



## **A warm Highland welcome to your holiday cottage**

We hope you had a pleasant trip to the Isle of Skye, and we wish you a relaxing and enjoyable holiday stay with us.

If you are staying with us between the 1<sup>st</sup> April and the 15<sup>th</sup> October, you will receive a complimentary 'Friends of Dunvegan' pass when making your booking. This is valid for your stay and will entitle you to complimentary access to the Castle and Gardens during opening hours and 15% discounts in the Macleod Table Café, gift shops, Seal boat trips and Glenbrittle campsite and the Cuillin Coffee Co cafe.

The "Friends Pass" is available in your booking.com messages or via email if you have booked directly with us.

### **Wi-Fi access password: D8FF81YF2FH**

Thank you for observing our No Smoking and No Pets Policies.

### **Heating**

- To adjust the temperature for the entire house, please use the thermostat dial in the entrance hallway (between the living room door and the stairs). Adjust the dial to the desired temperature and press to confirm your selection.
- Use the thermostatic handles on radiators to increase/decrease temperature in individual rooms.
- The bathroom has electrical underfloor heating. Control panel is located outside the bathroom.

We want your stay to be relaxed and comfortable so if you have any concerns or problems, please do not hesitate to contact us either by visiting the Estate Office or by calling the office Monday to Friday 9am to 5:30pm.

### **Office: 01470 521206 (option 4)**

Don't hesitate to contact us at the following number if you require emergency assistance outside office hours. Please leave a voicemail if there is no answer so we can respond.

### **Emergency Contact Number: 07930 820 445**

Please only call or text out of hours if you have a genuine emergency which cannot be resolved by consulting the Essential Cottage Information folder located in your cottage kitchen, which cannot wait until the estate office opening hours of 9am to 5.30pm Monday to Friday. We appreciate your understanding. Alternatively, you can reach us on [cottages@dunvegancastle.com](mailto:cottages@dunvegancastle.com)

On your day of departure, may we remind you that the cottage must be vacated no later than 10am. Please remember to leave the key back in the key safe.

To assist our cleaning team. We appreciate you leaving the cottage clean and tidy and crockery, pans and cutlery washed and put away. We respectfully reserve the right to make an additional charge for housekeeping where cottages have not been left in an acceptable condition.

- Consumables (used or unused) you have brought with you – please either take these with you or dispose of them in the refuse. Used toiletries should also be removed or placed in the refuse bin.
- Please empty any waste from the kitchen, bedrooms and bathroom in the refuse bin outside.
- Don't place glass in the bins. The glass recycling point is in the Dunvegan car park.
- Please remove bed linen (not pillow and mattress protectors) and place them in the plastic crate provided.