

## **Frequently Asked Questions, Eilean Shona Cottages**

*Q: Furnishings and Equipment – will our cottage contain everything we need?*

A: All the cottages have hot water; fully equipped kitchens with utensils and appliances you would expect for every day use; well furnished sitting rooms; Egyptian cotton towels and linens. The Bedrooms have pillows, blankets and duvets. All Kitchens include a cooker, fridge, kettle, pots and pans, cutlery, crockery and vacuum cleaner. Please note that all cottages are non-smoking. We do not provide toiletries but provide basic essentials such as toilet paper, bin liners etc. Additional provisions can be purchased at our little shop or in Fort William before you arrive. We also kindly ask that you bring your own beach towels.

*Q: Dogs – can we take our dog with us?*

A: Dogs are very welcome on Eilean Shona and in the cottages. We ask for a £50 cleaning charge per dog and ask kindly if dogs can stay off the beds if possible. We also ask that dogs are kept under control and not left in the premises unattended. In the summer months, there are ticks and we highly recommend you give your dog tick treatment before arrival.

*Q: Arrival and Departure – what time can we arrive and when do we have to leave?*

A: Most lettings commence at 3pm on the first day of your holiday (usually Saturday) and end at 10am on the day of departure. This ensures we have plenty of time to prepare the cottage for incoming guests.

*Q: Changing the holiday – what happens if we want to make changes to our holiday?*

A: Please call to discuss any changes you would like to make. If it's possible to do, we will be happy to help.

*Q: Cancellation – what happens if I need to cancel my holiday?*

A: Please refer to our terms and conditions on the booking page for information on cancellations. All cancellations must be notified by telephone and confirmed in writing.

*Q: Problems – what do we do if something unexpected occurs?*

A: We do everything possible to ensure you have an enjoyable stay, but occasionally things go wrong. If a problem occurs you should, in the first instance, contact the onsite manager and following that, the head office. The sooner a problem is reported, the sooner we will be able to sort it out. In the information pack provided in each cottage, there is a list of numbers for an emergency, including the out of hours contact number for our management team. It is really important that you call us if you are unhappy about any aspect of your stay, as we want to have every opportunity to put things right or improve them for you.

*Q: Payment – how can I pay?*

A: For UK bookings, payments will be accepted by cheques made payable to 'Eilean Shona Management Ltd' or by bank bacs transfer. Overseas guests may pay by sterling cheque drawn on a UK bank or by bank international transfer. Credit card bookings can be made online with our bookings system.

*Q: Price - how much will our holiday cottage cost?*

A: For each cottage on the website, prices are displayed below the availability calendar. We require a cleaning deposit of £50 for each cottage that is returned at the end of the stay if there are no breakages or damage. We accept payment by bank transfer or by cheque. When you are booking well in advance we require a deposit of 30% of the rental, plus any 'extras' such as the fee for a dog. The balance of the rental is due 6 weeks before the start of the holiday. When you are booking within six weeks of the start date of the holiday we require full payment at the time of booking.

*Q: Bookings – how do I make a booking?*

A: Please complete an online booking. Alternatively, please call our Office on 01967 431249, Mon-Fri, between 9-11am.

*Q: Special requirements – what if I have special requirements?*

A: Please call our office on 01967 431249, Mon-Fri, between 9-11am and speak to one of the team. We will do everything we can to accommodate any special requirements (within reason).

*Q: Arrival by car – parking facilities?*

If you arrive by car, we have free private parking available at Dorlin Pier, where the rib will pick you up to take you across to the island. The cars will be left unattended on private property and we ask our guests to make sure that no valuables are left in their cars while parked.

*Q: Standards – what can we expect and how are they maintained?*

A: We care deeply about our reputation and the experience that our guests enjoy when they visit Shona. We owe all our success to the personal recommendations of previous guests. By offering value for money, excellent customer service and cottages of the highest standards, we hope you'll return to us for years to come.

To keep our standards high, we welcome your comments and take all feedback - positive and negative - very seriously. By gathering your comments we can ensure standards are maintained and continuously improved. We provide a feedback questionnaire in each cottage welcome pack as well as email follow up to make sure any concerns are addressed immediately.

Our cottages are all over 100 years old and each has it's own charm and unique personality. We work hard to keep the cottages in pristine condition but, due to age and the exposed island location, there is considerable wear and tear on each property year in and year out.

*Q: Are midges a problem?*

Between May and September, midges are prevalent in the Scottish Highlands. Midges are not dangerous although they can cause itchy bites. To combat this slight nuisance, we have several midge magnets around the island to dramatically reduce the number. We also recommend that you also avoid being bitten by covering up your bare skin at times they are most likely to be around. If it's a still, humid morning or evening, we advise that you wear long sleeved tops and trousers. As soon as the wind picks up or there is bright sunshine, most midges will disappear.

*Q: Is there mobile phone and wi-fi reception?*

We have mobile phone and wi-fi reception on the island. You will get a mobile signal around the main hub of the island and full coverage in and around the main house. Wifi is available in the village hall for all the cottages. Please bear in mind that being a remote island in the wilderness, connectivity is vunerable to extreme weather conditions.