

 The Bunkhouse

 GUEST HANDBOOK

Welcome to The Bunk House. In order you to enjoy the place to its full potential I have set

out everything I could think of that you would need to know. If I have forgotten something, please feel free to call me anytime between 8 am and 11pm on **07967 028938**.

However, if it's a real emergency, then just call me any time at all.

***Just a reminder that for the enjoyment of all guests this is a strictly non-smoking bunkhouse.***

**Jan 24**

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### First Aid Kit

Located in the bathroom, please make an entry in the accident book if you have an accident and injure yourself in any way.

### Heating

There is an electric log burner style heater with a remote control, check the switch on the back. Never leave the heater on unattended.

There is also an electric oil filled radiator beside the sofa, this is great for keeping the chill off overnight and keeping the bunkhouse at a comfortable temperature during your stay.

### Hot Water

The hot water for the sink and hand basin is provided by a small under sink boiler unit with a small storage tank. You will find the switch for it behind the microwave. The Shower is electric and will supply hot water on demand.

### Water Supply

Due to our remote location there are no mains water supply to the cabin. The water is drawn up from our onsite 80m deep well, filtered and then pumped in on demand. In the unlikely event you experience low water pressure, that is an indication that there is a problem or the pump is blocked. In this case, please call me so I can sort it out for you.

The **stopcock** is located behind the tall larder cupboard, which is on wheels, clear some space to enable it to be rolled forwards.

### Sewage/Septic Tank

Again, due to our remote location we are not on mains drainage either. All the wastewater and sewage run into a septic tank. Therefore, we cannot allow any female products, wipes or nappies to be disposed of down the loos. Please use the bins or dustbins for such waste items.

### STRICTLY NO BLEACH IS PERMITTED TO BE USED ANYWHERE IN THE PROPERTY

**Winter**

* If there is snow on the roof, take care not to stand around or under the gutters as it will avalanche down when it begins to thaw. It is very heavy especially when falling from height!

### Security

**Please ensure all doors and windows are locked when leaving the bunkhouse unattended.** The property will not be insured if there is an incident and the property is not properly secured. Also, Scottish law allows any person to enter the property if the doors are open!

### Local Facilities

* **Post Office**
	+ Invergarry Mon 9-4pm, Tues - Fri 9-12pm
	+ Fort Augustus Mon- Sat, 9-6pm Sunday 12-4pm
* **Supermarket** - Fort Augustus, Fort William, Drumnadrochit, Inverness
* **Petrol** - Invergarry Closes daily 9pm or Fort Augustus Daily.
* **Wi-Fi-** Code Cabinwifi
* **Supermarket Delivery Service** - Asda are the only supermarket who will deliver here
* **Garage Services** - West End Garage, Fort Augustus - ask for Bobby 01320 366247, very helpful

### Kitchen

You should find most things you will need here

* **Fridge** - There may be items left by the last guest for you, if you don't want those items then please just dispose of them.
* **Waste** - There is a compost bucket on the side for all food waste, when the bucket is full deposit the contents into the food composter (small green plastic bin – lift the lid) outside around the back of the cabin. Any recycling items go in the blue bin and general waste in the green bin outside. Bin collections are on a Tuesday around

10.30 am. General waste gets collected on even weeks and recycling on alternate weeks.

* **Oven** – This is the glass bowl with a white plastic lid, looking like a space ship! It has a halogen bulb in the lid, is super-efficient giving instant heat – treat it just like any other oven.

### Sink - No Bleach to be used.

* **Cupboard Contents** - please feel free to use any of the contents and replace them if you use up anything. You may also leave any spare items you don’t want to take home.

### Lounge/Diner

* **TV/DVD** – There is no aerial or signal for the TV, but there is a selection of DVD’s for you to enjoy instead, you can also stream Netfilx etc.
* **Wi-Fi** - We now have good WIFI everywhere inside and outdoors – Password : **Cabinwifi**
* **Fleecy blankets** on are on the beds and furniture to snuggle up in.
* **Extra Table** stored to the side of the larder cupboard
* **Clothes dryer also** stored to the side of the larder cupboard

### Due to the increased risk of fire, normal candles are sadly not permitted anywhere in the bunkhouse.

**Bunk Beds**

* Please take care when accessing the top bunks using the ladders. Each bed has its own power socket and reading light

### Shower Room

* Don't forget, all the wastewater and sewage runs into a septic tank and will block quite easily. Therefore, we cannot allow any female products, wipes or nappies to be disposed of down the loos. Please use the bins or dustbins for such waste.
* The mirror is heated, please turn off after use - it's not on a timer.
* The shower is electric, you will need to turn the switch on, located just outside to the right of the door.
* The extraction fan is also operated by a switch by the door, it is not on a timer so please remember to turn it off after use.
* The towel rails will get hot and is controlled from the timer switch just outside at floor level.

### Outside

* If you have muddy boots, you can wash them on the metal grid by the hosepipe. If you wish to wash a bike or something larger then do it on the grass at the back of the cabin, not on the gravel drive please.
* The Loch and river that border the land around the cabin, like all open bodies of water can be dangerous, so guests are required to take care around the water. You can swim in the loch if you’re hardy! The cabin is set in a remote and rural area of The Highlands with natural risks and hazards. You are reminded of the higher degree of slips, trips and risk in this wilderness environment and it is therefore your responsibility to take care of your own safety and the safety of the members of your party at all times
* Feel free to use the fire pit, collect firewood from the woodland floor or take from the log piles opposite the Shepherds Hut or from or cuttings from the pile on the side of the Bunk House. Do not leave the fire pit unattended whilst it is in use
* You may use the canoes, paddle boards and rowing boat provided you wear the buoyancy aids that are provided, you will find them in the trunk by the boats. Ensure the lid is closed after use to stop the wee fury guys getting in there too!
* As the loch is also home to some rare birds, use of the loch is restricted during the nesting period of February - July inc to the area shown on the map in appendix C, however this is still quite a large area. The areas in red are not accessible during this period
* If there is snow on the roofs, take care not to stand around or under the gutters as it will avalanche down when it begins to thaw. It is very heavy especially when falling from height!

## **How to use the Hot Tub**

## Ensure the water level is at least 5cm/2” above the top hole, top up with the hose pipe at the back of the hut if too low. Leave the lids on and light the fire in the log burner using some kindling and fire lighters to get it going, ensure a raging fire is kept for around an hour to heat up the water. Once the temperature has reached 38 degrees, it will be hot enough to use. If it gets too hot then top up with some cold water.

## After the last use please open the valve (with the blue handle – turn through 90 degrees) behind the log burner to let the water drain out.

## If you are staying for more than a few days and wish to refresh the water, just open the valve until empty, then close it and use the hose pipe to refill (only takes around 15 mins to refill)

Just wear a hat if it’s raining – still a great experience!

## **Hot Tub Rules:**

* + Water must not exceed 38 degrees C before use.
	+ Shower before using the hot tub.
	+ Remove fake tan or makeup before using the hot tub.
	+ No running in the vicinity of the hot tub.
	+ Enter and exit slowly - max 2 persons.
	+ No jumping or diving.
	+ Children must be supervised at all times.
	+ Children under 4 years of age are not permitted to use the hot tub.
	+ No glassware, food or cigarettes allowed near to or in the hot tub.
	+ No soaps or oils to be put in the water.
	+ Pregnant, elderly or guests with heart conditions, diabetes or other conditions shall seek advice from their doctor before using a hot tub.
	+ Do not use alcohol, narcotics or other drugs while using the hot hut.
	+ Limit soaking time to 15 mins, cool of for 15 mins before re-entering.
	+ Replace the cover after each use.
	+ Use fire gloves when loading the log burner.
	+ Do not leave the log burner door open or unattended.
	+ A First Aid kit is located in the kitchen of the bunkhouse.

**Hot Tub Disclaimer**

To ensure the safe and enjoyable use of the hot tub that is provided at the cabin we ask that you read through and adhere to the rules of this safety document.

* + During pregnancy soaking in the hot tub may cause damage to the foetus, so contact your Doctor for advice before starting your holiday with us, to ensure it is safe for you to use the hot tub.
	+ People with skin, ear, genital or other body infections, open sores, or wounds should not use the hot tub because of the possibility of spreading infection or irritating your condition.
	+ Never use the hot tub while using narcotics or other drugs that may cause sleepiness, drowsiness or raise / lower your blood pressure.
	+ Do not immerse your head in the hot tub water. This increases the risk of infection
	+ Never use the hot tub alone. Take care when entering and leaving the hot tub. When leaving the hot tub leg muscles may be relaxed enough to make you unsteady.
	+ Never use glass near or in the hot tub, as broken glass can cause a risk to people in bare feet and is very difficult to see within the hot tub water. If glass is broken in the water you must immediately get out and not use the tub until it has been drained, cleaned and refilled. Call Alison as soon as possible to arrange this.
	+ Do not use any electrical appliances near or in the hot tub.
	+ If any fault or damage occurs with the hot tub please contact Alison ASAP
	+ Persons with heart disease, diabetes, low or high blood pressure, or any serious illness should not enter the hot tub without prior consultation with their Doctor.
	+ Parents are advised that the hot tubs are not suitable for children under the age of four and to warn their children not to allow water in to their mouths as this can cause infection and illness.
	+ The heat of the hot tub water speeds up the effects of alcohol and can cause sleepiness, dizziness and unconsciousness.
	+ Shower with soap and water before and after using the hot tub. Showering before use washes away many of the common skin bacteria and removes lotions, deodorants, creams, etc., which reduce the effectiveness of the spa sanitiser which disinfects the water.
	+ Make sure fake tan is removed before using the hot tub as this reacts to the chemicals and reduces the effectiveness of the spa sanitiser which disinfects the water. It also colours the water and marks the waterline of the hot tub.
	+ Never allow children to use the hot tub unsupervised and when not in use make sure the cover is on and secured.
	+ Avoid using the hot tub immediately after a heavy meal.
	+ Avoid entering the hot tub water immediately after exercising as the water temperature can affect the heart rate.
	+ Take care on the decking / hot tub steps as water from the tub can cause it to be slippery.
	+ If any allergic reaction occurs leave the hot tub and rinse off in the shower. If the reaction persists, contact a local doctor or A&E. There is a list in the information pack in your accommodation.

## Notes to Hot tub users and Parents

The life and health of you, your family and friends is important. Please practice safety and supervise your hot tub in line with these safety guidelines.

When you booked your accommodation, you agreed to our terms and conditions and these hot tub safety requirements stating that you agree to abide by the rules and take care in the use of the hot tub for yourself and your family.

A copy of this document can also be found as part of our terms and conditions on our website.

## **Fire Pit Rules:**

* + Fill the fire bucket with water and leave close by in case of emergency.
	+ Never light a fire during high winds or very dry periods.
	+ Never leave the fire unattended.
	+ Do not leave under 18 yr olds alone with the fire.
	+ Use fire gloves when loading the fire.
	+ Do not overfill the fire pit.
	+ No running in the vicinity of the fire pit.
	+ Always wear covered toe footwear around the fire.
	+ Sit or stand up wind and not too close to the fire.
	+ Do not touch any steel part of the fire pit.
	+ Use fire bucket water to treat a burn.
	+ Keep fire lighters in a safe place.
	+ Do not light a fire prior to or when using drugs and drinking alcohol.
	+ Do not burn wet wood.
	+ Ensure the fire is totally out before leaving it overnight, use the water.
	+ Never light a fire anywhere else in these woodlands.
	+ Do not heat pots of oil.

A First Aid kit is located in your accommodation.

### Power Cut

* In the event of a short power cut, call 105 and ask how long the outage is expected to last.
* Emergency lighting lantern can be found by the door, please ensure it stays there. The LED lantern also has a USB if required.
* As water is not a mains supply and pumped in, the water will also be cut. You can always fill the bucket from the loch to flush the loo with.

**Useful Telephone Numbers**

Medical Centre

01320 366216

Main St (next to the Lovat Hotel) Ft Augustus

PH32 4DD

Doctor Telford Centre Abertarff Place Fort Augustus 01320 366216

Dentist One Dental Practice 1 Montague Row Inverness

IV3 5DX

01463 243 767

Open until 8pm

Vet Crown Vets

89-91 Telford Street Inverness

IV3 5LE

01463 712202

24 hrs

Hospital Raigmore Hospital

Old Perth Road Inverness

IV2 3UJ

01463 704000

 Hospital Belford Rd, Fort William

PH33 6BS Tel: 01397 702481

**First Aid Kit Located in the Kitchen**

Please make an entry in the accident book if you have an accident and injure yourself in any way.

**The buoyancy aid jackets are in the trunk by the canoe shack, please wear them at all times when using the canoes, paddle boards or rowing boat.**

# Boat Rules

* Life jackets must be worn when on the water.
* You must be a competent swimmer to use the watercraft.
* Maximum of 3 people in the rowing boat.
* Ensure the drain plug is in the drain whole on the rowing boat before use.
* Children must be suitably supervised.
* No solo paddling or rowing.
* Advise a responsible person on shore of your intended activity and duration.
* Use the lifejacket's whistle if you become stranded.
* Check the weather forecast before and during use.
* Do not go out in bad or windy weather.
* Wear adequate suitable clothing for the conditions.
* Do not go out under the influence of alcohol or drugs.
* Handle the boats in pairs to avoid injury.
* Be aware the current drifts slowly to the east (left towards the dam)
* Check the map below for restricted areas during February - July
* Avoid overhanging or floating branches.
* Shower off afterwards if you fall in.
* All boats and oars to be stowed securely again after use.
* A continuous dynamic risk assessment shall be maintained by the users.
* Read the Watercraft Risk Assessment before using any of the watercraft.

We also recommend you take a fully charged mobile phone and the first aid kit in case of an emergency.

**Call 999 and ask for the Coast Guard if you get into difficulty.**

**What 3 words location : deeply.quite.shatters**

The water rises quite high in the loch and it will wash the boats and oars away if not tied back up.

**Canoeing and Rowing restricted area**



### Doggy House Rules:

* Dogs must be over the age of 1 year at the time of your stay.
* You may not leave the dog unattended in or outside of the building.
* Your pet must not cause any kind of nuisance to the neighboring properties.
* Pets are not permitted on any of the furniture in the bunkhouse.
* Pets must be clean before entering the bunkhouse, a hose is located round the side.
* You must clear up any fouling by your dog immediately, even in the surrounding woodlands and dispose the bag/s in the general waste bin and not leave it outside the accommodation for other guests to see.

We reserve the right to fine up to £150.00 for any non-compliance of the rules above.

Strict adherence to these rules will allow me to continue to welcome your pets to the Bunk House.

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	+ Keep fire lighters in a safe place.
	+ Do not light a fire prior to or when using drugs and drinking alcohol.
	+ Do not burn wet wood.
	+ Ensure the fire is totally out before leaving it overnight, use the water.
	+ Never light a fire anywhere else in these woodlands.
	+ Do not heat pots of oil.
	+ A First Aid kit is located in your accommodation.

### The Waterfall Walk

There is a lovely walk to a waterfall just down the road. Some folk reckon the river Garry is one of Scotland’s most beautiful rivers. It’s a magnificent sight as it runs powerfully through lovely woodland with tall conifers. Kayaks love the challenge of the rapids, while fishermen hunt for salmon in the quieter stretches.

Much of the woodland here is native Scots pine, with a characteristic range of wildlife from wood ants to Scottish crossbills and red squirrels. It feels very different from other woodlands on the west coast, almost as if the forests of the east are reaching through the Great Glen to meet their neighbours.

From the cabin, turn right, turn right again at the top of the road onto the A87 towards Invergarry. Drive for about 5-10 mins and you will see a green forestry sign on the left "Glengarry"

Slow down to run sharp right down a track to the car park. In the car park you will find a notice board with the trail marked on it. Its a gentle walk and takes about 1.5 hours.

Well worth venturing out!

**Eating out**

I can recommend these places:

* + The Rokeby Inn – Traditional and amazing Indian food (nothing like your local curry house)
	+ The Loch Inn, traditional pub food and hearty portions.
	+ The Lovat for fine dining
	+ The Boathouse for a lunch overlooking Loch Ness
	+ Inverlochy Castle for afternoon tea or fine dining just outside Fort William
	+ Invergarry Castle Hotel for an afternoon tea.

