.

MOBILE PHONE RECEPTION

Please note that mobile telephone reception at Douneside varies considerably depending upon the provider. Vodafone is good, O² and Orange are poor.

OFFICE

The Managers' Office is situated at the rear of the dining room, opposite the glass entrance doors, up a couple of steps. There is no reception as such, so bill payment, future bookings, requests, etc are all done through the office. The office is open 0830 - 1700 hours.

PITCH & PUTT

The Pitch & Putt green is on the lawn opposite the CASA building. Putters and balls are kept in the settle in the Main House vestibule. There is also a practice driving net adjacent to the putting green. Please note the putting green is not up to professional standards and is there for fun rather than for serious golfers.

POST

The Tarland Post office is open as follows:

Mon, Tue, Thu and Fri: 0900-1215 hrs and 1315-1700 hrs



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Wed & Sat: 0900–1215 hrs

The last mail collection from the Post Office is:

Mon – Fri 1515 hrs
Sat 1215 hrs

Mail is collected from Douneside House each morning except Sunday - times vary depending on the postman's workload. Guests are welcome to leave their personal mail in the Office for collection.

ROOM AMENITIES

The following are provided in all rooms:

- Bath and hand towels
- Soap, shampoo, shower gel etc – Gilchrist & Soames
- Radio alarm
- Hot drink making facilities and shortbread.

Not all rooms have shaver sockets.

Premium rooms and all cottages and apartments have hair driers. If there is no hair drier in your room and you require one, please ask the Housekeeper.

SECURITY

Douneside House is run very much as a Country House, with security being the responsibility of all staff members and guests. The front door to the House is locked at 2300 hrs each night. Please ask for a front door key if your room is in the House and you intend to be out after this time.

Please note that in the main house keys are not provided to lock room doors. Rooms may be locked from the inside only. Cottages and apartments are locked and keys will be issued on arrival. Please ask if you require additional keys. Also, please see VALUABLES below

SHOE CLEANING

Shoe polish and brushes are located at the top of the fire exit stairs by Room 10 on the rear corridor of the Main House.

SHOPS

Tarland Shops close on Wednesday afternoons and Aboyne Shops close on Thursday afternoons. In Tarland, there is a chemist, newsagent and a small, general store.

SMOKING

In accordance with Scottish Executive Legislation, all buildings at Douneside are designated smoke-free zones. This includes the verandas at the Main House. For those who do smoke, it would be appreciated if you do not leave your cigarette butts lying.

TARIFF

Please see the tariff enclosed with this information.

TAXI

There are several local taxi companies:



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- E&M Lees - 013398 83623
- Banchory - 01330 823500
- Aboyne - 013398 86715
- Cromar - 013398 86550

TELEPHONE

A coin operated telephone is situated in a booth in the main house, next to the library entrance. Please see MOBILE RECEPTION above.

TELEVISION

All cottages and apartments have their own televisions. There are televisions in two of the public rooms in the main house. Currently there are no satellite services and we are in the process of converting to digital.

TRAINS

Train stations are at Stonehaven and Aberdeen. Public transport links are better from Aberdeen. Please see TAXIS, BUSES and CAR HIRE headings.

VACATING ROOMS

The check-out time is 1000 hrs. If this causes a problem please see the Managers or the Housekeeper who will make arrangements to store your luggage until you leave.

VALUABLES

We are happy to secure small valuables in the OFFICE safe.

WALKS

There are many excellent walking areas around Douneside. We sell a very useful booklet, produced by the Upper Deeside Access Trust, titled "Tarland Walks". This may be purchased from the office for £2.50.

WI-FI

There is a wi-fi system in the main house at Douneside – internet access is free. It does not cover every room, but can be accessed from many areas. Please ask at the office for access codes. Also, please see computer provision above.

DIRECTIONS FROM ABERDEEN AIRPORT, DYCE TO DOUNESIDE HOUSE

Directions	Distance	Time	Remarks
Follow airport exit signs			
At traffic lights, turn left onto Dyce Drive		01.27	
At roundabout, take 3 rd exit A96 north	Zero trip	02.50	Signed Inverness
Turn left onto B979	1.7 miles	04.29	
Bear right on B979	3 miles	06.53	
Turn right onto A944	6.4 miles	10.54	
Turn left onto B977	9.9 miles	15.17	



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Turn right onto B9119	12.4 miles	18.50	Echt village
Turn right just after Tarland village sign	30.2 miles	42.42	
Turn right into Douneside	30.9 miles	44.38	
Reach Douneside House!	31.0 miles	45.05	

ROUTES FROM THE SOUTH (EDINBURGH OR GLASGOW DIRECTION)

Quickest route: A90 via Dundee, B974 Fettercairn, Cairn O'Mount, B976 Aboyne, B9094 Tarland, B9119 > turn left to Douneside – approximately 2 hours 10 minutes non-stop from north side of Forth Road Bridge (+10 minutes from Glasgow M73/A80 junction) .

Smoothest route: A90 via Dundee, at Stonehaven left onto A957, Crathes left onto A93, Banchory A93, Aboyne turn left onto B9094 Tarland, B9119 > turn left to Douneside - approximately 2½ hours non-stop from north side of Forth Road Bridge (+10 minutes from Glasgow M73/A80 junction).

Scenic route: From Perth take A93, Blairgowrie, Glen Shee, Braemar, Ballater, left onto B9119 to Tarland > turn left to Douneside - approximately 2½ hours non-stop from north side of Forth Road Bridge (+10 minutes from Glasgow M73/A80 junction)

Please note times are advisory only and weather dependent.

If travelling during the winter months, you are strongly advised to check likely road conditions first. Unless you have 4WD, you are advised not to take the Scenic Route and beware of the Quickest Route, as Cairn O'Mount (B974) is often blocked!

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