



**GUEST HANDBOOK**

# WELCOME TO MY EDINBURGH LIFE.

It is our aim to make your stay in Edinburgh as enjoyable as possible, providing you with a home from home, a place to relax, enjoy peace and quiet whilst visiting, studying or working in Edinburgh.

To assist, we have prepared this guest handbook which in conjunction with the My Edinburgh Life website provides the following information:

- About the property
- Concierge Services
- Policies
- Health & Safety
- Getting here and getting around
- Our recommendations
- Nearby amenities
- Useful numbers

Your feedback is essential to ensure that we continuously improve our services therefore we would be grateful if you could please complete a guest questionnaire on your departure.

Whether your stay is long or short, we wish you a wonderful time in Edinburgh.

Peter Cannell  
Managing partner  
April 2009



## 1. ABOUT THE PROPERTY

There are thirteen rooms in total configured as follows:

ROOM	TYPE	FLOOR	GUESTS
1	Double	Lower ground	2
2	Studio (Deluxe)	Lower ground	2 (4 short term)
3	Double	Lower ground	2 (3 short term)
4	Studio (Deluxe)	Ground	2 (4 short term)
5	Single	Ground	1
6	Double	First floor	2
7	Studio (Deluxe)	First floor	2 (4 short term)
8	Studio (Deluxe)	First floor	2 (4 short term)
9	Single	First floor	1
10	Double	Second floor	2
11	Studio (Deluxe)	Second floor	2 (4 short term)
12	Studio (Deluxe)	Second floor	2 (4 short term)
13	Single	Second floor	1

Rooms are available for both short and long term let and we can provide accommodation options from one night to eleven months.

Each room is fully furnished and decorated to a high standard and includes:

- Bed linen & towels.
- Television.
- Wifi – broadband internet access throughout.
- Kitchenettes in studio rooms.

In addition we provide a fully fitted communal kitchen with dining facilities, a delightful garden to the rear and communal living room with cable TV access and quiet reading area.

Bedrooms are cleaned once per week and common areas are cleaned daily.

### FOR HIRE

To help guests settle in to Edinburgh's city centre, bicycles, mobile phones and laptops and additional accessories are all available to hire.

### CONTACT DETAILS

For any queries please contact our management team on 0131 225 1700.



## 2. CONCIERGE SERVICES

To make your stay as comfortable as possible, we offer a wide range of additional services which can be arranged by contacting our management team on 0131 225 1700.

Our dedicated team will be delighted to assist you with whatever query, however minor and will happily provide the following extra services (please ask about the costs):

- Baby sitting
- Ironing
- Dry cleaning
- Additional room cleaning
- Home cooking
- Airport transfers
- Welcome packs
- Accepting deliveries of internet shopping services.

### CONTACT DETAILS

For any queries please contact our management team:

t: 0131 225 1700

m. 07912016184

e. [pd@myedinburghlife.com](mailto:pd@myedinburghlife.com)



### **3. POLICIES**

We wish to provide space for you to be independent and do not want formal rules and regulations to govern your stay, however there are three main policies that we request you to adhere to:

1. We wish to maintain a peaceful environment therefore, please be respectful of other guests and keep noise to a minimum.
2. Smoking is not permitted in any area within the building however there is a designated smoking area in the rear garden.
3. If you do use the communal facilities such as the kitchen & dining room please tidy up after you have finished. Please leave it as you would wish to find it!

### **RENTAL PAYMENTS**

#### **Long term guests:**

Rental payments are due on the first day of each month - payment in advance.

#### **Short term guests:**

Rental payments are due in full in advance.



## 4. HEALTH & SAFETY

My Edinburgh Life strives to provide a safe and secure environment, however in case of an emergency call 999 for Fire, Police or Ambulance Services.

There is an installed fire alarm system activated by smoke or heat detectors in every room. The fire alarm control panel is in the kitchenette on the first floor; only cancel a false alarm if you are certain you know the cause and that there is not a real fire.

Our Fire procedure is as follows:

- If you suspect a fire please raise the alarm immediately.
- Do not attempt to tackle the fire unless it is absolutely safe to do so. Fire extinguishers and fire blankets are situated throughout the building.
- On hearing the alarm, leave the premises immediately following the main stair.
- On leaving the building, go immediately to the fire assembly point, which is located outside the Glenora guesthouse next door.

If you smell gas, please immediately call 0800 111 999, inform the management office on 0131 225 1700 and all other guests.



## 5. GETTING HERE

Getting to MEL is easy as it is located just off one of the primary arterial routes into Edinburgh (A8) and is within minutes of Haymarket Station.

### **From the airport:**

Take the Airport Express and alight at Haymarket Station. Walking back out of Edinburgh, Rosebery Crescent is first on the right.

### **From the station:**

Walk out of Haymarket, turn left, cross the road. Rosebery Crescent is first on the right.

### **Driving into Edinburgh:**

From the south: follow the A700 or A702 to Princes Street. Turn left and follow the A8 through Haymarket and take the first on the right past the station.

From the north & west: follow the A8 into Edinburgh. Take the next second road on the left after the Apex European Hotel.

From the east: Follow the A1 through Edinburgh and along Princes Street. Continue along the A8 through Haymarket and take first on right past the station.

Please note that there are no parking facilities at My Edinburgh Life. Edinburgh is not a car friendly city and you may wish to leave your car outside the city and travel by public transport – our team on 0131 225 1700 can advise.

### **Getting around is easy:**

MEL is located within 100 metres of the main bus route into the city centre and within 3 minutes of the train station. The city centre, Royal Mile and Exchange District are all located within a short walk.

### **By bus:**

MEL is located within close proximity to Edinburgh's main bus routes servicing all areas of the city including the fast airport express link (100).

Buses running along Haymarket Terrace include:

### **Lothian Buses:**

12,26,31, x48

### **First Bus:**

x1, 10A, 12, x12, 16, x16, x19, x23, x24, x30, 38, 38A, 38B, x38, 190, 212, 418, 419, 490, 44N and 216

### **Citylink:**

900, 904, 909



Buses running along Dalry Road include:

**Lothian Buses:**

2, 3, 25, 33, 4, 44

**First Bus:**

X 25, x26, 27, x27, 28, x28, x32, x33, 427, 44, 66

For further information on bus routes, times and frequent travel passes go to the following websites:

**Lothian Buses:**

[www.lothianbuses.com](http://www.lothianbuses.com)

**First Bus:**

[www.firstgroup.com/ukbus/scotland/sescot/home/](http://www.firstgroup.com/ukbus/scotland/sescot/home/)

**Citylink:**

[www.citylink.co.uk](http://www.citylink.co.uk)

**Traveline Scotland:**

[www.travelinescotland.com](http://www.travelinescotland.com)



## 6. OUR RECOMMENDATIONS (WITHIN WALKING DISTANCE)

There are numerous bars and restaurants all located within minutes of MEL (along Haymarket Terrace, Shandwick Place and Dalry Road), a selection of which has been listed out below.

For retail therapy and a wide choice of bars and restaurants, you are within five minutes walk away from Princes Street, George Street, St Andrews Square & The St James Centre – Edinburgh’s main shopping, eating and entertainment districts.

### WHERE TO EAT?

#### Chinese

Edinburgh Rendezvous	Queensferry Road
China Star	West Maitland Street
Chop Chop	Morrison Street
China Town	Atholl Place
Lune Town	William Street

#### Indian

Omar Khyam	Queensferry Road
Veranda	Dalry Road
Ignite	Morrison Street
Calvary Club	Shandwick Place
Kukurhi (Nepalese)	West Maitland Street

#### Italian

La Bruschetta	Haymarket Terrace
La Partenope	Dalry Road
Bar Roma	Queensferry Road
Papoli	Morrison Street

#### Thai

Chaing Mai	Dalry Road
Songkran	Stafford Street

#### Japanese

Sushiya	Dalry Road
---------	------------

#### Bistros

First Coast	Dalry Road
-------------	------------

#### French

Le Marche Francais	West Maitland Street
Peter Cellars	William Street

#### Cuban

Cuba Norte	Morrison Street
------------	-----------------



## **Steakhouse / Burger**

Sizzling Scot Steakhouse  
McKirdy's  
Wannaburger Steakhouse

Dalry Road  
Morrison Street  
Queensferry Road

## **WHERE TO DRINK?**

### **Local Bars**

Ryans  
Haymarket Bar  
Mercat  
Thomsons  
Bar Roma  
Berts Bar  
Teuchtars  
Melville Lounge  
Cuba Norte

Haymarket  
West Maitland Street  
West Maitland Street  
Morrison Street  
Queensferry Road  
William Street  
William Street  
William Street  
Morrison Street

### **Coffee Shops**

Starbucks  
Starbucks  
Beanscene

Haymarket  
Palmerston Place  
Haymarket



## 7. WHERE IS THE NEAREST...?

In addition to local bars and restaurants, there are a wide variety of local convenience stores, chemists, banks, hairdressers, sandwich bars, etc around My Edinburgh Life. A selection of amenities located within a short walking distance include:

### **Banks**

Bank of Scotland	Shandwick Place
Lloyds TSB	Shandwick Place

### **Bike Hire**

Biketrax	Lochrin Place
----------	---------------

### **Car Hire**

Thirfty	Haymarket Terrace
---------	-------------------

### **Chemists**

Boots	Haymarket
Boots	Shandwick Place
Apple Pharmacy	Dalry Road
Superdrug	Shandwick Place

### **Cinemas**

Filnhouse	Lothian Road
Odeon	Lothian Road
Cineworld	Fountainbridge

### **Computer Supplies**

Cartridge World	Dalry Road
-----------------	------------

### **Convenience Stores**

Margiotta's	Haymarket Terrace
Max News Shop	Haymarket Terrace

### **Dry Cleaners**

Deluxe Dry Cleaning	Haymarket Terrace
City Laundry & Ironing	Dalry Road
Stitch Express	Dalry Road

### **Electronics**

Maplin	Dalry Road
--------	------------

### **Florists**

Flowers Inc	Haymarket Terrace
Lilium	William Street

### **Hairdressers / Beauticians**

Caldow Salon	Haymarket Terrace
Vallance Hair	Dalry Road
Inside & Out	Haymarket Terrace



## **Leisure Centres / Health & Fitness**

Esporta	Fountainbridge
One Spa	The Sheraton Hotel, Lothian Road
Murrayfield Ice Rink	Murrayfield Stadium
Salsa dancing (Cuba Norte)	Morrison Street
Dalry Swimming Pool	Caledonian Crescent

## **Mobile Phones**

Carphone warehouse	Haymarket Terrace
--------------------	-------------------

## **Movie Rental**

Movie Express	Dalry Road
---------------	------------

## **Off Licence**

Victoria Wine	Haymarket Terrace
---------------	-------------------

## **Parking**

NCP	Morrison Street
NCP	Haymarket Yards

## **Post Offices**

Sub Post Office	Dalry Road
Sub Post Office	West Maitland Street

## **Petrol Station**

Shell	Dalry Road
-------	------------

## **Sandwich Bars / Cafes**

William Street Food Co	William Street
O'Brians	Stafford Street
Nikki's	William Street
Pret A Manger	Shandwick Place
Baguette Express	Dalry Road
Cucina	Haymarket Terrace
Lezzetle	Haymarket Terrace
Herbie's	William Street

## **Supermarkets**

Somerfields	Shandwick Place
Lidl	Dalry Road
Sainsbury's	Morrison Street

## **Takeaways**

Eastern Cuisine (Chinese)	Dalry Road
Pieronnos (Fish & Chips)	Morrison Street



## 8. USEFUL NUMBERS

### Medical

NHS Direct 0845 24 24 24

### Taxis

City Cabs 0131 228 1211  
Central Taxis 0131 229 2468  
Festival Cars 0131 552 1777

### Railways

National Rail Enquiries 08457 48 49 50  
TrainTracker 0971 200 49 50

### Buses

First Bus 0871 200 2233  
Megabus 0900 160 0900  
Lothian Buses 0131 555 6363

### City of Edinburgh Council

Mail line helpdesk 0131 200 2000

### Police

Torphicen Street Station 0131 229 2323

### Edinburgh Festival Fringe

Main office 0131 226 5257

