

Dunolly Cottage



Guest Information

Welcome

Welcome to Dunolly Cottage, we hope you are going to have a fabulous time staying here. We have tried to think of everything that you may need, but if you find something missing please let us know.

Our **emergency contact numbers** are: 01887 820388 or Anne 07455 923406, Pat 07968 123261

PLEASE telephone immediately if you have any problem whilst in the property, so that we can try and rectify it for you as soon as is possible and so not spoil your stay. Sometimes things happen out of our control, but we will try and deal with anything for you immediately.

Don't forget to read the fire safety notice in the kitchen and note the location of the fire extinguisher and fire blanket. Along with the information we provide here, we would remind you of the "Important Information" page on the booking company's website and their booking conditions.

Getting to know your surroundings will help reduce the likelihood of mishaps and accidents. If something unexpected does happen during your stay, you can rely on us or our agent, should we be away during your stay, to assist you.

We suggest that soon after you arrive at Dunolly Cottage, and certainly sometime before you go to bed, that you get to know the cottage's layout. The main things to check are the locations of the exits at the front and rear, together with the position of the bedrooms and design of the staircase. Consider leaving a 'landing' light on in case you or anyone else needs to get up in the night.

Think about how to leave the building if it's dark or if smoke makes visibility poor. While you're sleeping, where will you leave the key for the front and back doors? (Both doors need to be locked with a key to be secured, and it is best NOT to leave the key in the lock as this might prevent rescue from the outside in event of a fire).

In the unlikely event of a fire, where's a safe place for everyone to meet outside?

Electrical appliances

There are a number of electrical appliances in the cottage and operating and safety instructions for most are provided on the website as explained in your welcome message. If there are any you don't know how to use and cannot follow the instructions provided, don't hesitate to ask.

If you find items that look damaged or might have faulty wiring, don't worry, just unplug them from the mains and contact us as soon as possible.

Fire precautions

House fires are extremely rare and almost always preventable, but it is still worth taking a few minutes to note the location of the fire extinguisher and fire blanket (on the wall just inside the kitchen). Please do read the simple instructions explaining when and how to use them, and remember that the instructions do outline what type of fire our extinguisher can be used on (in particular it is not suitable for chip pan fires – use the fire blanket). Please also

read the safety notice on the wall by the extinguisher. Please keep children well away from the electric fire if in use.

Glazed doors

There are no fully glazed doors in the cottage. However, there are a couple of near fully glazed doors, such as the one leading onto the patio from the dining room. Though these make for nice views out, for your safety, please draw your fellow guests' and any children's attention to these glass doors, so as to ensure, so far as possible, there are no accidents. Note there are also a couple of interior glazed doors and it is wise not to press on the glass as a means of opening or closing these doors.

Balconies, galleries and flat roofs

There are no balconies or galleries in the cottage. However, there are a couple of opportunities for falls by adventurous young children and so you are asked to make sure that young children aren't left unsupervised such that they could "experiment"! The easiest such hazard is climbing on the railings surrounding the stairwell on the landing. Less obvious, but still within reach of the adventurous, is the flat roof over the rear extension. It is possible to access this from the window half way up the stairs. There is nothing to prevent a fall once out on the roof....

Garden and outdoors

Once you have settled into Dunolly Cottage, please take the opportunity to check and become familiar with the grounds. There are no ponds or other water features, but the River Tay is close by! Given this, please take extra care if your holiday group includes small children. Children love exploring, so please be aware of the steep-ish drops that exist over the fence and wall along the north-west perimeter, which might pose a hazard. Though the drops are fenced / walled off, it's worth double-checking for your own peace of mind.

The green shed and outbuildings should already be properly secured, but it's worth checking for yourself, since they are used to store tools and machinery, which could be hazardous to the unwary explorer. If you find items that aren't securely locked away, please let us or our designated agent know. Please remember, it is your responsibility to supervise your children at all times. This is especially important in surroundings that will be unfamiliar to them.

Ants and pests

To avoid any problems with ants and any other unwanted pests we recommend that all surfaces are wiped clean and kept free of crumbs and sticky substances, and that all food is wrapped and put away. Rubbish should be disposed of on a regular basis as this will also attract pests. Please take particular care, from this perspective, when using the outside dining facilities.

And finally ...

More than anything, we'd like you to think of Dunolly Cottage as a wonderful, comfortable and safe 'home from home'. Despite this, it's important to remember that Dunolly Cottage is different from your normal home in its layout, features and equipment, and that children, in particular, will need closer supervision than normal. With a few simple precautions and a little bit of common sense you'll enjoy these differences, and your stay will prove the safe, hassle-free and blissful experience we've worked hard to deliver.

Wishing you a relaxing and enjoyable holiday.

Warm regards

Anne and Pat

ALARM SYSTEMS

There are five mains powered, interlinked sensors in the cottage which will raise the alarm if

- a) Carbon Monoxide is detected in the vicinity of the boiler and range cooker or
- b) Excess heat (implying the start of a fire) is detected in the kitchen or
- c) Smoke is detected in the Lounge, hall, stairs or landing

These are tested weekly and subject to the prescribed routine maintenance. You should not need to test them yourselves (but the instructions for doing so are included in the set of files on the website). If they go off, make some effort to investigate the cause, but above all make sure everyone is safe and only tackle the problem once you are assured of this. If there is evidence of a fire, call 999 at the earliest safe opportunity. Please contact Anne or Pat at the next earliest opportunity.

BATHROOM EXTRAS

A potty, child's step and insert to the toilet seat are all available to make visits by young children more comfortable. There is also a height booster for the en-suite 1 toilet available and a stool for use in the shower. If you have requested any of these at the time of booking they will be in the appropriate en-suite. If you would find any of these useful and they were not requested at the time of booking, please ask and we will bring those you require along. Please ensure any such items are clean when you leave.

BBQ

BBQ tools are in the kitchen. The BBQ is in the green shed. Fuel is available from the Co-op supermarket or Girvans Hardware in the town. PLEASE clean thoroughly after use. Please ensure that when you set it up for use that it is at least six feet away from any buildings or any shrubs or plants. Please only use purpose manufactured starter fuels. Finally, please put it back in the green shed when you have finished using it and it has cooled down.

BED LINEN & TOWELS

You will find the beds made up on your arrival and a set of towels per guest (bath towel, hand towel, face cloth). If you need emergency replacements of bed linen or towels, please get in touch. There are also cards that we would ask you to leave on any bed not used, so we know not to re-launder the linen un-necessarily. There is a spare blanket for each bed in the relevant wardrobe. If you use these, please leave them out so we know to clean them for the next guests.

BINOCULARS

Binoculars are available for your use in the dresser in the dining area. Please remember to leave these for future guests when you depart.

BOOKS

A selection of books is on the shelves in the lounge and kitchen diner. If you do not finish a novel you have started please feel free to take it home with you and either post back when you have finished or leave another book that you have finished in its place. Please do not remove the non-fiction books provided. There is usually a good supply of second hand books at the Thrift Shop on Chapel Street, just down from the Birks Cinema (although this may not be open until restrictions are fully eased).

BREAKAGES

Please get in touch with us if and when there is any accidental damage, so that we can, if possible, fix for you, but at least have enough time to fix for our next visitors. If we don't know it is broken we can't fix it. Should anything happen at the end of your stay and we do not speak about it, please let us know by txt or e-mail. This helps us to make sure each group of guests has everything they need.

CARE FOR FLOORS

To help us keep the solid wood floors and carpets looking at their best for future guests, please can we ask you to remove walking boots and dirty outdoor footwear in the porch. Slippers are provided for your use and you are free to take these away with you when you leave. Please also follow this practice if coming in from the garden through the back door into the kitchen/diner and you wish to then go into the rest of the cottage. We have no issue with outdoor footwear on the tiled floor of the kitchen.

Please note the following in respect of caring for the solid wood flooring in the hall and lounge: general cleaning should be done using a soft broom. A damp cloth can also be used periodically, however, avoid the use of excess water. All spills must be wiped up immediately. Do not use the mop, detergents or other cleaning agents on the solid wood floor.

CATERING

Should you wish to get meals catered in the cottage there are at least a couple of potential local options. Dows, on Dunkeld Street (Phone 01887 829616) can arrange this and also offer a range of home-made ready meals that can be bought in and easily cooked.

CHIP SHOP

Aberfeldy has just one chip shop – The Plaice in the Square. However there are a number of other Takeaway outlets.

CLEANING PRODUCTS

Supplied under the sink, there are enough dishwasher tablets for quite a few washes, after which guests have to provide their own. Similarly, there are some laundry detergent (tablets or sachets), which are in the utility area on the shelf. Cleaning – Please can you leave the property as you find it, paying particular attention to areas where any dogs or permitted pets may have been. Please make sure that all bins are emptied and recycling put in the appropriate outside bins (see card in kitchen). There is a mop, brush & pan and vacuum in the utility area under the stairs.

CLOTHES HORSE

In the utility cupboard, under the stairs.

COFFEE MAKING

Both a cafetière and electric filter coffee maker are provided. There is a supply of filters for use with the latter. Please do not use the electric coffee maker without a paper filter. Please ensure that all coffee grounds go in the food waste, not in the landfill waste or down the sink. Please remember to empty and clean those that you have used, on departure.

DVD

Remote control is grey and labelled DVD at the top.

A Selection of DVD's is in the cupboard to the left of the TV for use while in the cottage.

ELECTRIC FIRE

The fire in the Lounge is an electric flame effect and convection heater. The main power for it is controlled from the remote switch to the left of the door (as you go in – to the right looking from the room!), adjacent to the light switches. 3 control buttons are located low on the right hand side of the fire.

EXTRACTOR (Kitchen)

Push on/off button on the cooker hood, with different levels of fan speed. Please use the appropriate setting whenever you are cooking.

EXTRACTOR (Bathrooms)

Automatically starts when the main light is switched on. PLEASE always use this when showering.

FIRE EXTINGUISHER/ FIRE BLANKET

In Kitchen – Please read the adjacent fire safety notice in case of emergency.

FIRST AID KIT

In the top drawer of the dresser unit in the kitchen.

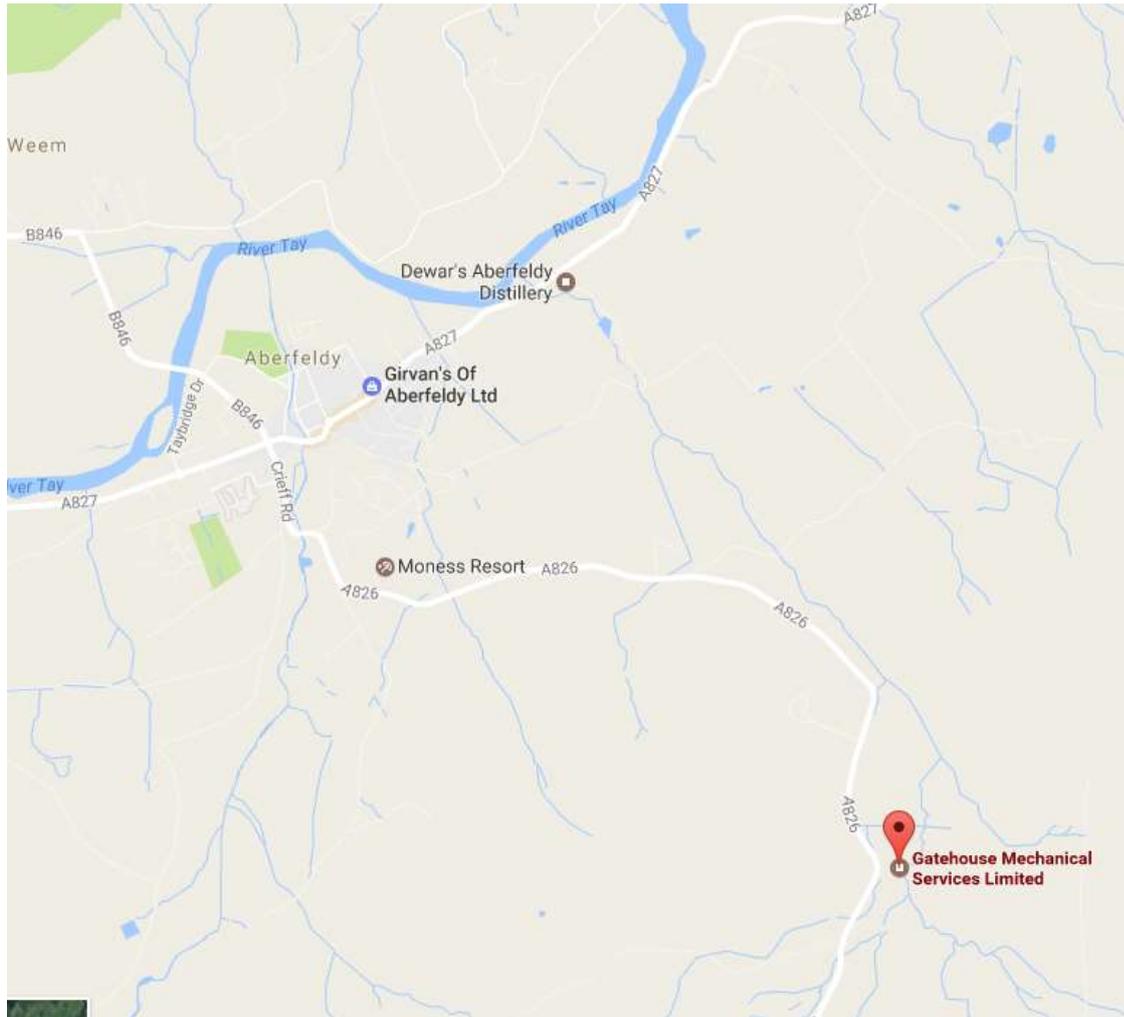
FREEVIEW

Due to the cottage location we are unable to offer satellite television. The TV remote control is black. The TV is SMART, so if you have a subscription to a streaming service you should be able to use it.

GARAGE

Nearest petrol /diesel – Co-op supermarket. The next nearest is in Ballinluig.

In event of mechanical issues, Gatehouse Mechanical Services may be able to help. They are located a short distance out of the town, south on the Crieff road. Mobile: 07825 567 767. Workshop: 01887 820669.



HAIRDRYERS

One is provided in each bedroom. These are located in one of the drawers of each dressing table.

HOT WATER

Supplied by combi boiler to most taps. Electric shower in the twin bed en-suite is the one exception.

The electric shower has an isolator switch on the wall adjacent to and outside the door to that particular en-suite (twin bedded room – middle switch).

INFORMATION

There is information on our website, www.dunollycottage.com. See the page entitled Round and About. External links are provided there to providers' own websites for further information. Also Visit Aberfeldy website: <https://www.visitaberfeldy.co.uk/>. Please note that as outlets and facilities are opening up gradually as restrictions ease, not everything mentioned on the website will necessarily be available during your stay. Please check with the specific provider. Trying to be up to date in these strange times would be difficult.

IRON AND IRONING BOARD

The Iron and Ironing board are in in the utility area under the stairs.

For steam, pour water from the jug into the water inlet. The steam control is on top of the iron, the temperature control under the handle. Please empty remaining water after use.

KEYS

Up to 3 front door keys will be provided to allow independent access for sharing visitors. The key to the back door from the kitchen/diner will be on the window ledge adjacent. Please ensure it is left there when you depart and not in the lock. The key to the padlock on the green shed is in the drawer in the console table in the hall. If you are leaving without a face to face handover, please ensure that two of the front door keys are left in the console table drawer and the third is put in the key box, securely, for the next visitors, having locked the front door for the last time. Please do not take it home or leave it in the property.

LIGHT BULBS/RCDs/TORCH/

Please leave the torches in their designated places; they are for emergency use only. There is one in the drawer of the console table in the hall, one in the top drawer of the dresser unit in the kitchen, alongside the first aid kit. The third is in the top drawer of the chest of drawers on the landing.

Please feel free to change a bulb if it fails during your stay - there are usually sufficient spares in the kitchen cupboard (the one in the "island" adjacent to the wall). Alternatively, please contact Anne or Pat. DO NOT use tea lights or candles for emergency lighting.

LIGHTING - Lounge

In the Lounge there are two light switches by the main entry door. That on the left operates the wall lights. That on the right works the "mood" lighting circuit. The two matching table lamps are plugged into this. The lamps can be turned on or off conventionally, so long as this switch is in the on position, to suit your mood. The switch will turn nothing on if the lamps are turned off individually....

LIGHTING - Bathrooms

Both the main ceiling lights and the mirror lights have a switch outside the entry doors. The mirror lights have pull switches inside the bathrooms also. If they do not come on when the outside switch is operated, please check that they have not been switched off at the pull switch. You should find them correctly set on arrival...

MICROWAVE OVEN

This is a 700 Watt model. For basic operation to cook/reheat on full power, proceed as follows:

Press the Time/Menu dial to add 30 secs to cooking time. Do this as many times as you wish to reach the required cooking time (up to 12 minutes). When you stop pressing, the cooking will start.

To pause cooking during the above process (for instance to stir food) simply open the door, stir, replace contents, close the door and press the "Time/Menu" dial to resume. If finished, press the "Stop/Cancel" button to clear the remaining time. If the cycle goes to completion, press the "Stop/Cancel" Button to stop the warning beeps.

(No)SMOKING

There is a strict no smoking policy inside the cottage. A covered outside space with seating is provided for smokers, with a butt bin. Please do not drop and leave cigarette butts on the ground.

TAXI

The local taxi number is 01887 820370

TOILETS

It is very important that nothing except toilet tissue and human waste go down the toilets. So, please, no sanitary products, hair from hairbrushes and combs, no Kleenex type tissues, wipes or cotton wool. All the latter need to go in the bins provided.

TUMBLE DRYER

This is a condensing tumble dryer. It is important that you follow the instructions in respect of emptying the trap of accumulated water and checking the filter and cleaning as required.

TV

The TV in the lounge is a SMART TV. More information can be found on screen. See also comments under "**FREEVIEW**".

WASHING MACHINE

In basic use, very straightforward. Load, close the door, add the appropriate amount of powder or liquid detergent into the left hand slot in the drawer, select the programme required with the dial and press start. If you are using tablets or capsules, these of course need to go into the drum with the washing, not be placed in the drawer. When finished turn the dial to the off position and remove your clean laundry. Please leave the door open for a while after removing your laundry, so the drum and seal can dry.

WI-FI

High-Speed wireless broadband is provided. In your network connections window, look for BTHub6-7G7R. The password is v63PXgevfr7K

The router is located in the cupboard in the hall between the front door and the downstairs bedroom. Push open, push closed catch, but note you need to press close to the top of the door. Should the internet fail, you may need to switch off the power and then switch back on....

WINDOWS

Each window has a locking device. At present we are missing the locking pins for many of the sash windows, please just make sure the main catch is in the closed position. Please do not go out and leave windows open.

To open the sash windows note that you need to remove the pin, turn the catch so the two elements are free to pass each other and then hold the tilting catch at the left of the upper sash in its "garage", while lowering the upper sash or raising the lower one.

WINTER

Extreme weather conditions are outside of everyone's control, however, if you do find yourself in a problematic situation due to the impact of winter please call us immediately so we can try and rectify the problem. Any leaks or burst pipes due to snow or heavy rain, please inform us immediately.

IF YOU HAVE ANY PROBLEM NO MATTER HOW LARGE OR SMALL PLEASE CONTACT US AS WE DO NOT WANT YOUR HOLIDAY SPOILT..... IF WE CAN HELP WITH ANYTHING AT ALL JUST CALL.

THANK YOU

Proprietors:

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