

# HOLIDAY COTTAGES INFORMATION & FAQs



## 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 that our guests leave the cottage in clean and tidy condition, placing all refuse in the large bins located outside.
- **Parking:** Parking is freely available at all our cottages.
- **Wi-Fi:** W-Fi is freely available in all our cottages.
- **Heating:** Our cottages are centrally heated.
- **No Smoking:** We operate a strict no smoking/vaping policy in all our cottages.
- **No Pets:** We operate a no pets policy for the comfort of guests with allergies.
- **Minimum rental period:** Our minimum rental period is 3 nights.
  
- **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 & Cuillin Coffee Café, and a discount on our award-winning seal trips.
  - Wi-Fi
  - SMART TV
  - Bluetooth Speakers
  - 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.
  - Olive oil

- 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
- Vacuum cleaner
- Board games
- Travel Cot and highchair (usually located in hall cupboard)

## CANCELLATION POLICY

- We operate a 30-day cancellation policy.
- In the event of cancellation 30 days before the arrival date, the payment will be refunded in full.
- In the event of cancellation within 30 days, the payment will not be refunded.
- For your own peace of mind, we recommend that you take out travel insurance to indemnify you for any unforeseen circumstances.

## TERMS & CONDITIONS

- The full rental payment is required 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/Vaping Policy** in all our cottages.
- The number of people 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 because of normal wear and tear, but we reserve the right to charge for breakages and/or damage which occur because 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.
- 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 & Conditions.

We hope you have an enjoyable stay with us.

Kind regards

Macleod Estate Team



FARMHOUSE COTTAGE 

KEEPERS COTTAGE 

DUNVEGAN CASTLE

LAUNDRY COTTAGE 

CASTLE CARPARK

GARDENS COTTAGE 

ROSE VALLEY COTTAGE 



# HOLIDAY COTTAGES MAP