



WALDORF ASTORIA®
EDINBURGH · THE CALEDONIAN

Thank you for your interest in the Waldorf Astoria Edinburgh - The Caledonian hotel.
Please find below information about our hotel that you may find useful when planning your visit.

Hotel Details

Waldorf Astoria Edinburgh - The Caledonian
Princes Street, Edinburgh, EH1 2AB
Telephone: +44 (0) 131 222 8888 Fax: +44 (0) 131 222 8889
Email: caledonian.reservations@waldorfastoria.com

Directions



By car - GPS coordinates (55.94937, -3.20745)

Travelling from Edinburgh Airport

If you're driving from Edinburgh Airport, simply follow the A8 to the City Centre, where you'll find The Caledonian, A Waldorf Astoria Hotel located at the corner of Shandwick and Lothian road, just off Princes Street.

Airport Bus

The airport bus will take you from Edinburgh Airport into Edinburgh city centre and the drop off point is Hope Street, (an announcement will be made) and the pick-up point is across the road from the hotel on Lothian Road.

By Train

Haymarket Station is the nearest station to the hotel, it takes approximately 20 minutes to walk or taxi ranks are outside which will take you directly to the hotel.

Arriving at the hotel

The main entrance of the hotel is on the corner of Princes Street and Rutland Street. The road in front of the hotel is cobbled, and the pavement is made up of large paving slabs.

The main entrance has a revolving door, with two side doors. There are two steps at the entrance. A slope provides access to the right-hand side door. There is a handrail

The car-park entrance is on Rutland Street. There is a barrier at the entrance to the car park and drivers should take a ticket from the machine to get in. There are two car parking spaces for disabled drivers. From the car park, you can get to the hotel through an entrance at the back of the hotel through to Peacock Alley. This door is locked between 11pm and 6am.

The door from the car park gives access to Peacock Alley via an access corridor.

If you need help with luggage, equipment or any guidance, our team of porters and concierge are on duty 24 hours a day. The concierge desk is in the lobby to the right of the main reception desk.

Welcome and reception

There are no steps in the main lobby area, which is a marble floor.

The front desk is in front of you as you enter from the main hotel entrance. The concierge desk is directly on the right by the main door.

On the left-hand side, as you enter, is the Guest Relations Manager's desk; this is a low-level desk, and we can also use it to check guests in.

At the back right of the lobby is an entrance to Peacock Alley and main staircase of the hotel.

The lifts are just before the entranceway to the lounge.

The induction loop is at the check-in point on the right-hand side of the reception desk.

When you check in, our staff will tell you about our evacuation policy, and be able to help with the registration forms.

Other Services

If you want to order a newspaper, please contact the reception team.

We will deliver your newspaper each day to your room.

You can order a wake-up call through the reception team. Or, you can set a wake-up call in your room using either the phone system or the television.

Every guest room has a guest directory that contains information about the facilities in the hotel. For extra help to use this directory, please contact a team member.

Toilet facilities

Public toilets in the hotel are on the Entresol floor. You can get to Entresol floor either by the lift or the main staircase. From the top of the staircase, turn left for the women's toilet, which is just past the business centre on the right-hand side. The toilet has an inward opening door. The cubicle is 2.5m by 1.5m. There is a large mirror with chairs and one larger cubicle which will fit a wheelchair. From the top of the staircase turn right for the men's toilets. Go past The Pompadour and through the double doors (which are always open), and the toilets are on the right-hand side.

There are accessible toilets both male and female through the double doors leading from Peacock Alley to the Car park.

There is an accessible unisex toilet on the ground floor, in the lounge area. As you enter the lounge from the lobby, turn left and the toilet is just past the seating area.

There is also a set of men's toilets next to the accessible toilet. These are at the bottom of a grand staircase.

Getting around the hotel

The lifts have tactile (with markings that can be felt) buttons at the regulation height.

The lifts have mirrors on the right, left and back walls. (On the right side are adverts for hotel facilities.)

Peacock Alley

Is situated is at the bottom of the main hotel staircase, and has extensive seating areas, some sofas and varying height tables.

You can get to Peacock Alley from the car park through the entrance doors along the corridor, and also from the main hotel entrance, by passing through the lobby past the reception desks and turning directly right one through the archway.

The seating in Peacock Alley is soft chairs and coffee tables.

We serve drinks and light refreshments in Peacock Alley from 7am. We serve afternoon tea from 12pm to 5pm and savoury afternoon tea from 3pm to 6pm. We can provide large-print menus and special cutlery if you ask.

The Caley Bar

You can get to The Caley Bar from the street through a revolving door. There is also a door beside the revolving door for entry.

From the lobby go into the lounge and turn right through an entrance towards Peacock Alley and pass through a set of double doors (which are always open) to the Caley Bar.

The Caley Bar has a wooden floor around the bar area, where there are bar stools at the bar and several tables where we provide waiter service.

There is a dividing wall between the bar area and a larger seating area, with three entrance ways each with three steps.

The Caley Bar is open daily from 4pm (Monday - Friday), from 12pm on Saturday and from 2pm on Sunday.

Grazing by Mark Greenaway

You can get to Grazing by Mark Greenaway from the lobby. Walk past the reception desks and turn right through the arch and then through the open double doors you are now in Peacock Alley, Grazing entrance is situated through the double doors adjacent to the hostess desk.

Grazing has three areas all on the same level.

We serve breakfast in the restaurant. Breakfast is a buffet and the buffet is in the two areas of the restaurant on the same level.

We can provide table service and help at the buffet if you ask.

We can provide large-print menus and special cutlery if you ask.

Grazing by Mark Greenaway is also accessible directly from Rutland Street, access is via two sets of double doors, and there are no steps.

Grazing is open daily from 12pm-2pm (Monday to Saturday) and 6pm-10pm (Monday - Saturday) and 12.30pm-9.00pm (Sunday).

The Pompadour

The Pompadour is the hotel's fine-dining restaurant. It is on the Entresol floor. From the top of the stairs turn right, pass through the archway and The Pompadour is on the right-hand side. From the lifts, turn left and The Pompadour is on the right-hand side.

We can provide large-print menus and special cutlery if you ask.

The Pompadour is open Wednesday to Sunday from 6.00pm to 9.30pm and Sunday from 1.00pm to 3.00pm.

In Room Dining

We provide room service 24 hours a day. For help with orders, please contact the room service department or the reception team.

We can provide large-print menus and special cutlery if you ask.

Guerlain Spa

The Guerlain Spa is to the back of the hotel.

You can get into the Spa using the lift from the Entresol and 1st Floors.

There is also a separate entrance directly from the car park, up four steps or a ramp.

Accessible changing rooms are on the ground floor next to the reception, a staircase on the lower ground floor accesses other changing rooms.

There are two gyms with multi-weights machine, a handbike and free weights.

The Guerlain Spa team is on hand to provide any help needed.

The swimming pool is on the ground floor. There is a pool hoist available.

Bedrooms

The hotel has two accessible rooms with twin beds.

One room is on the second floor, 260 and the other on the third floor, 360.

Each room has:

- A bedroom door which is 890mm wide and a bathroom door which is 870mm;
- A toilet which is 300mm high, which is fitted with grab and pull rails;
- A wash basin which is 750mm high; and
- A wheel-in shower, fitted with shower seat and grab rails.

We can add the following equipment to any room in the hotel for you to use:

- A Derby toilet seat
- A Derby bath board Mark-2 with handle
- A Cosby bath seat
- An Ashby step-two
- A Castle safe support rail
- Bed risers (individual 'elephant feet')
- A voyager travel bag
- An inflatable chair to help you get in and out of a bath
- Rubber mats

Your room will have a chair at the desk, a 'comfy' chair and a coffee table. If you need more space in your room, we can remove any of these items. Please contact either the reservations department, before your stay, or housekeeping once you have arrived at the hotel, to arrange for furniture to be moved.

In an emergency

If the alarm bell rings, this will be a continuous siren-like sound. If you are in your room and signed the PEEP (Personal Emergency Evacuation Plan), please stay there. If you did not sign the PEEP, please leave your room immediately and make your way to the assembly point located in the car park of the hotel.

If you signed the PEEP, we will send a staff member to your room immediately. He or she will knock on your door, and enter using a 'fire key'. They will then help you either to a safe area in the hotel or out of the building.

If we help you to a safe point, we will give you further instructions. When you leave your room, please do not stop to collect your personal belongings other than medication that you may need.

The safe areas are on the second and third floors.

We have structured the evacuation to help people who are nearest to the fires. If we move you to the lifts and you are waiting, this will be because you are in no immediate danger.

If we need to use the fire stairs, we will transfer you into a lightweight evacuation chair and carry you down the stairs and outside.

If a member of staff does not reach your room, carefully open the door and check your route to the point of safety. If it is blocked or if there is smoke, go back into your room and close the door. The door to your room is fire resistant for one hour. As soon as they arrive, we will tell the fire brigade your room number. Do not block the door with anything, including towels, as this will prevent the fire brigade from entering your room.

Do not open any windows as this can increase the air circulating, and increase smoke and flames.

If the fire is in your room, get out and close the door behind you, breaking a fire alarm if possible on your way out.

We test the emergency alarms on Mondays at 11.30am. The siren will sound for no more than one minute.

Conference and Banqueting facilities

The Caledonian has 8 function rooms.

All rooms have natural daylight.

The meeting rooms are on the ground and the Entresol floors.

See below for a description of each specific meeting room.

The meeting rooms and the foyer areas are all carpeted.

We can fit the meeting rooms with an 'At your service' call button if you need help.

We can install induction loops in all meeting rooms.

You can arrange to hire audio visual equipment before your event. Please let the conference and banqueting sales person know when making your booking.

The Castle Suite

This room, although on the ground floor, is not at the same level as the reception area of the hotel.

From the lobby go through the lounge, and into the Castle Lounge. At the back of the Castle lounge, there is a small set of stairs (six steps) to the entrance. There is a large area before the double doors leading into the room. Alongside the steps is a platform wheelchair lift. If you need help, please contact the conference and banqueting operations team or the Duty manager.

The room has fabulous hand-painted murals on the walls and no obstructions such as pillars.

We can seat up to 300 delegates 'theatre style' with front projection and 120 delegate's classroom style with front projection.

There is direct access to the banqueting kitchen from the Castle Suite.

You can see the measurements of the rooms, and where the power points, phones and so on are, on the floor plans.

The Boardroom

The Boardroom is on the Entresol floor, to the left of the main staircase. Lifts also provide access to the Entresol Floor. (When you get out of the lift turn right.)

The Boardroom has a large single door, which opens inwards.

The Boardroom is a beautiful room with oak-panelled walls. It is carpeted, has air conditioning and natural daylight with large arched windows overlooking Edinburgh Castle.

This room can seat up to 80 delegates 'theatre style'.

You can see the measurements of the rooms, and where the power points, phones and so on are, on the floor plan.

The Tay Suite

The Tay Suite is on the Entresol floor. Turn right at the top of the main staircase. Lifts also provide access to the Entresol floor (leave the lifts and turn left).

The Tay Suite is a traditional meeting room with bright decoration overlooking our gazebo garden. It can seat up to 15 delegates 'boardroom style' and is air-conditioned.

You can see the measurements of the rooms, and where the power points, phones and so on are, on the floor plan.

The Triannon and The Versailles suites

The Triannon and Versailles suites are on the Entresol floor. Turn right at the top of the main staircase. Lifts also provide access to the Entresol Floor. (When you get out of the lifts, turn left.)

The Triannon and Versailles Rooms are two unique connecting rooms, which can seat up to 18 delegates in each room.

The Versailles Suite is a listed room with murals based on the gardens of Versailles.

Both rooms have natural daylight and air conditioning. You can see the measurements of the rooms, and where the power points, phones and so on are, on the floor plan.

The Braemar Suite

The Braemar Suite is on the Entresol floor - turn right at the top of the main staircase. Lifts also provide access to the Entresol Floor. (When you get out of the lift, turn left.)

The Braemar is a very modern purpose-built meeting room.

The room can seat 10 delegates 'boardroom style'.

It has air conditioning and lots of natural daylight.

In front of the room is a break area, an ideal venue for people to relax during registration, refreshment and coffee breaks.

You can see the measurements of the rooms, and where the power points, phones and so on are, on the floor plan.

The Glamis and Dornoch Suite

The Glamis and Dornoch Suite is on the Entresol floor - turn right at the top of the main staircase. Lifts also provide access to the Entresol Floor. (When you get out of the lift, turn left.)

The Glamis and Dornoch is a very modern, purpose-built meeting room. The room has flexible walls, which we can put up to split the room into two or remove to allow for one large room. As one room it can seat up to 80 guests in total.

It has natural daylight and air-conditioning.

Outside this room is the meetings foyer, an ideal venue for people to relax during registration and refreshment and coffee breaks.

You can see the measurements of the room, and where the power points, phones and so on are, on the floor plan.

Other information

For extra help before you arrive, please contact our reservations department on 0131 222 8888.

If you need any help during your stay, you can contact the duty manager at the reception desk or on extension 8896.

We look forward to welcoming you to Waldorf Astoria Edinburgh - The Caledonian and making your stay an enjoyable one.

We hope that the information in this pack has been useful. However if you need any more information about the facilities at Waldorf Astoria Edinburgh - The Caledonian, please contact us on 0131 222 8888.

Our policy statement on disability

We are committed to providing equal opportunities, for all - for both our guests and our employees. As a service provider with a 50-year history in the UK and Ireland, we have developed a culture of reacting quickly and efficiently to all guest requests, whatever they are. This same culture also includes identifying and meeting the specific needs of our disabled guests.

Hilton UK are dedicated to providing "Best in Class" service - therefore if you have any particular feedback or suggestions, please send them through to our Guest Disability Assistance team:

- toll free UK: 00800 6644 5866 (Monday to Friday - UK 9am - 5pm)

- email: Guest.Disability.Assistance@Hilton.com

For all other general enquiries or reservations please telephone our Reservations and General Enquiries toll free UK: 0800 0884 333 or USA: +1 972 866 5976