

# HOLIDAY COTTAGES INFORMATION



## FAQs

- **Payment:** Payment of the full rental amount is required at the time of booking.
- **Access Information:** You will receive directions and access information via email when you make your online booking. Please ensure that you print off your access information before travelling because it contains directions and the contact information that you will require in case of an emergency.
- **Check-in:** Self-check-in is after 5pm on the date of arrival
- **Check-out:** 10am on the date of departure.
- **On departure:** We respectfully request our guests to kindly leave the cottage in a clean and tidy condition.
- **Private Parking:** Parking is freely available at all our cottages.
- **WiFi:** WiFi is available in all our cottages.
- **Heating:** All our cottages are centrally heated.
- **No Smoking:** We operate a strict no smoking policy in all our cottages.
- **No Pets:** We operate a no pets policy for the comfort of guests with allergies.
- **Local shopping:** There are several small shops in Dunvegan where a limited range of food and drinks can be purchased. Many of our guests opt to do their main food shop before they arrive at Dunvegan at one of the Co-operative supermarkets. These are located in Kyle of Lochalsh, Broadford and Portree and any additional supply top-ups during your stay can be purchased in Dunvegan village.
- **Dunvegan Shops:**
  - Fruit & Nut store sells a wide range of fruit and vegetables, herbs, spices, teas etc.
  - Fasgadh Store is a general store offering a wide range of choices including ready-made meals.
  - Atholl Filling Station sells basic food items like tea, coffee, biscuits, bread, milk, newspapers.
  - Dunvegan Bakery sells freshly baked goods.
- **Eating Out:** We recommend that during peak months, guests make their dinner reservations well in advance.
- **What we provide in each cottage for our guests:**
  - A 'Friends of Dunvegan' card/ticket offering complimentary access to Dunvegan Castle & Gardens during your stay when the castle is open to the public (1<sup>st</sup> April to 15<sup>th</sup> October). The 'Friends of Dunvegan' card also entitles guests to an exclusive 15% discount at our shops, the MacLeod Tables Cafe, Glenbrittle Campsite Cafe and a discount on our award-winning seal trips.
  - WiFi
  - Bed linen, towels and bathmats
  - Hairdryers (one in each bedroom)
  - Fridge/Freezer
  - Kitchen towels, dishcloth, sponges, washing-up detergent, kitchen roll
  - Microwave
  - Toilet roll starter pack
  - Bin liners
  - Dishwasher with complimentary dishwasher tablets.



- Salt & Pepper
- Washer/dryer
- Drying rack (normally located in a cupboard in the entrance hall)
- Iron and ironing board
- Electric hob and oven
- Pots, pans, ovenware
- Crockery and cutlery
- TV
- CD player
- Vacuum cleaner
- Travel Cot and highchair (usually located in hall cupboard)

## CANCELLATION POLICY

- We operate a 30-day cancellation policy.
- In the event of a cancellation outwith 30 days, the pre-payment will be refunded less an administration fee of £200 per booking.
- In the event of a cancellation within 30 days, the pre-payment will not be refunded unless the cottage is re-let to another guest.
- If the cottage is re-let, the pre-payment will be refunded less an administration fee of £200 per booking.
- For your own peace of mind, we recommend that you take out travel insurance to indemnify you for any unforeseen circumstances.

## TERMS & CONDITIONS

- Payment of the full rental fee is to be paid to secure your booking.
- Self-check-in is after 5pm on the date of arrival and check-out is by 10am on the date of departure.
- We operate a strict **No Pets** and **No Smoking Policy** in all our cottages.
- The number of persons occupying the property should not exceed the capacity of each holiday cottage which is clearly stated.
- Please advise us of any breakage and/or damage that occurs during your stay. We do not charge for minor breakages/damage which may occur as a result of normal wear and tear, but we reserve the right to charge for breakages and/or damage which occur as a result of reckless or deliberate misuse. Any missing or damaged items must be paid for in full by the guest on demand.
- It is the guest's responsibility to take reasonable and proper care of the property, its furnishings, fittings and effects in and around the property and leave them in the same state of repair as they found them. In exceptional circumstances, additional cleaning charges may be applied depending on the state of the property at the end of the rental period. Photographs may be provided.
- It is the responsibility of the guest to ensure that the property is always left secure when it is unoccupied.
- By making this booking, you have read and accepted these Terms & Conditions. You must ensure that all members of your party understand and comply with these Terms and Conditions.



## HOLIDAY COTTAGES MAP