**Email 1: All**

The new owners of Carnoustie Golf Hotel are committed to making significant and ongoing improvements to the hotel for the benefit of our guests, as well as the local community.

As part of this commitment, we are delighted to inform you of the key areas in the hotel which will be undergoing refurbishment between 30 April and 6 July 2024.

**Planned Work**

Work will commence in the following areas.

* From 30th April - Calder’s Bar and Bistro
* From 20th May - Main Hotel Reception

The work in the above areas requires adjusting several of our arrival, departure and dining experiences as highlighted below:

**Hotel Dining**

From 30th April, Calder’s Bistro will be closed for Breakfast, Lunch and Dinner. All food and beverage services will be relocated to our Augusta Suite. Within this area, guests will also be able to relax and purchase drinks.

**Reception Arrival and Departure**

From 20th May, the main Hotel entrance will be closed, and guests will be asked to enter through our Function entrance, which will be clearly signposted.

Upon entering, you will be directed to the temporary reception area, where the front desk team will welcome you to the hotel and check you in.

To streamline the check out process, all guest billing will be settled automatically on the morning of departure, with a final invoice sent to your email address.

Prior to departure, simply drop your key in the drop box located on your way out.

Should you still have a balance to settle, or have a question about your bill, the front desk team will be on hand to assist.

**Timing of Works**

The decision to proceed with the project was taken in the last few days when quotes were received and promptly approved by the new owners. The availability of high-quality contractors / interior designers and their ability to complete the project in the shortest timeframe, to the highest standard, made this decision possible. Nevertheless, we apologise for the short notice and assure you we are distributing this notification at the earliest possible opportunity. We are very excited to show you our improved hotel this July.

**Will there be noise?**

Much of the work is decorative and as such should not create too much noise. Any intrusive work will be conducted between the hours of 10am and 6pm daily.

**Access to the leisure facilities**

The leisure facilities will be accessible directly from hotel bedroom corridors, please follow the signs to the end of the corridor and proceed down the lift to the ground floor.

**Can I change my booking?**

The following options are available for you.

* Move your booking to a new date when the work is complete, on the same terms and price as per your original booking, subject to availability.
* Continue with your booking accepting the above.

Should you wish to make any changes to your booking, or have any questions, please contact our reservations team via email at [reservations@carnoustiegolfhotel.com](mailto:reservations@carnoustiegolfhotel.com) or by phone 01241 411 999.

Please note that these dates are subject to change and all guests will be notified accordingly.

**Email 2: Dinner-Inclusive Guests**

Further to our previous communication, on the dates below, we will unfortunately not be able to provide lunch, evening meal or bar service at the hotel.

May 2024

* 18, 25, 26, 27

June 2024

* 5, 8, 22, 30

As you have a dinner inclusive package we want to reach out and provide you with alternative options.

* Keep the same dates and use your dinner allowance of £25 per person in the Rookery Restaurant at Carnoustie Golf Links, located 20 metres across from our South-facing terrace.
* Keep the same dates and remove the dinner aspect of your booking, reducing your rate on a dinner inclusive night of £25 per person.
* Move your booking to another date not highlighted above, on the same terms and price as your original booking, subject to availability.

Should you wish to make any changes to your booking, please contact our reservations team via email at [reservations@carnoustiegolfhotel.com](mailto:reservations@carnoustiegolfhotel.com) or by phone 01241 411 999.

**Email 3: Non Dinner-Inclusive Guests**

Further to our previous communication, on the dates below, we will unfortunately not be able to provide lunch, evening meal or bar service at the hotel.

May 2024

* 18, 25, 26, 27

June 2024

* 5, 8, 22, 30

We are aware this may have an impact on your experience, therefore, we want to advise you of alternative dining options in Carnoustie.

**The Rookery**

Located 20 metres across from our South-facing terrace at Carnoustie Golf Links.

[The Rookery Restaurant - Carnoustie (therookerycarnoustie.com)](https://www.therookerycarnoustie.com/)

**Chillies of Carnoustie**

Located a short 5-minute walk from the hotel.

<https://www.chilliesofcarnoustie.co.uk/>

**Ganges – Indian**

Located in Carnoustie, only a 10-minute walk from the hotel.

[Ganges Carnoustie](https://gangescarnoustie.co.uk/menu)

Should you feel that you would like to amend your booking we can offer the following

* Move your booking to a new date when the work is complete, on the same terms and price as your original booking, subject to availability.
* Continue with your booking with the knowledge of the above.

If you wish to make any changes to your booking, please contact our reservations team via email at [reservations@carnoustiegolfhotel.com](mailto:reservations@carnoustiegolfhotel.com) or by phone 01241 411 999.