

**[INSERT NAME &  
ADDRESS OF PROPERTY]**  
**[INSERT WEBSITE OF PROPERTY]**

## **A GUIDE TO YOUR STAY AT [INSERT NAME OF PROPERTY]**

The information contained below is intended to help you to get the most out of your stay at Please do not hesitate to contact us should you have any additional questions.

### **LICENCE**

A copy of the Premises Short-term let Licence and conditions is provided.

### **GAS SAFETY**

There are no mains/lpg gas appliances or supply within the premises.

The short term let has the following LPG appliances and tanks on the premises. These are inspected annually and a copy of the latest GasSafe report is provided. In the event of an emergency you can isolate the gas supply by....

The short term let has the following mains gas appliances on the premises. These are inspected annually and a copy of the latest GasSafe report is provided. In the event of an emergency, you can isolate the gas supply by....

### **ELECTRICITY**

Electricity is supplied by the national grid and is rated at 230 V. There are ample sockets around the property and these are all of the standard British type and design. The electrical equipment provided is checked regularly but if you have any concerns or something gets damaged please inform us immediately. Copies of the latest Electrical Installation Condition Report (EICR) and Portable Appliance Testing (PAT) records are provided.

### **FIRE SAFETY**

There are smoke and heat detectors fitted in various locations around the premises. Please do not tamper with these as they are there for your safety and the safety of others. In any of the alarms go off then please ensure all of your party leave the property as quickly as possible, through the nearest exit. If there is any evidence of fire call the Emergency Services on 999, If there prior to checking.

There are no gas or oil appliances therefore there are no carbon monoxide detectors.

### **CONTACTS**

Owner:

INSERT NAME] e-mail: [INSERT DETAILS] \*\*\*\*\*Tel: +44 (0)[INSERT NUMBER]  
(Alternative emergency number +44 (0) [INSERT NUMBER])

Property Manager

. [INSERT NAME] e-mail: [INSERT DETAILS] Tel: +44 (0)[INSERT NUMBER]  
(Alternative emergency number +44 (0) [INSERT NUMBER])

### **ACCESSING THE SHORT TERM LET**

The keys to the front and rear doors of the cottage are located in a key safe at the side entrance door. You will get the 4-digit code to access the safe the day before you are due to arrive. If for any reason you do not receive this code, please call me on the number shown above and I will give you the code over the phone once you have properly identified yourself.

### **LIVESTOCK**

There may be livestock and horses in the neighbouring fields. Please do not feed these animals.

### **CHECK-IN AND CHECK-OUT TIMES**

Normal check-in time is after 5 pm and normal check-out time before 10.00 am. This is in order to allow time to service the cottage prior to the arrival of new guests. Please do let us know in the event that you would like to delay your departure time from the cottage beyond the designated hour and we will do our best to accommodate your requirements.

### **HEATING AND HOT WATER**

The cottage has electric heating with modern storage heaters in the kitchen and living room and wall heaters in the other rooms. They are mostly on timers but can be easily adjusted. There should be enough hot water for normal use but if there is also a boost button in the kitchen.

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### **HAIRDRYER**

A Hairdryer can be found in the main bedroom.

### **INTERNET**

The name of the wireless internet network at the property is "[INSERT NAME]" and the password to enable you to connect to it is **[INSERT PASSWORD]** (case sensitive).

### **IRON AND IRONING BOARD**

The cottage has an iron and ironing board which you may wish to use during the course of your stay. These are stored in the cupboard located in the hall.

### **DISHWASHER**

There is a dishwasher in the kitchen. There will be washing tablets for each night of your stay available. These are in the cupboard under the sink.

### **LAUNDRY**

There is a washing machine in the kitchen. A limited supply of washing tablets will be available for

your use when you arrive. Additional supplies will need to be purchased by you as and when required. There is a foldable airer in the hall cupboard and an outside washing line.

### **LINEN AND KITCHEN EQUIPMENT**

The cottage is equipped with a full range of linen, crockery, cutlery, glassware and cooking utensils. There is also a kettle, toaster, microwave oven and fridge freezer.

### **PARKING**

The cottage has ample off-road parking for up to 2 cars to the front of the property. The shed is used to store the owners' belongings and is therefore kept locked at all times.

### **SMOKING**

Smoking is not permitted inside the property. Should you wish to smoke, then please do so outside.

### **USE OF THE DISHWASHER, WASHING MACHINE, DRYER AND OTHER APPLIANCES**

Most if not all of the appliances to be found in the cottage are new and their operating manuals can be found in the black folder which is in the living room.

### **TELEVISION**

The cottage has a 55 inch LED TV in the living room. There are numerous terrestrial channels as well as a number of radio and music channels. It is also a WiFi enabled "smart" TV's and can be used to view the main streaming channels like Amazon Prime, Disney, YouTube and Netflix if you have a subscription. In the event that you subscribe to these services, please remember to bring your access codes with you.

### **TOILETS**

PLEASE only ever flush toilet paper down the toilet! Wet wipes (including "flushable" wipes) in particular create a problem and cause blockages in the drainage system A bin is provided for the proper disposal of everything other than normal toilet paper. Thank you for your cooperation in this regard.

### **REFUSE AND RECYCLING**

The kitchen has 2 refuse bins. The organics bin is located under the kitchen sink. The main bin is for non recyclable waste. There are spare bags located in the cupboard under the kitchen sink.

If you can please put waste in the main bins as below.



**GLASS  
RECYCLING**  
Glass **ONLY** in  
this bin



**MIXED  
RECYCLING**  
CLEAN hard plastic.  
Juice/ milk bottles/  
tins & cans/ aerosols/  
clean paper/ newspaper/  
books/ thin card



**ORGANIC**  
All food waste/  
grass cuttings/  
hedge trimmings/  
thick card/ dirty or  
soiled paper/  
flowers



**NON RECYCLABLE  
WASTE**  
Anything that can't  
be recycled.  
Plastic bags/ nappies/  
wipes/ cat litter/  
polystyrene

## **WATER**

The water is from the mains supply and is perfectly safe to drink. All taps are straight from the mains.

## **FIRST AID BOX, FIRE EXTINGUISHER AND FIRE BLANKET**

There is a first aid box, fire extinguisher and fire blanket in the lower kitchen cupboard between the fridge and dishwasher.

## **WHAT TO DO WHEN YOU LEAVE THE COTTAGE**

At the end of your stay with us, we would be grateful if you could please do the following:

1. Switch off the lights.
2. Make sure that all electrical appliances are switched off (excluding the fridge and fridge freezer).
3. Lock all doors and windows, return the keys to the key safe and scramble the numbers.
4. Check that you have all your luggage.
5. Leave the property tidy.
6. Have a safe journey home and we hope to see you again soon!

## **USEFUL CONTACT DETAILS**

Below are some useful contact addresses and telephone numbers should you need them during the course of your stay.

**Emergency services (ambulance, police, fire):**

Emergency calls for all services should be made to 999. For non-emergency Police services, please call 101

**Nearest hospital:**

Western Isles Hospital, Macaulay Road, Stornoway, HS1 2Af, Tel: 01851 704704

**Nearest dentists:**

Western Isles Dental Practice, Macaulay Rd, Stornoway, HS1 2TJ, Tel: 01851 707500

Castle View Dental Practice, 79 Cromwell St, Stornoway, HS1 2DG, Tel: 01851 704400

**Nearest pharmacies:**

Back Pharmacy, Old School Road, Vatisker, Back, Isle of Lewis, HS2 0LQ, Tel: 01851820333

MacDonald K J Ltd, 29-31 Cromwell St, Stornoway, HS1 2DD, 01851703131

Boots Pharmacy, 4-6 Cromwell Street And, 52 Point St, Stornoway, HS1 2DA, Tel: 01381 621524

**Nearest vet:**

Old Mill Veterinary Practice, Sandwick Rd, Stornoway, HS1 2SL, 01851705900

**Nearest shop and petrol station:****Nearest Post Office:****Nearest Tourist Information Office:**

VisitScotland Stornoway iCentre, 26 Cromwell St, Stornoway, HS1 2DD, Tel: 01851 703088

**Travel Information:**

All travel services for the Western Isles can be found at <https://www.cne-siar.gov.uk/roads-travel-and-parking/public-transport/useful-contact-information-travel/>

Bus Services/Timetables - <https://www.cne-siar.gov.uk/roads-travel-and-parking/public-transport/bus-services/>

Caledonian MacBrayne - <https://www.calmac.co.uk/>