

GREYNA HALL

HISTORIC MARRIAGE HOUSE

ROOM DIRECTORY



PART OF THE
GREYNA GREEN FAMILY

Index

WELCOME	PAGE 3
YOUR ROOM	PAGE 4
CUSTOMER BENEFITS	PAGE 8
DISCOVER GRETNA GREEN	PAGE 10
TELEPHONE & TELEVISION SERVICES	PAGE 12
HOTEL SERVICES	PAGE 14
HOUSEKEEPING AT YOUR SERVICE	PAGE 16
SECURITY & SAFETY	PAGE 17



Welcome

A very warm welcome to Gretna Hall Historic Marriage House & Hotel, the oldest hotel in Gretna Green, newly refurbished and set within 10 acres of gardens and grounds.

The Home of Romance and the wedding capital of the UK, the Famous Blacksmiths Shop, in Gretna Green, has over 260 years of history and heritage, joining couples since 1754, and is now a world-class, award-winning wedding destination, with a 5-star visitor attraction, shopping and 2 hotels. Through four generations of ownership, since 1885, this family-owned and operated business has been at the heart of Gretna Green and Dumfries and Galloway's local history for over 135 years!

Whether you come to Gretna Green to be married, dine, stay overnight in one of our hotels and suites, share a wonderful family day out in our Gretna Green Experience and courtship maze, or 'shop 'til you drop' in our fabulous Scottish Gifts and Luxury Brands shopping attraction; we have it all here!

Enjoy your stay, and if there is anything further that we can do to make your stay more comfortable and enjoyable, please do let us know, by contacting my colleagues at reception on "0" or the Duty Manager.

Kind Regards

Yash Dhiman

GENERAL MANAGER
yash.dhiman@gretnagreen.com

Your Room

CHECK-IN TIME

Check-in time is from **3:00 pm**. Early check-in is available with an additional charge on request, subject to availability and an additional charge. Please contact our Front Desk team by **dialling 0**.

CHECK-OUT TIME

Check-out time is **11:00 am**. Late check-out is available with an additional charge on request, subject to availability and an additional charge. Please contact our Front Desk team by **dialling 0**.

COFFEE & TEA

Your room is equipped with a kettle, cups and complimentary tea and coffee portions, which are refreshed during housekeeping. If you would like any additional servings, please contact our Housekeeping department by **dialling 1408**.

COMMENTS

The enjoyment of your stay is very important to us. To ensure that the quality of our product and service remains first class, we would appreciate any comments or suggestions for improvement.

Please feel free to email any feedback to **ghall.frontdesk@gretnagreen.com**.

COTS

Complimentary travel cots are available in limited numbers. Guests must supply their own bedding. Please dial our Front Desk Team on 0 to request one for your room.

EMERGENCIES

To ensure your safety and comfort **we encourage you to read the Security/Safety section and its' Emergency Phone List** in this directory **along with the evacuation instructions** on the back of your guest room door. Please **dial 0** if you require immediate assistance.

EMERGENCY EXITS

Please **check the back of your door** for the emergency exit nearest your location.

FIRST AID

Please dial 0.

HAIR DRYERS

Hair dryers are available in all guest rooms.

HOUSEKEEPING

If you require fresh towels or toiletries, or have a specific request or requirement please see the Housekeeping section of this room guide for more information, **page 16**.

INTERNET

All guest rooms come equipped with complimentary, high-speed, wireless internet access.

IRON & IRONING BOARD

All guest rooms are equipped with ironing facilities. These can be **found in your wardrobe**.

KEY CARD

Should you lose your key card please immediately notify the Front Desk so that your lock may be re-coded.

If for any reason your key card stops working, please ask at reception and we will be happy to reconfigure your card.

For your own protection you will be asked for identification before being issued a new key.

Please return your key card to the front desk upon check-out.

LOST AND FOUND

For Lost & Found enquiries please **contact the Front Desk by dialling 0**.

MAINTENANCE

If something is not working please inform our Front Desk by **dialling 0**.

MANAGER ON DUTY

To speak with the Manager on Duty please **dial 0**.

NIGHT PORTER

The night porter is available for late check-in, early check-out and in the case of an emergency.

NON-SMOKING

Gretna Hall hotel is 100% non-smoking. We ask that all guests use our designated smoking areas. Should anyone smoke in your non-smoking room an additional **deep cleaning charge of £75** will be applied to your account upon check-out.

PARKING

Complimentary parking is available for all registered hotel guests. The hotel cannot be held responsible for any loss or damage caused to your vehicle.

PAYMENT

We accept all major credit cards, however, invoice must be agreed prior to arrival, for further info please contact Front Desk by **dialling 0**.

PET POLICY

Pets are not permitted inside Gretna Hall. However, please ask our team about our Pet Policy for the Bensmoor Suites.

POWER SAVING

Electricity in the room is powered by placing your room key in the slot by the entrance. Once the key is removed, power will **turn off within 5 – 10 minutes**.

ROOM SERVICE

24-hour room service is available. Please see our room service menu.

SECURITY

Your safety and security are of the utmost importance to all of our staff. Please familiarise yourself with the Safety Guidelines provided in this directory. If a security need arises, please contact the front desk for immediate attention. **Please dial 0**.





SUITES

Gretna Hall features 5 boutique suites and our **luxury suite of refurbished garden rooms**.

For further information please contact our Front Desk team by **dialling 0**.

SUNDRIES

We truly care about your stay. If you've forgotten something, we have a variety of sundry items available at the front desk. For further information please contact our Front Desk team by **dialling 0**.

TELEPHONE

To dial room-to-room **please dial 40 followed by the room number for ground floor rooms and dial 4 followed by the room number for first and second floor rooms**.

For further information **please refer to the Telephone/TV Services** section of this directory.

TELEVISION

Our televisions offer a range of channels. If your TV set is not receiving a signal please look to your remote and **press Menu > Source > DTV**. If you require additional assistance please contact front Desk by **dialling 0**.

WAKE - UP CALLS

To arrange a wake-up call please contact Front Desk by **dialling 0**.

WHEELCHAIR ACCESS

Three guest rooms have been specially designed for wheelchair accessibility. These rooms are available at no additional charge. We recommend advance booking. For further information please contact Front Desk by **dialling 0**.



Customer Benefits

All of our Hotel guests are entitled to an exclusive 10% off Shopping and 50% off entry at the Famous Blacksmiths Experience at our Famous Blacksmiths Shop Attractions; situated up the road from Gretna Hall Hotel.

GRETNA GREEN EXPERIENCE

With over 250 years of history, our 5-star visitor attraction, at the Famous Blacksmith Shop has been transformed into a brand-new, fully immersive experience, telling the World's Greatest Love Story.

Our new Experience aims to both showcase and preserve the history of love and romance at Gretna Green, whilst telling the age-old tale of that first knock at the door when the Famous Blacksmiths Shop's story began. The experience lies within the Famous Blacksmiths Shop Attractions, alongside the Famous Blacksmiths Shop original building, (home to our Original Marriage Room and Forge Marriage Room) and is connected to The Gretna Green Experience Shop.



SHOP WORLD FAMOUS BRANDS, SCOTTISH TARTAN, CASHMERE & MORE

Discover our selected Scottish products and traditional Highlandwear - with over 100 lines and clan-related products. We are also home to a fabulous range of Best of British brands and international labels including: Harris Tweed®, Barbour®, Radley of London®, Joules®, Hamilton & Young Scottish Jewellery, Lochcarron Cashmere and much more!

GRETNA GREEN OWN-BRAND LUXURY SHOPPING
We've designed a beautiful range of Gretna Green own-brand products. From luxury Scottish cashmere jumpers and scarves, to candles and glassware, our own blend of Whisky and Gin, chocolates and biscuits and even a range of luxury sterling silver and pewter jewellery. A perfect gift to take home for friends and family or as a memory to keep from your visit.

MORE SHOPPING AT GRETNA GREEN

We have a further two fantastic retail outlets available for visitors to shop and explore, here at Gretna Green, alongside our Foodhall & Gretna Green since 1754 flagship store.

Wee Scottish Shop

Perfect for those Scottish and Tartan-themed souvenirs, as well as sweet treats and take-away dining.

Gretna Green Experience Shop

Start and finish the Gretna Green Experience from our Experience Shop. Home to all things 'Gretna Green', across our huge range of own-brand luxury gifts and fashion.

Gretna Green Foodhall

Our Foodhall stocks a mouth-watering array of food and drink from the best local Scottish suppliers. From tasty treats and delicious, savoury goodies to traditional dishes, we have the best quality, great tasting food and drink products, that can be enjoyed on the spot or packed to take home.



Discover Our Family Business

THE GRETNA GREEN STORY

A family business since 1885, when Hugh Mackie - a Gretna local - bought the Famous Blacksmiths Shop - famous for its romantic and sometimes scandalous history of runaway weddings following the 1754 Marriage act which prevented couples in England and Wales from marrying under 21 without their parents consent - with a great vision for what it could become, Gretna Green has transformed from its humble beginnings as the home of runaway weddings, to become a **Visit Scotland graded, 5-Star, multi-award-winning visitor and wedding destination, and the perfect family-friendly day out.**

Four generations later, with Alasdair Houston, MBE at its helm, Gretna Green has grown from a simple wedding venue to encompass retail, 3 hotels, historic immersive experience, dining and more; with visitors coming from all corners of the world to experience the Famous Blacksmiths Shop.

Famous since 1754, the Blacksmiths Shop, Gretna Green, is one of Scotland's earliest visitor attractions. In 2022, **the Famous Blacksmith Shop has been transformed into a brand-new, fully immersive experience, telling the World's Greatest Love Story.**

EATING & DRINKING

Alongside our Restaurant in Gretna Hall, we are also proud to offer you further dining options in our Blacksmiths Foodcourt and Bar at the Famous Blacksmiths Shop Attractions - just across the road - and within our other Gretna Green family hotels.

At the Blacksmiths Foodcourt and Bar you can enjoy the comfort of traditional, wholesome meals reflecting the flavour of Scotland and the local region. The ingredients are selected to represent the diversity of local and Scottish produce, and cater to a variety of different tastes and dietary requirements, with several vegetarian and vegan options also available.

Our hotel restaurants offer a fabulous mix of traditional Scottish favourites, international cuisines and A La Carte fine dining options too.



HANDBASTING

Since medieval times, couples have been using handfasting ceremonies as a way to affirm their commitment, celebrate engagements and even marry! Nowadays, handfasting is often a popular way to celebrate a couple's love, be that as an anniversary celebration, for a birthday, Valentine's Day, as a wedding present and even as a part of wedding ceremonies.

Turn up in your casual clothes, or bring out the gowns and suits! It is all about celebrating you, your loved one and the love you share.

GRETNA GREEN EXPERIENCE

With over 250 years of history, our 5-star visitor attraction, at the Famous Blacksmith Shop has been transformed into a brand-new, fully immersive experience, telling the World's Greatest Love Story.

See page 8 & 9 for more details.

OUTDOOR SPACES

Let the kids blow off steam in the play park or have a race round the Courtship Maze or enter from different sides and find each other in the middle. Go for a country walk or simply relax in the Sculpture Courtyard and watch the world go by. Our LOVE Wall, where anyone can leave a LoveLock to commemorate their visit. Exclusive 'Gretna Green' LoveLocks are available to purchase in our shop

SHOPPING

Shop world famous brands, Scottish tartan, cashmere & more! Discover our selected Scottish products and traditional Highlandwear - with over 100 lines and clan-related products.

See page 8 & 9 for more details.

GIN & WHISKY TASTING EXPERIENCES

For those with an interest in traditional whisky. Discover the secrets of Scottish Whisky with this exclusive nosing and tasting session. Our Gins of Scotland tour is a fun and exciting way to try some of our favourite gins and gin liqueurs from across Scotland.

Same day booking available subject to availability

CUSTOMER BENEFITS

All of our Hotel guests are entitled to an exclusive **10% OFF SHOPPING & 50% OFF ENTRY** when they present their room key registration card. See page 8 & 9 for more details.



Telephone & Television Services

LOCAL CALLS

Dial 9 + number.

LONG DISTANCE CALLS

Dial 9 followed by the international dialling code, then followed by the telephone number.

ROOM-TO-ROOM

For Ground Floor rooms dial 40 followed by the room number.
 For First and Second Floor rooms dial 4 followed by room number.
 Example: Room 9 = 409 Room 19 = 419

TELEPHONE CHARGES

Calls will be charged to your room

Landline numbers	1p per minute
Mobile numbers	4p per minute
International numbers	the going rate

HOTEL DEPARTMENTS

Front Desk	0
Bar	1410
Restaurant	1411
Housekeeping	0
Night Porter	0
Sales & Events	0
Wedding Coordinator	0

INFORMATION NUMBERS

Dial 9 for an outside line.

Emergency 999	Local Road Report 09068 884322
Local Airport 08718 821121	Local Tourist 01461 337834
Local Bus 08717 818181	Local Train 03457 484950
Local Hospital 01228 523444	Local Weather 03709 000100

TELEVISION SERVICES

Channel Guide

01 BBC 1	25 Dave Ja Vu
02 BBC 2	26 G.O.L.D
03 ITV	27 ITV 2 +
04 Channel 4	28 E4
05 Channel 5	30 5 +
06 ITV 2	31 5 USA
07 BBC 3	32 Movie Mix
08 BBC Alba	33 ITV + 1
09 BBC 4	37 Quest
10 ITV 3	40 Food Network
11 Pick TV	41 Travel Channel
12 Dave	43 Channel 5 +1
13 Channel 4 +1	44 Film 4 +1
14 More 4	46 Challenge
15 Film 4	47 4Seven
16 QVC	49 TJC
17 Really	54 Home
18 4 Music	55 Channel 5 24
19 Yesterday	70 CBBC
20 Drama	71 CBEEBIES
21 Viva	72 CITV
22 Ideal World	80 BBC News
23 Bid	81 BBC Parliament
24 ITV 4	82 Sky News

Sports channels can be viewed in our lounge on the ground floor.



Hotel Services

AUDIO VISUAL REQUIREMENTS

Please contact our Sales & Events team. Please **dial 0**.

ATM SERVICE

The Nearest ATM can be found in Central Avenue Gretna.

BANQUETS

The best in catering expertise and facilities are available.

If you are planning an event please contact our Sales & Events team.

Please dial 0.

BEAUTY SALON

We are pleased to offer hair and beauty services in our Salon at Smiths Hotel.

We recommend appointments are booked in advance. Please contact the salon by **dialling 1411** or ask the Front Desk for more information.

BREAKFAST

Breakfast is served

Monday to Friday, 7am until 10am

Saturday to Sunday, 7.30am until 10.30am

CONFERENCE SERVICE DEPARTMENT

Contact the Conference Co-ordinator. Please dial 0.

CURRENCY EXCHANGE

Our hotel does not offer currency exchange.

For directions to the nearest currency exchange please contact Front Desk for directions by **dialling 0**.

CUSTOMER BENEFITS

All of our Hotel guests are entitled to an exclusive **10% off Shopping and 50% off entry** at the Famous Blacksmiths Gretna Green Experience at our Famous Blacksmiths Shop Attractions; situated directly across the road from the hotel.

Please visit page 8 for more information about our customer benefits and what we have to offer.

EMERGENCY ASSISTANCE

If you require emergency assistance please **dial 0** to speak with Front Desk or **dial 999**.

LUGGAGE ASSISTANCE

For assistance with your luggage, please contact the Front Desk by **dialling 0**.

MEETINGS

We are pleased to offer the best in catering expertise and conferencing facilities. Please ask at the Front Desk for more information, including a complimentary Corporate pack.

RESTAURANT

Our multi-award-winning restaurant and lounge offer a mouth-watering range of dining options; all made to our 2 AA Rosette standards. Please pre-book your table by **dialling 1410**.

TAXIS

Taxis may be booked by speaking to our Front desk team. **Please dial 0.**

TRAINS

The nearest train station is located approximately 5 minutes from our hotel. For further information please **dial 0800 912 2901**



Housekeeping at your service

CONTACT

Please dial **0**.

GREEN PROGRAM

Every day millions of gallons of water are used to wash towels that have only been used once.

A towel **hanging on the rail** means **'I will use this again'**.

A towel **in the bath** means **'Please exchange'**.

At Smiths Hotel we are always looking for ways to reduce our impact on the environment. If you have suggestions for improvement or would like more information on what we're doing to help, please **dial 0**.

GUEST ITEMS

Available on request:

Dental Kits | Pillows | Sewing Kits | Shaving Kits | Travel Cots

HOURS OF SERVICE

Monday to Saturday, 9:00 am to 4:00 pm.
Sundays and Public Holidays,
10:00 am to 4:00 pm.

PRIVACY

If you do not wish for your room to be serviced, please hang the 'Do Not Disturb' sign on your door.

Should you require Room Service at a particular time, have a special request or wish not to be disturbed, **call extension "0"**.

LOST AND FOUND

For Lost & Found enquiries please contact the Front Desk by **dialling 0**.

Security & Safety

IMPORTANT NUMBERS

Dial **9** for an outside line.

Police, Fire, Ambulance
999

AA Road Service
0800 887766

Chiropractic Emergency
01228 524477

Dental Emergency
01228 534031

Hospitals Emergency
Cumberland Infirmary
01228 523444

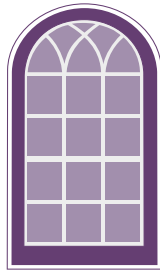
Dumfries & Galloway Royal Infirmary
01387 246246

FIRE EMERGENCY

Locate the nearest Fire Exit on entering your room (see back of room door).

Locate alarms and extinguishers on your floor and review their instructions.

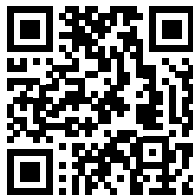




GRETNA HALL
HISTORIC MARRIAGE HOUSE

G
GRETNA GREEN
S I N C E 1 7 5 4

Discover more about
our family business



www.gretnagreen.com

© GretnaGreen1754

 FamousBlacksmithsShop

 GretnaGreen1754