

## Clachan Farmhouse & Annex

### Frequently Asked Questions

**1. What is the housekeeper's name and contact number?**

Jan Wilson Tel: 01796 481285

**2. What is the housekeeper's role?**

When you arrive, the lodge will have been cleaned and all the linen / towels changed. The housekeeper lives nearby and can be contacted in case of incidental questions, but she does not clean the lodge through the week or get involved with cooking / clearing up unless by separate arrangement directly with you. It is expected that the lodge will be kept reasonably clean during the week and left so at departure.

**3. What provision is there for additional cleaning services during the week?**

The housekeeper may be available by separate agreement to help during the week but is not obliged to do so. If you require additional help please contact the estate office at least one month before your arrival and we can confirm availability.

**4. What laundry services are provided?**

We provide all linen and towels which will be fresh for your arrival. A requirement for further changes of linen during your stay would be an additional service and should be discussed well in advance of your arrival.

**5. Can I arrive early?**

The housekeeper only has a window between 10am and 4pm to clean and change the lodge. Any disturbance during that period can be very inconvenient for her. With advance warning it can be arranged for guests to drop off luggage at the lodge during the day if that is of significance.

**6. Where do I get the key?**

Please contact the housekeeper a few days before your arrival to discuss key collection.

**7. What utensils / services will there be in the kitchen?**

The kitchen is fully equipped to cook and cater for the capacity of the lodge. However, we cannot supply utensils / equipment for every taste, therefore please enquire in advance if there is a specific item which will be important to your stay.

**8. Can I take dogs?**

Two well behaved and house-trained dogs are permitted in each unit. Dogs are not permitted in the bedrooms or on any of the furniture.

**9. Where are the nearest shops?**

The House of Bruar is the closest shop and has a food hall, there are two convenience stores also in Blair Atholl. Pitlochry provides a supermarket and chemist supplies, while Perth is about 40 minutes drive from Blair Atholl.

#### **10. How am I expected to leave the lodge at my departure?**

Included in the rental you have paid is an allowance for a change over day clean and we expect to have to Hoover, mop, dust, wash and dry the linen, re-make the beds, fill the wood store, clean out the fires and check the inventory. In order to help us maintain a high standard for all our guests we ask you to do the following before you leave:

- Leave the bathrooms in a reasonably clean
- Leave the kitchen, oven and hob clean
- Empty and clean fridges
- Empty all rubbish bins and remove rubbish to the bins outside
- If you have used the barbecue please leave this clean for the next guests
- Return all furniture to its original place - we do prefer that furniture is not moved
- Dog owners – please check for any dog mess outside and remove
- Please leave a note of any breakages or malfunctioning items
- Strip sheets from the beds and leave on the bedroom floor

#### **11. What is the lodge address & post code?**

Clachan Farmhouse, Calvine, Pitlochry, PH18 5UB

#### **Useful Phone Numbers**

Estate Office	01796 481355
Blair Atholl Garage	01796 481221
Tilt Grocery Store	01796 481206
Tourist Information Centre	01796 472215