

# Snowgoose Apartments, The Smiddy Bunkhouse & Blacksmiths Backpackers Hostel

## accommodation information and booking notes: |

It is the responsibility of the person making the booking to make all members of your party aware of the notes below.

### arrivals & departure times; key collection; occupancy; use of facilities

**ARRIVAL / DEPARTURE TIMES:** On the day of arrival the accommodation is free from 3:00pm onwards. We cannot guarantee occupancy before that time due to our cleaning schedule. Departing visitors are requested to vacate the accommodation before 10.00hrs on **the morning of departure. Please adhere to this check out time – again because of our cleaning schedule.**

**Late Arrivals.** Our office is usually closed from 17.00 hrs. Our latest check in time is 20.00 hrs – please plan your travel plans around this. If it happens that you may have to arrive **after** 20.00hrs in the evening please let us know **before** you make a booking. Likewise, if you intend to leave early in the morning please let us know.

**KEY COLLECTION:** We do not live on the property but we are on site from 09.00 hrs – approx. 17.00 hrs. Therefore, we ask clients to telephone us a few days before the holiday start date to advise us of your approximate time of arrival. If we are not in the office for any reason on your arrival in Corpach please phone us on 01397 772467 until 21.00 hrs. We are contactable only until 9pm for key collection and entry. We have recently installed coded key safes or can be with at the property with you within 3 minutes.

**OVER OCCUPANCY:** We do not allow more than the stated number of occupants in any unit of the accommodation. This includes children over 1 year old who are not using a cot.

**COURSES:** Please note that if you are doing a course with us we would always take you along to our meeting / lecture room. We expect any "outside" instructors or guides to respect this and do the same as a matter of courtesy – it is not unreasonable to ask that all course briefings, sorting and fitting of gear is done in the right place! Do let us know if you are going to be running a course of any sort. We have to "tighten up" on issues of this sort very reluctantly – we really do not want to go down this route or be unfriendly in any way – there is no problem if we are made aware. Because of increasing insurance and security considerations we need to know who is using our facilities – which is not unreasonable. There have also been some (very infrequent) instances of abuse of our hospitality and lack of respect for our facilities.

**PETS** are not accepted in any of our accommodation – apartments or hostels.

**SMOKING:** Our accommodation is strictly non-smoking anywhere in the building and immediately outside. There is a designated smoking area on site with bins for the removal of stubs.

**USE OF FACILITIES:** Please note: -

- Facilities within the apartments / bunkhouse / hostel are **only** available to folks actually staying, booked and have paid to stay with us.
- Other members of your group who may be staying in campsites etc., adjacent B&Bs or camper vans do not have access to any of our facilities at any time.
- There are no facilities for parking overnight or otherwise for camper vans in any circumstances, or for folks not staying with us.
- The use of our facilities are not available to outdoor instructors or guides who are not part of your paying group / not actually staying with us. This most specifically applies to using the accommodation for briefings, fitting of any gear, drying of gear provided by instructors / guides – other than gear provided directly by us or those instructors / guides employed directly by us. We reserve the right to withhold security deposits if this request is not respected.

**AGE RESTRICTIONS:** We do not accept bookings from groups aged less than 18yrs unless accompanied by a responsible adult in charge of the group aged 21 years or over in each unit occupied.

### stag & hen booking; single sex groups

These bookings are at our discretion. We are not happy to accept bookings from groups who wish to make a lot of noise or drink excessively!!

## bedding; drying rooms; storage of bikes & canoes; cleaning

**SLEEPING BAGS & BEDDING :** All bedding & bed linen is provided ready for your arrival. Under no circumstances do we allow any of your own bedding / sleeping bags into the accommodation- you will be asked to remove it. This applies to accommodation in both the hostels and apartments.

This is purely in the interests of cleanliness & hygiene. We do not provide towels in the hostel / bunkhouse – only hand towels. Towels are provided as a matter of course in the apartments.

**CLEANING:** The accommodation is thoroughly cleaned at the end of each let. Visitors are required to leave the property in exactly the same condition when they leave. A supply of cleaning materials, plus vacuum cleaner, brush and iron are always available in the accommodation or drying room. Toilet rolls, cleaning cloths and waste bags are supplied sufficient for the first few days. We do withhold security deposits if the condition of the accommodation is unacceptable on departure.

**WET GEAR / DRYING ROOMS:** All clients are requested to use our efficient drying room facilities to dry wet gear – there are also plenty of outside drying lines / fences to let really wet gear drip dry. Please do not dry your gear in the accommodation.

**STORAGE OF MOUNTAIN BIKES / CANOES / SKIS / SNOWBOARDS:** You are requested to use our lockable bike & canoe / kayak store to store this type of equipment. **DO NOT** expect to be able to take mountain bikes/ canoes into the accommodation – this request is made without exception. We have a power wash for cleaning muddy gear off outside our activity store – do not do this just outside the accommodation on the patio! If you have necessary repairs to make to gear, then please ask for our help if you need it.

## insurance

**INSURANCE:** It is recommended that, especially if you are making a booking on behalf of others, that you take out your own cancellation Insurance. You may have to pay for a holiday, which you cannot take – through no fault of your own!

## problems

**ANY PROBLEMS?** If you do find that anything is missing in your accommodation – or if something does not work, gets broken – then please let us know! We accept that accidents do happen but we would rather know so that it can be put right. Under no circumstances do not attempt to mend or repair any electrical appliances or plumbing – contact us – no matter what time of day or night it is!

Please keep a copy of these notes for your own reference.

John & Tina Cuthbertson. January 2017