

WWW.TENHILLPLACE.COM

WELCOME TO TEN HILL PLACE HOTEL



Dear Guest,

I extend to you a very warm welcome and also thank you for choosing Ten Hill Place at Surgeons Quarter. Our rooms have been thoughtfully designed with you in mind and offer a modern design. We have a dedicated team on board to provide you with the highest levels of care and service with a friendly, yet discreet approach.

The vibrant city of Edinburgh has so much to explore and offers so many different experiences no matter what time of year you are here.

In this directory, you will find the following information which you may find useful during your time with us.

Should there be something that you require which is not listed here, please contact a member of the team by dialling "0".

From all the team at Ten Hill Place Hotel, we hope you have a pleasant and enjoyable stay with us. Should there be anything further that we can do to make your stay more memorable, please just let us know.

Warmest regards,

Mark McKenzie
General Manager

Ten Hill Place Hotel
10 Hill Place
Edinburgh
EH8 9DS

Telephone: (+44) 0131 662 2080 Fax: 0131 662 2082 Email: T@tenhillplace.com

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HOTEL RECEPTION

Our Reception Desk is operated 24 hours a day by our Front of House Team. Should you require any assistance during your stay please do not hesitate to contact the team by dialling "0"

GUEST SERVICE MANAGERS

We have Guest Service Managers available 24/7 to assist you during your stay. Please dial "0" for assistance.

CHECK OUT

Guests are requested to check out by 12noon on the day of departure. If you would like to extend your stay or request a late check out please contact reception to check daily rates depending on availability.

PAYMENT TYPES

We accept the following payment types:

Cash
Visa/Debit
MasterCard/Debit
Maestro
American Express
Surgeons Quarter gift vouchers



Regrettably, the hotel does not accept part or full payment by personal or company cheque unless organised in advance, subject to clearance of funds.

ATM BANK

The nearest ATM is at the corner of Hill Place and Nicholson Street, The Royal Bank of Scotland has 2 external ATM's and 1 internal ATM.

POST OFFICE SERVICES

The nearest Post Office is situated on 11-13 Clerk St, Edinburgh EH8 9JH.

FIRE ALARM

It is the hotel policy to fully evacuate the building in the event of an alarm activation at any time of the day. This allows us to implement our emergency checks and fully ensure your safety. Fire safety is paramount, please fully co-operate with and follow evacuation instructions on the back of your bedroom door and any instructions that are given to you by hotel staff in the event of an evacuation.

The assembly point is 12 Hill Square, directly opposite the hotels main entrance. Please note, the fire alarm is tested once a week at 11am on Monday mornings. This is signalled by a short sounding of the alarm for no longer than 30 seconds.

NON SMOKING HOTEL

Smoking is not permitted anywhere within the hotel bedrooms or public areas, smoking is only permitted outside the building in designated areas. Smoking in a bedroom will incur a deep cleaning charge of £150.00. Anyone continuing to smoke in the hotel premises after notification may be reported to the police. The designated smoking area can be found outside the front of the hotel at the main bar entrance.

AC/HEATING

All Hotel bedrooms are equipped with heating and air conditioning. Each unit can be individually adjusted according to your comfort.

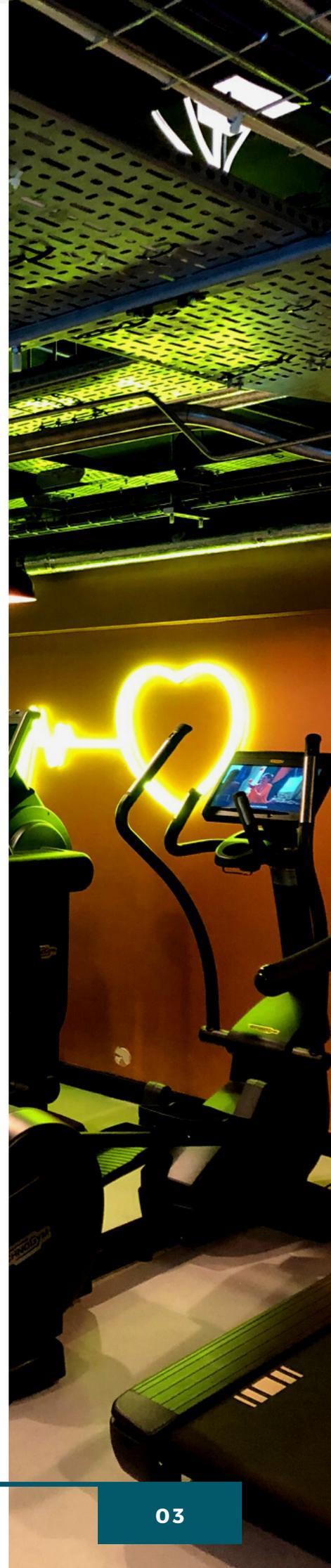
ACCESSIBILITY

Ten Hill Place Hotel is a fully accessible hotel, Please advise Reception should you have any requirements or require any assistance especially during an emergency or hotel evacuation. See the link bellow for full accessibility report :

www.tenhillplace.com/why-choose-us

GARAGE GYM

Situated on floor -1, to gain access please use lifts C&D. The gym offers nine different machines and a free weights section and operates 24h. Please use your room key to access the Gym.





FIRST AID

Please contact the Guest Service Manager for any First Aid requirements

POLICE SCOTLAND

The nearest Police Station to our hotel is located at 14 St. Leonard's Street, Edinburgh EH8 9QW In an emergency, immediately call for assistance from your bedroom phone by dialling 9999. From a mobile or cell phone, dial 999 or 101 for non-emergency assistance.

FIRE & RESCUE SERVICE

In the instance of an emergency, immediately call for assistance from your bedroom phone, dial 9999. From your mobile or cell phone, dial 999 or for non-emergency assistance please call 0131 229 8274. On discovery of a fire within the hotel – the alarm can be raised by activating the nearest Call Point.

AMBULANCE

In a medical emergency, dial 9999 from your in room phone to contact an ambulance. From a mobile or cell phone, dial 999 or 112. Please inform the Guest Service Manager or Reception if the emergency services have been contacted so that we can assist you

DOCTOR

If you require the services of a Doctor please telephone NHS 24 who will direct you to the nearest medical centre. Dial 9-111

DENTIST

There is an emergency walk-in dental surgery open Monday to Friday 9am – 6pm, located on 3 Chalmers Street. Their contact number is 0131 536 4800.

PHARMACY

Southside Pharmacy is on Nicolson Street across from Sainsburys supermarket. Their contact number is 0131 667 4032

HOUSEKEEPING

There is a daily housekeeping service from 8am to 8pm. Your room will be serviced within these times. If there is a particular time you would like your room serviced then please contact our housekeeping team on 8086. If you do not wish your room to be serviced please place the 'Do Not Disturb' sign outside your door. Fresh milk is available on request. Should you require any other housekeeping items such as eye masks, earplugs, additional towels or toiletries then please contact Housekeeping on 8086 or dial "0" out with the above times.

LAUNDRY SERVICES

If you wish to send items out for dry cleaning then please fill out the laundry card located in your desk drawer. Place the garments in the bag provided and take them to the reception desk. Items to be sent out must reach Reception that morning by 8.30am. They are then returned to your room between 6pm and 7pm on the same day. This service is available Monday to Saturday, not available on bank holidays/ Christmas & New Year day.

EXTRA BED/COT

Depending on availability, we can accommodate an extra bed or a cot in your room if required. Please contact Housekeeping or the Guest Service Manager by dialing "0".

ADAPTOR - 240 VOLTS

UK voltage is 240 volts via 3 pin plug if you need an adaptor these are available for sale at the front desk for £5.00.

LUGGAGE STORAGE

Luggage can be left with reception after departure, depending on availability. Please speak to the reception team to arrange.

NEWSPAPERS

Local and International newspapers can be ordered via reception up to 11pm the night before and will be delivered to your room by 7am.





SECURITY OF BELONGINGS

For your convenience a safe is provided in each of our guest bedrooms. The safe will be found open when you first enter the room. To use the safe please follow the instructions on the safe.

STEP 01

HOLD THE DOOR CLOSED

STEP 02

PRESS 'R' OR '#'
(DEPENDING ON THE MODEL)

STEP 03

ENTER A 4 DIGIT CODE

STEP 04

RE-ENTER THE SAME
4 DIGIT CODE

The door will now lock in place, keep it closed as the lock moves across. To open and close the safe during your stay simply enter the same 4 digit code you chose. Upon departure please leave the safe door unlocked. Items left unattended on the premises are solely the responsibility of the owner.

Any items left unattended on the premises are solely the responsibility of the owner. The hotel will retain and record any items found on the premises for a period of 3 months. After this period, unclaimed items will be donated to a local charity or disposed of. To claim any lost property please contact the hotel reception via 0131 662 2080 or t@tenhillplace.com.

Complimentary Wi-Fi is accessible in all bedrooms and public areas within the hotel. The network is **Surgeons Quarter** and the password is **Since1505**.

TELEVISION

Your bedroom television is equipped to receive Freeview, Satview and various radio channels. To access the program guide please press 'Guide' on the remote control handset then scroll up or down with the 'Page' button or directional arrows. To access a brief description of the selected TV program please press 'Info'. External HDMI playback equipment may be attached to the television provided you have the correct HDMI connection cable. Music and video media stored on USB any also be connected and played back via the television. Select INPUT and follow further on screen instructions to access your content. HDMI and USB connections are located on the rear left hand side of the television. Should you require any assistance with your television, please contact Reception.

Channel Name	Channel Name	Channel Name	Channel Name
Welcome page – channel 816	Blaze	Sony Movie Channel	Ketchup TV
BBC 1	TBN UK	STV + 1	BBC News
BBC 2	CBS Reality	ITV 3 + 1	BBC Parliament
STV	Tru TV	QVC Beauty	Sky News
Channel 4	TRU TV + 1	QVC Style	RT
Channel 5	Horror Channel	Quest	BBC Red Button
ITV 2	CBS Drama	Quest Red	365 Travel
BBC Alba	Your TV	CBS Action	Kiss TV
BBC 4	Your TV + 1	Food Network	Proud Dating
ITV 3	The Store	Travel Channel	CCTV
Pick	Jewellery Maker	Gems TV	Racing UK
Dave	TCC	Channel 5 + 1	Connect 4
Channel 4+1	Sewing Quarter	Challenge	Sonlife
More 4	Dave Ja Vu	4Seven	Vision TV
Film 4	Blaze + 1	Movies 4 Men	Planet Knowledge
QVC	Quest + 1	TJC	Bex Nation
Really	Quest Red + 1	ITV BE + 1	Arise News
4 Music	Hochanda	CGTN – channel 800	Love World
Yesterday	Freeview Information	RTR - channel 801	Rocks & Co
Drama	CBBC	ROSSIYA24 – channel 802	Sports Channel Network
5 USA	Cbeebies	Bloomberg European TV – channel 803	BBC RB1
Ideal World	CITV	TV5 Mond European – channel 804	My 5
Create & Craft	ITV BE	NHK World channel – 805	Rai 1 – channel 808
ITV 4	ITV 2+1	AD Sport 1 – channel 806	Rai 2 – channel 809
Home	E4	Al Aribia – channel 807	Rai 3 – channel 810
ITV 4 + 1	E4+1	AD Sport 1 – channel 806	Rai News – channel 811
True Entertainment	5*	Al Aribia – channel 807	MC EU - Channel 812
True Movies	5 Spike	Pop	2DF – channel 813
			Adult Section channel 670 - 699

TELEPHONE SERVICES

To call another room please dial '8' followed by the desired room number. For an outside line please dial '9' followed by the desired number. Listed below is a table with the price per minute charge for calls made from the bedroom telephone.

We are delighted to offer our guests local calls free of charge

	Price Per Minute
UK Landline	Free of Charge
UK Calls with prefix 0844	£0.05
UK Calls with prefix 0871	£0.10
Mobiles	£0.10
Europe	£0.25
Rest of the World	£0.50

TRANSPORT



Taxis can be arranged by contacting Reception. Dial "0"



The main bus station is located on St. Andrews Square, just beyond Princes Street



Edinburgh Airport is only a 35-45 minute bus/taxi ride from the hotel. If you are leaving at peak times, please allow 1 hour travelling time.

- An Airlink bus leaves Waverly Bridge approximately every 10 minutes.
- Edinburgh Trams leave St Andrews Square every 11 minutes.
- A taxi to the airport will cost approximately £40.00.



Waverly Train Station is only a 10 minute walk from the hotel.

TERMS AND CONDITIONS OF BUSINESS

A full copy of our terms and conditions of business is on display and available from reception.

Breakfast is served:

Monday to Friday from 7am until 10am
Saturday & Sunday from 8am until 11am.

Breakfast Menu £17.50 per person

Please help yourself to our extensive buffet selection. We are proud to use a variety of local suppliers to bring you the best quality offerings.

Continental Buffet

Scottish & Continental cold cuts, selection of soft & hard cheeses, various breads, pastries and rolls (including gluten free options), Tiptree Preserves & honey, a range of cereals with the option to Create your own muesli, whole or freshly cut fruits, fruit & natural yoghurts, soya/ oat/coconut/almond & semi skimmed milk.

Full Scottish Buffet

Includes our Continental Selection plus Scot's porridge oats, unsmoked back bacon, sausages, black pudding, haggis, 'Tattie Scones', sautéed mushrooms, scrambled eggs, grilled tomatoes, baked beans & vegetarian 'sausages'. We also provide poached/ boiled/ fired eggs to order. We also have seasonal specialty items cooked to order for a small supplement.

Breakfast in your room

If you would like in room breakfast, please contact reception by dialing "0" for a breakfast menu and to place the order. In-room breakfast £19.95 per person plus a £5.00 tray charge.



Guest Lounge

The Lounge is open 24h. Its the perfect space to relax and unwind.

The Bar

The Bar is open daily from 10am until 1am providing the perfect space to socialise. With a carefully selected and extensive range of local and international beers, fine wines and exquisite spirits. We also have our very own 1505 ale and 1505 gin. Our exclusive 1505 gin contains 15 botanicals, including 5 taken from the 16th century aqua vitae recipe. Indulge in our 'Perfect Serve' 1505 gin which is completed with fevertree light tonic and garnished with orange & rosemary.

Restaurant

Drinks & Dining provides a relaxing & comfortable space for you to enjoy a chilled glass of wine, a light pre theatre meal or indulge in our à la carte menu. Please visit our website for the most up to date menu.

Dinner is available from 5pm – 9:30pm daily

In Room Dining

Should you would prefer the additional comfort and privacy of dining in your room, we are happy to offer our guests with a 24 hour menu – please see the in room dining menu for more information. Please dial "0" to order.



Snacks

Gordal Olives £5.00

Selection of Breads £5.00
Whipped Butter

In the Beginning

Soup of the Day £6.45
Artisan Bread, Whipped Butter

Chicken Liver Parfait £7.95
Chef's Chutney, Toasted Sour Dough

Shetland Mussels £8.95
In a Tomato and Chorizo Sauce, Sour Dough

BBQ Mackerel £9.95
Smoked Mackerel Mousse, Pickled Cucumber,
Granny Smith Apple Purée

Taste of Vegetarian Haggis £7.95
Neeps, Tatties and Oatcakes

Breaded Mushrooms £7.95
Garlic and Lemon Mayonnaise

Main Course

8oz Beef Burger £21.95
Smoked Back Bacon, Monterey Jack cheese, Rustic Chips

8oz Sirloin £34.95
Rustic Chips, Slow Roasted Tomato,
Roasted Mushrooms and a Choice of Sauce

Harissa Roasted Aubergine (Vegan) £19.95
Baba Ganoush, Pomegranate and Coriander Warm
Potato Salad

Roasted Butternut Squash Risotto £19.95
Blue Cheese & Toasted Walnut

Beer Battered Peterhead Haddock £22.95
Rustic Chips, Chunky Tartar Sauce, Mushy Peas

Pan Fried Sea Bream £24.95
Lyonnaise Potatoes, Braised Baby Gem, Sauce Vierge



Winter Classics

Haggis, Neeps & Tatties £15.95
Vegetarian Haggis, Neeps, Baked Potato and Rich Whisky Sauce

Bangers & Mash £15.95
Three Premium Pork Sausages, Creamy Mashed Potato, Garden Peas
and Onion Gravy

Mince & Tatties £17.95
Beef Mince, Mashed Potatoes and Garden Peas

Sides

Rustic Chips £5.0

Truffle and Parmesan Chips 0

Grilled Tender Stem Broccoli £5.0
Toasted Hazelnuts

Garden Salad 0
£5.0

Rocket and Parmesan Salad 0
£5.9

Beer Battered Onion Rings 5
£5.0

Sauces 0
£5.0

Beef Jus 0
£3.45

Bearnaise Sauce £3.45

Peppercorn and Haggis Sauce £3.45

Garlic Butter £3.45

In the End

Sticky Toffee Pudding £8.45
Toffee Sauce, Vanilla Ice Cream

Lemon Tart £8.95
Vanilla Ice Cream

Coconut Panna Cotta (Vegan) £9.45
Pineapple Carpaccio, Mango Sorbet

Selection of Ice Creams and Sorbets £7.95

Selection of Scottish Cheese £12.95
Chef's Chutney, Quince Jelly, Scottish Oatcakes

Please advise your server of
any allergies prior to any orders.

VAT is charged at the current rate.



Café 1505

Café 1505 is owned by the Royal College of Surgeons of Edinburgh and is the perfect place to visit after a tour of Surgeons' Hall Museums. It combines sleek, contemporary styling and stunning hand painted illustrations on the walls and ceiling.

The seating looks onto the peaceful manicured gardens of the College, making it an oasis in a bustling part of the city of Edinburgh. Complimentary WiFi is available with power at most seats - we welcome those working, studying or just having some time out.

We are passionate about food and care about what we produce.

The Café offers a delicious brew of Brodies Organic coffee or specialty teas alongside freshly squeezed juice, so you can feel refreshed for the day. From fresh bakery to Grab & Go Lunch, this hidden gem has it all.

If you need another excuse to come in and see us, our profits go towards the Global Surgery Foundation, helping to bring access to safe surgery to the countries that need it most.



WHAT ARE WE DOING?

PROVIDING SURGICAL TRAINING AND EDUCATION

We are at the forefront of surgical training and education. From examinations to education courses, our reach is broad and tailored to the needs of local communities. The nature of our work leads us to engage with a global network of patients, surgeons and academics. By supporting surgeons from the UK and internationally we are able to bring our expertise to parts of the world where there is an acute shortage of surgical care.

SURGEONS HALL MUSEUMS

The Royal College of Surgeons of Edinburgh was founded in 1505, with the Museums' collections growing significantly from 1699 after 'natural and artificial curiosities' were publically sought. Originally developed as a teaching museum for students of medicine, SHM's fascinating collections, including bone and tissue specimens, artefacts and works of art, have been open to the public since 1832, making SHM among Scotland's oldest museums. The Wohl Pathology Museum is home to one of the largest and most historic collections of surgical pathology in the world.

HOW CAN I HELP?

Visit our website or contact our Development and Partnerships Office on the contact details below, you can help us make a difference.

<https://www.rcsed.ac.uk/>

The Royal College of Surgeons of Edinburgh
The Development and Partnerships Office
Nicolson Street,
Edinburgh EH8 9DW
+44(0)1315271591
development@rcsed.ac.uk.



THE ROYAL
COLLEGE OF
SURGEONS
OF EDINBURGH

FACULTY OF DENTAL SURGERY

The College's Faculty of Dental Surgery promotes excellence in patient care by providing quality-assured assessments and facilitating high standards of education for members of the dental profession.

Established in 1982, it is the largest of the College's faculties with almost 7,000 Fellows and Members worldwide and its own Council. As part of RCSEd's Faculty of Dental Surgery's commitment to supporting professional development and promoting the highest standards of patient care, the Faculty offers a Dental Fellowship without Examination. Please email dental@rcsed.ac.uk for further information.

TRANSFORMING LIVES THROUGH RESEARCH

The Royal College of Surgeons of Edinburgh is one of the largest supporters of surgical research in the UK. From bowel cancer to improving eye sight, we support research that ultimately transforms lives. Over the last 20 years through research grants and bursaries, the College has committed over £7 million to support over 700 projects in the UK and internationally. Despite this, as the number and quality of applications continues to rise, we urgently need more resources to be able to fund this research.

SURGEONS QUARTER TRAVEL

Surgeons Quarter Travel is a Hays Travel affiliated agency managed by Surgeons Quarter, the commercial arm of The Royal College of Surgeons of Edinburgh. Surgeons Quarter Travel was established with the initial intention of streamlining travel for surgeons and fellows of the College, but is now expertly arranging travel and holidays for all.

Caring for people is fundamental to what we've been doing since 1505 when The Royal College of Surgeons of Edinburgh was established. Over those years we've been pushing the boundaries of surgical care and medical excellence for the benefit of everyone, and that passion for precision and innovation is reflected in our proficient travel team.

As part of Surgeons Quarter, our profits go towards advancing surgical care and improving patient outcome worldwide. By travelling the globe with us, you are helping to improve patient outcome around the world.

Our industry experts are here to coordinate everything for you. All you have to do is pack your bags.

Independent

Our independence is your key to impartial advice and the best offers available

Experience

With over 100 years of experience you are assured of the best advice from our team

Choice

With access to a wide range of suppliers you are guaranteed the best available choice

Going further

Our profits help to advance surgical skills and save lives around the world

Let's talk?

Our dedicated travel team are here to assist.

-  **0131 527 1737**
-  **travel@surgeonsquarter.com**
-  **sqtravel.co.uk**
-  **@surgeonsquartertravel**
-  **Surgeons Quarter
1 Roxburgh Place
Edinburgh EH8 9SU**





SUSTAINABILITY POLICY

We are all increasingly mindful of the impact we have on the environment and the need to act responsibly.

Ten Hill Place Hotel plays its part by participating in The Green Tourism Business Scheme, an initiative driven by Visit Scotland, Scotland's national tourism body. We have been awarded a Gold Green Tourism award - the highest accolade achievable under the scheme.

We aim to achieve the highest standards possible to ensure we fulfil all our green commitments. We have 6 key areas where we all can make our business both more sustainable and kinder to the environment. These six areas and our aims are:

Carbon Footprint

REDUCE OUR CARBON FOOTPRINT AS FAR AS POSSIBLE

Energy

UTILITY TIPS AND CONTROLS TO ENSURE ENERGY OUTPUT IS KEPT TO A MINIMUM

Reduce & Recycle

MINIMISE EMISSIONS AND CONSUMPTION OF RAW MATERIALS

Health & Wellbeing

HELP IMPROVE THE LIVES OF PEOPLE IN OUR SUPPLY CHAIN AND THE COMMUNITY IN WHICH WE LIVE

Sustainable Raw Materials

REDUCE WASTE GOING TO LANDFILL BY EXTENDING THE LIFE CYCLE OF PRODUCTS WE USE

Social Responsibility

HELP CUSTOMERS AND EMPLOYEES LIVE A HEALTHIER LIFE - STYLE

Full sustainability policy can be found on our website www.tenhillplace.com



ACCESSIBILITY REPORT

The hotel is located in the centre of Edinburgh and has a bus stop within 100m of its front door.

The hotel has 7 fully accessible bedrooms on the 1st, 2nd and 3rd floors all of which are fully wheelchair accessible. Accessible rooms are fitted with wet shower rooms complete with handrails, alarm pull cords and automatic window covering controls. The rooms are all accessed via lifts from street level.

Hotel access is via 2 sets of automatic doors with no steps into the hotel foyer. Access to the main hotel reception, the lounge, bar and restaurant is via the lift on the ground floor.

The hotel has 6 car parking spaces for both electrical and fossil fuel powered vehicles. The hotel car parking is fully wheelchair accessible. There is a dropped kerb leading onto Hill Place towards the hotel from the east of the main hotel entrance.

Please advise the hotel in advance of arrival if you have a disability where access may still be an issue. In these circumstances we will provide further advice to ensure the hotel can accommodate you and if required will offer assistance on your arrival and throughout your stay.

Full report can be found here:

www.tenhillplace.com

