



# Pitlochry Self Catering



## GUEST INFORMATION

### ARRIVAL AND DEPARTURE:

When you arrive, **the door will be unlocked unless you are otherwise informed.**

At Oakbank, the 'Cottage' is the 1st grey door and the 'Servant's Quarters' is the 2<sup>nd</sup> grey door along the driveway. At Elmwood, the front door is open and access to 'East' and 'West' is just up the stairs. At Birchwood, the entrance to the 'Bothy' is the glass door in the wood paneled section.

There will be two sets of keys inside. **Should you misplace/lose the keys, please contact us immediately.**

**Check in time is from 4 – 7pm.** If you are arriving after 7pm, please let us know. If you arrive early, you are welcome to park at the property and explore the town until the apartment is ready (which it often is **by 1pm**).

**Check out time is 10am.** When you depart, **we request that if you have time and do not mind: you remove the bed linens and place them along with your towels in the white laundry bag provided; dispose of rubbish in the appropriate bins** (more information below); **and leave the windows slightly open to air the apartment** (if it is not pouring with rain or blowing a gale!). Let us know if you have any questions.

### PARKING:

**Parking is available in the driveway. At Oakbank and Elmwood, it is best if you reverse in!** At Elmwood, please reverse all the way back to the very end of the driveway and park either close to the boundary wall or close to the house so two cars can fit side by side. At Oakbank, please park close to the boundary wall leaving room for two cars to park one in front of the other. At Birchwood, park on the tarmac before the start of the gravel to one side or the other.

### INTERNET ACCESS:

<b>Oakbank - Network: TALKTALK9CEFC Password: KA87NFPV</b>	<b>Elmwood - Network: TALKTALK4B79C0 or TP-Link_4238 Password: DPFUNHX8 or 77662538</b>	<b>Birchwood - Network: SKYKYXA1 Password: tnn9suHPMLu7nN</b>
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Due to the thickness of the old stone walls, some areas of the apartments get a stronger signal than others. If you are having trouble with the connection, please let us know so that we can reset the router.

## HEATING:

**The heating is set to come on each day from approximately 7 – 10am and 4:30 – 10:30pm.**

At Oakbank and Elmwood, the radiators have thermostatic valves that can be adjusted up or down to your individual needs. In the summer, the thermostatic valves will usually be switched off when you arrive unless it is unseasonably cold.

**Oakbank Servant's Quarters** - If you require heating outside of the above hours, simply use the control/programmer to the left of the front door. Press '**BOOST**' for an extra hour of heating or '**ADVANCE**' to turn the heating on until it is next programmed to switch off. The towel rail in the shower room has an electric component that can be switched on and off separately from the heating, but please remember to switch it off when you are not using it!

**Oakbank Cottage** - If you require heating outside of the above hours, simply use the Newlec control to the right of the kitchen sink. Press '**ADVANCE**' for the heating to stay on until it is next programmed to switch off or switch 'CH' from 'auto' to 'all day' or '24 hrs' if you so require. The thermostat in the hallway near the bathroom can be adjusted as required along with the thermostatic valves on the radiators. In the winter months, underfloor heating in the kitchen is set to take the chill off the tiles, please ask if you want to adjust the temperature. **Please be sure the hot water ('HW') on the Newlec control remains set to '24 hrs'**.

**Elmwood West and East** - The temperature is generally set at either 18 or 21 degrees depending on the time of day. If adjusting the thermostatic valves on the radiators does not provide sufficient heat, the control unit in the hallway allows you to boost the temperature at any time. Occasionally, particularly in East, the control unit needs to be reset as it loses signal due to the thick walls. To reset, move the control unit into the stairway for a couple of minutes or please be in touch.

**Birchwood Bothy** - In the summer, the underfloor heating will be switched off unless you request otherwise. In the winter, the underfloor heating will be set to come on and off in the mornings and evenings. For additional heating any season, there is an electric fireplace, space heater and towel rail. If you need to adjust the temperature of the underfloor heating, there is a controller in each room by the light switch. **Do NOT adjust anything on the right hand side of the programmer!** Simply move the bottom slider from the circle symbol on the far right (programme mode) to the left to the hand symbol (manual mode) and then adjust the temperature up or down using the rotary control. **Please try to remember to move the slider back to programme mode when you leave.** The water tank provides ample hot water for most guests, but a deep bath followed by a shower has been known to drain the supply so please let us know if you need us to 'boost' the hot water.

If you have any questions about the heating, just let us know and we can provide more information. We want you to be cosy!

## **RUBBISH:**

Separate waste bins are provided in the kitchen to make recycling as easy as possible. At Elmwood there is a shared bin for glass in the entry hall which we empty regularly and the other bins are behind the house by the garage. At Oakbank the bins are in the driveway. At Birchwood the bins are in the courtyard around the side of the house. Collections occur on Friday mornings.

**Green:** General, non recyclable waste

**Brown:** Food waste in small compostable green bags

**Blue:** Paper and flattened cardboard

**Grey:** Cleaned and dried plastic containers, soft plastics (like plastic bags, crisp packets, etc.) cans, cartons and foils

**Round Black Bin:** Cleaned/Empty Glass

**SMOKING:** Oakbank, Elmwood and Birchwood are non-smoking properties including in the driveways and on the terrace.

**FOOD SHOPPING:** The Coop is on West Moulin Road which is just a ten minute walk. It is open from 6am to 11pm. They offer a delivery service for orders over £25. There is a butcher, deli, bakeries, cafes, post office and convenience store on the main street.

**GARDEN TERRACE:** Elmwood has a garden terrace with beautiful views of the hills. There are cushions in the storage bin by the fence. Please return after use. Oakbank guests are welcome to enjoy Elmwood's terrace in addition to the benches along Oakbank's driveway. Birchwood has its own courtyard terrace.

## **PROPERTY ADDRESS:**

Elmwood/Oakbank, 16/20 Lower Oakfield, Pitlochry, PH16 5DS

Birchwood Stables (including the Bothy), E Moulin Rd, Pitlochry, PH16 5HU

## **HOST CONTACT INFORMATION:**

**Email:** pitlochryselfcatering@gmail.com

**Telephone/SMS/WhatsApp:**

**Kate Thompson (Oakbank & Birchwood) - +44 (0)752 276 3089**

**Lyn Thompson (Elmwood) - +44 (0)754 360 8433**

If neither Kate or Lyn are unavailable for some reason, please try Rob Thompson at +44 (0)771 672 9614 or George Dunn at +44 (0)771 585 4887.

**EMERGENCY INFORMATION: In the event of an emergency, call 999. For urgent medical concerns, call 111.** A fire blanket and fire extinguisher are provided in the kitchen. There is also a first aid kit.

If the fire alarm goes off and there is no sign of a fire or the carbon monoxide alarm goes off, evacuate and call Lyn (07543608433) or Kate (07522763089).

## **USEFUL NUMBERS:**

### **Hospital:**

Pitlochry Community Hospital

Ferry Road, Pitlochry, PH16 5FG

Reception Telephone Number - +44 (0)1796

472052

### **Chemist:**

Branches of Davidsons & Lloyds are located on the main street. The Coop also has a small range of over the counter medicines.

### **Dentist:**

Infinity Blu Pitlochry, +44 (0)1796 470 001

### **Post Office:**

The Post Office is situated inside the Premier Store on the main street, 63 Atholl Road. It is open every day of the week.

### **Taxi Services:**

SR Taxis - +44 (0)1796 484 931, Elizabeth Yule - +44 (0)1796 472 290

## **EXTRA ITEMS:**

If you require any additional kitchenware or extra towels, pillows, sheets or blankets, please just let us know. We can also offer you a lighter weight duvet if required. It is absolutely no bother, we simply tend towards keeping just essentials in the units to ensure everything is as clean, clutter free and organised as possible. We also have extra batteries, bulbs, etc. **Just give us a call!**

## **THINGS TO DO:**

There are numerous websites providing information on Pitlochry and the surrounding area. A good starting point is [www.pitlochry.org](http://www.pitlochry.org) or <https://www.packthesuitcases.com/things-to-do-in-pitlochry-scotland/> (which was written by one of our guests in 2021 so a bit dated, but still worth a read!). We have also included some of our favourite places on our website - [www.pitlochryselfcatering.com](http://www.pitlochryselfcatering.com) - and in this **Information Folder**. Or feel free to ask us directly! Unfortunately, Scotland's iCentre closed in 2024. Visit Scotland suggests the following links: [www.visitscotland.com/places-to-go/pitlochry](http://www.visitscotland.com/places-to-go/pitlochry) or [www.visitscotland.com/places-to-go/perthshire](http://www.visitscotland.com/places-to-go/perthshire).

And this is the link to the local **bus timetables**: <https://www.pkc.gov.uk/article/14961/Highland-Perthshire-and-Stanley-area-timetables>