

Welcome to Taobh na Dachaidh Holiday Cottage

We hope that your stay here is a good one and that you find the cottage is everything you were expecting. The information in this welcome pack is intended to be of help to you. Please do read it through and ensure that all members of your party (including children) are familiar with the points raised. Please let us know if there is anything we can do to make your holiday even better.

Kevin and Helen Alexander

General information

There is a **tourist information** point at the *i Gallery* by the Old Smithy, on the road out (East) of Lochcarron. There is also a small book of local walks on the bookshelf in the dining area. If you need any other information about the area, please ask (contact details at the end of this information) and we will see if we can help.

If at the end of your stay you would like to add a comment in our **guest book**, then please do. We would be delighted to read your thoughts about your holiday here.

Using the cottage

Toabh na Dachaidh is a **non-smoking** cottage. Smoking is permitted in the garden. Can you please also refrain from burning over-scented candles or anything similar and not spray anything near the heaters that may leave residual smells – we have had an occasion when an asthmatic attack has been caused by something left in the air by previous occupants.

You should find that there is quite a good **mobile signal** in the cottage.

The code for the **WiFi** is **c3cccf88ec**. You will find that the broadband will give enough for web browsing and emails and the like, but is usually too slow to stream video. Being some distance from the nearest exchange, does mean that it is probably better described as thinband! Hope this does not spoil things for you.

The heating in the cottage is by storage heaters in the sitting room, kitchen and bathroom. These store heat overnight and release it during the day. During the day the neon lights on the switches by the heaters will be off (although the switch says on) - they are controlled by timers so that they charge (heat) up at night on cheaper electricity (so if you look at the neons at night they should be on!). On the top of the kitchen and sitting room heaters there is a lift-up panel in which there are some user controls that you can set. *Input* determines how much heat is stored over-night (the higher the number, the more heat is stored) and the *Output* determines how quickly the heat is released (the higher the number the quicker it is given out). A lower output (1 or 2) should mean that there is an even heat throughout the day – turn up to higher for an evening boost (but please remember to turn down again last thing at night to avoid all the stored heat being released in the morning). If you find the cottage is too hot, try turning the input down

for one night before turning off at the switch. Conversely if they are off and you are cold, turn them on at the switch and the next day you should be warmer. Please do not put anything over the vents of the heaters.

The panel heater in the downstairs bedroom is also on a timer, it can be used in the mornings 7am – 10am and in the evenings 7pm – 11pm. The thermostats and other controls can be set, but again we would ask that their use is kept down to avoid high electricity usage.

Whilst we have included the electricity in the rental fee, we would hope that you are careful not to use it excessively. Usage can be kept down by not turning up the heaters when the cottage is already warm and by using the thermostat and time control on the bedroom heater to limit for how long it is on. When we check the inventory after your departure we also note the electrical meter readings. Should there be a higher than is reasonable usage (time of year and weather taken into consideration) we will deduct an appropriate amount from your housekeeping deposit. During the summer the bathroom and downstairs bedroom heaters are generally switched off and the kitchen and sitting room heaters are on but set to their lowest settings (and as such should not really provide any heat, but they are there just in case).

The **sitting room fireplace** is useable (with care!). Kindling, wood and coal can be bought from the garage in Lochcarron. When lighting the fire, be aware that smoke may initially come into the room, but as the stones in the flue warm up (takes a few minutes), the fire will draw properly and smoke will then be pulled up the chimney. Once the fire is lit, is essential that the wire fire-guard is then placed tight up against the wall surround to prevent sparks from jumping into the room and damaging floors and/or furniture. Please extinguish anything still burning in the fireplace if you are leaving the building or going to bed – do not leave the fire unattended. If the fire is not in use the wooden fire screen can be placed in front of it – it is important that this is not used when the fire is lit.

If you have any questions or concerns about the fire, please do contact us (numbers on the cover of these welcome notes).

If you don't intend using the **bedspreads** on the beds can you please remove them, fold them up and use the cupboard space at the top of the stairs to store them – we have had incidents of them being left screwed up on the floor and dogs walking/sleeping on them which has led to unnecessary wear and staining (and possible deduction from your housekeeping deposit). Please note as well that we ask that pets are to be discouraged from going upstairs, and not allowed to sit/sleep on any of the furniture.

The **water is heated** overnight (also on a timer) and is stored in a small hot water tank. Should you need to reheat the tank during the day, the control is on the wall just outside the double bedroom upstairs – turn the boost knob anticlockwise to the hour mark for an hour's boost.

The **shower** in the bathroom is an electric one - usual controls, but do beware that when on high heat (two red lines on the upper control knob) anything above about 4 or 5 on the lower control will be VERY hot. The silver knob on the wall below the shower head can be used to divert the shower from overhead to hand-held (it can be a bit stiff, but it does turn).

Other than toilet tissue, please **do not** put anything down the **toilet** (sanitary towels, wet-wipes, bottom wipes, nappies and the like) as this will cause a blockage (which could jeopardise your housekeeping deposit) – use the bin provided in the bathroom.

Can we ask that, particularly when it is wet, that you leave wet/dirty **shoes in the lobby**. We would like the wood floors to stay looking good for as long as possible.

At the car park you may have spotted a few **wheelie-bins**. The green bins are for general waste and the blue ones are for recycling (plastic milk and drink bottles, food and drink cans, cardboard and newspapers only – NO GLASS – see the leaflet later in this folder). For your empty bottles and jars there are bottle banks in Lochcarron (leave the village and take the right turn just after the golf course, signposted *Tullich Roads Depot*).

Should you need it (in case of a water leak) the water **stop-cock** is behind the small cover behind the bathroom sink pedestal.

Animals at Taobh na Dachaidh

Whilst we do allow pets at the cottage, we ask that they are not allowed on the chairs/sofas or beds. We also stress the importance of ensuring that any deposits are removed/cleaned up and disposed of immediately and appropriately (failure to do so could prevent the return of your housekeeping deposit). Please also discourage pets from going upstairs. Can we please remind you that in the Terms and Conditions that you agreed to when you made your booking we state that all damages must be paid for – this includes stained or marked bedding/seat covers and so on as a result of pets standing/sitting/sleeping on them. We have, in the past, had to replace quilt covers due to pets staining them (eg paw prints) and would have charged guests for the replacement of the covers as they proved to be uncleanable.

If you have brought your pet, please use the pet bedding that you have also brought with you, rather than allowing the pets to sleep on the furniture.

Library corner

On the bookshelves (one in the dining area and one in the sitting room) there are a number of reference **books**. These are to inspire you, entertain you, or give you something to just while away a few minutes. There are also a number of softback novels. If you begin to read one of these novels and don't finish it before the end of your stay, then we would be happy for you to swap it for another of a similar nature (eg a crime fiction for a crime fiction, or a romance for a romance). This exchange system ONLY applies to the softback novels - all other books are permanent inclusions in our library.

On the shelves at the top of the stairs you will find a selection of **games**, both board and table, for one, two or more players. We hope that you find something there to entertain you. In the lobby there is a swing ball game for playing in the garden.

Using the TV

The freeview box picks up the usual standard channels (not a complete list as the signal is not a full strength one). The speakers beside the TV have a volume control, though the volume on the TV will set the overall listening volume. There is also a socket on the front of the speakers where you can plug in an MP3 player – there is a suitable lead there as well.

There is a DVD player in the side of the TV – it does not now work, so there is a separate DVD player on the shelf below.

Using the outside areas

Whilst we have made every effort to make the cottage and **gardens** as safe and hazard free as possible, please bear in mind this is a rock-side setting and take appropriate precautions. When accessing the garden please be mindful that you need to take responsibility for your own and your children's safety as the ground is not always level and smooth. The gap in the stone wall on the seaward side of the garden leads directly to the rocks on the edge of the water, so particular care needs to be taken there. We advise you that you use the garden areas at your own risk and that we take no responsibility for any accidents that may occur.

The beach is accessed through the gate at the end of the back garden. Please note that the path across the back of the garden and the two gates are part of a right-of-way to the beach. Not so many people know of the path so you are not likely to be disturbed very often, but the information in the cottages beside and behind Taobh state that the path is there. If you do choose to explore the beach, as mentioned before please do take care and please remember to **shut the gates** after you. There are sometimes sheep on the beach and we don't want them straying into the garden.

Laundry

For those staying two weeks, if you would like a bed linen and towel change during your stay, then let us know, but please note that we do make a small charge for this (£10 per room set). The washing machine in the cottage is for your use and there is a drying frame in the lobby. There is also a washing line in the back garden and pegs are in a peg-bag in the lobby.

Midges

Yes, we acknowledge that these little pests do exist during the summer! They are most noticeable on windless, damp days but are significantly less active (or even totally absent!) on sunny or windy days. There are three products that you might find useful, all are available from the Spar in Lochcarron and/or the Chemist in Kyle of Lochalsh – Smidge and Avon Skin So Soft are both very good midge repellents and Eureka is a good after-bite soother.

In terms of midge management, we would recommend that, particularly in the early evenings before the sun goes down, you close doors and windows to prevent them entering the house. And if you are out all day, it might be best to close doors and windows to prevent their entry during the day. If a good breeze is blowing they are less likely to be around anyway, but

prevention is better than cure! If you do get some inside then feel free to vacuum them up – please do not squash and smudge them on windows or walls as this leaves a stain that proves difficult to remove.

Please also be aware that if you go for walks through long grasses and bracken you might pick up the occasional tick, so on returning to the cottage check yourself and each other. The Chemist in Kyle of Lochalsh sells an excellent midge removing tweezer. If you need assistance or further information about ticks please ask us, or for good information see <http://www.nhs.uk/Conditions/Bites-insect/Pages/Treatment.aspx>.

Car parking

Please park your car in the car park. The path down to the cottage is not suitable for regular traffic so we ask that you do not drive down.

Departure

We would ask that you depart on your last day by 10am. We also request that you leave the cottage cleaned to a reasonable standard to reflect the way in which you found it (please see the Terms and Conditions and Guidelines for Cleaning below). If you follow our guidelines we will be able to return your all of your housekeeping/cleaning deposit – this will be assessed after your departure.

Please remember to leave a comment in the Guest Book, to complete the cleaning/housekeeping deposit return information form at the back of this folder (a blank form will be considered as intentional – ie. you are not wanting your deposit returned) and to return the key to the place you found it.

Above all – we hope that you enjoy your stay.

Inventory

And finally, we do hold an inventory of the items in the cottage – this is for our reference, and we do check it before and after visits.

Can we please remind you, as stated in the Terms and Conditions, that any missing items or breakages must be paid for. We will, of course, take a sensible approach to this, as we are aware that accidents do happen. We would appreciate you letting us know if anything is missing from the inventory or if anything does get damaged or broken during your stay. We retain the right to withhold all or part of your housekeeping/cleaning deposit to cover the costs of replacing any broken or missing items.

In the bathroom you will find a couple of complementary toilet rolls and in the kitchen a small bottle of washing up liquid. Further supplies can be bought from Spar in Lochcarron.

If there is anything you need that we have **not provided** (by way of equipment) please ask us (contact numbers above) and we will see if we can help.

Below is a copy of the **Terms and Conditions** as included on the website and as indicated by you as being read when you made your holiday booking. Please ensure that all members of your party (including children) are familiar with them

General Apartment Usage

1. The inventory of items in the cottage (held by us, the owners) will be checked before your arrival and following your departure - please let us know if there is anything missing or damaged at any point during your stay.
2. All damage, breakages or missing items must be paid for.
3. We ask that in preparation for departure you clean the cottage to the standard as described in the guidelines included within the Welcome Notes (please see point 9 below).
4. All guests (including children) must be made aware on arrival at the cottage of safety issues as described in the welcome notes. These discuss protocols for dealing with fire safety, use of the cottage and gardens and general usage of and access to the immediate areas, particularly the rocks and the beach. Guests must accept full responsibility for the safety of all members of their party, particularly in the gardens and surrounding areas.
5. Arrivals - you can arrive any time after 4pm on the first day of your stay. Key collection details to be emailed to you prior to your stay.
6. Departures - we would appreciate your departure being no later than 10am on the morning of your last day. Keys to be returned to the place from where they were collected.

7. Taobh na Dachaidh is a no-smoking cottage. Smoking is permitted in the garden and surrounding areas.
8. If at any point during a guest's stay we (the owners) deem the behaviour of the guests to be inappropriate or detrimental to either the cottage or its environs we reserve the right to request that the guest and any others staying with them leave the property and that no refund of any booking fee would be made.
9. The contents of the Welcome Notes form part of these Terms and Conditions. In them are further details about specific things within the cottage such as heating controls, fire safety and guidelines about cleaning prior to your departure.

Fire Incident Protocols

- In the case of fire, it is important to consider your safety first.
- There is a fire blanket in the kitchen under the sink – use this if the fire is a small one, for example a flaming frying pan.
- If possible close all doors and windows then evacuate the building through the front door. Leave all belongings behind.
- The window in the downstairs bedroom opens wide enough to exit the cottage that way if required (push the window closed after your exit).
- Congregate outside the cottage in the garden by the front gate.
- Dial 999 and call the fire service.
- Then, if possible, notify us of the fire.

Fire Prevention

- Like many houses built of stone, they are largely timber construction inside.
- **Refrain** from **all** activities that might cause fire inside the building.
- Always monitor a lit fire in the sitting room and put the grill in front to prevent sparks from flying out of the fire.
- Candles (if used) should only be placed on non-flammable surfaces and away from curtains and other flammable materials.
- Under **no** circumstances should a barbecue be brought inside.
- You are reminded that smoking is not allowed inside the cottage.

Some Guidelines for Cleaning Prior to Departure

The following gives you some idea as to what we expect to have been done by yourselves as part of your preparations for departure (and to enable the full return of your cleaning/housekeeping deposit) and that you have shown our family cottage due care and respect during your stay.

- Floors to be vacuumed (vacuum cleaner in curtained cubbyhole at the top of the stairs) and any spills mopped up.
- Kitchen surfaces to be wiped and cooker hob, grill pan and oven trays to be cleaned. Saucepans to be cleaned and hung on rack, with lids stored tidily in drawer.
- Cutlery, crockery, glassware, utensils and other kitchen items to be cleaned properly and returned to/stored in their proper place.
- Bed linen to be removed from the beds and left in a tidy pile at the top of the stairs, together with all the towels.
- Any ash is to be removed from the fireplace and disposed of sensibly (there is a tin bucket for this purpose beside the fire).
- Rubbish to be taken up to the bins (card, plastic bottles and food/drink tins in recycling - glass bottles to bottle-bank, not in recycle bins). Please refer to the Council information leaflet in this folder for more information about recycling.
- All left-over foods to be removed from the fridge and the fridge is to be left clean.
- The toilet is to be left clean.
- All dog mess and cigarette butts to be cleaned up/removed from the garden and put in bins at the car park.
- The form at the back of the folder should be completed so that we have the necessary information to enable us to return the cleaning deposit you paid when you booked the cottage (less anything to cover breakages and so on as per T&Cs). If you prefer, you could leave the cottage uncleaned in which case we would then keep the cleaning deposit – this can be indicated on the form. Can we remind you that you need to complete the form as mentioned here as a blank form will be considered as indication that you do not wish for the deposit to be returned.

Whilst we do not expect you to carry out a full deep clean, as carried out by ourselves prior to all visits, we ask that you leave all rooms in the cottage in a clean a state as possible as a mark of respect for our family home. Thank you.

Some useful contact information

Doctors **Ferguson Medical Centre**, (next to Howard Doris Centre) Church Street,
Lochcarron, IV40 8AE
01520 722 215

Dispensing Chemist

Kyle Pharmacy, Station Rd, Kyle, IV40 8AE
01599 534206

Bank / ATM **Bank of Scotland**, Main Street, Lochcarron
normally open for 3 days every week on Monday, Thursday and Friday

**Supermarket
& Newspapers** **Spar / Lochcarron Food Centre**, Main Street, Lochcarron, IV54 8YD
01520 722209

Supermarket **Co-operative Foodstore**, Bridge Road, Kyle, IV40 8BH
01599 530190

Fuel **Lochcarron Garage and Village Shop**, Main Street, Lochcarron
24 hr Fuel **Spar / Lochcarron Food Centre**, Main Street, Lochcarron, IV54 8YD

**Gifts &
Tea Room** **Lochcarron Weavers**, Midstrome, Lochcarron, IV54 8YH
01520 722212

Gifts **The Studio**, 1 Innes St, Plockton, IV52 8TW
01599 544327

**Café and
Take Away** **Waterside Café**, Main Street, Lochcarron, IV54 8YD
01520 722303

Restaurants **Lochcarron Bistro**, White House, Main Street, Lochcarron, IV54 8YG
01520 722799

Plockton Shores Restaurant, 30 Harbour St, Plockton, IV52 8TN
01599 544263

Pubs **Lochcarron Hotel**, Main Street, Lochcarron, IV54 8YS
01520 722226

The Plockton Inn and Seafood Restaurant, Innes St, Plockton, IV52 8TW
01599 544222

The Plockton Hotel, Harbour St, Plockton, IV52 8TN
01599 544274

more...

Take Aways **The Harbour Fish Bar**, Innes St, Plockton, IV52 8TW
01599 544479

Taste of India, Kyleakin, IV41 8PQ
01599 534134

Kyle Chinese Takeaway, Main Street, Kyle, IV40 8AB
01599 534161

If you find any other useful contacts, please note them here for future visitors.