

Convalloch Lodge

Frequently Asked Questions

- 1. What is the housekeeper's name and contact?**
Trixie Ellen Tel: 07761157511
- 2. What is the housekeeper's role?**
When you arrive, the lodge will have been cleaned and the linen / towels changed. The housekeeper can be contacted in the case of incidental questions.
- 3. What provision is there for additional cleaning services during the week?**
A cleaning service during the week does not form part of the standard agreement. If you require additional help please contact the estate office and we can confirm availability.
- 4. Am I required to bring a cook?**
It is not an obligation for your party to obtain the services of a cook but we strongly recommend it. Apart from the obvious advantage of convenience, the cook can keep the kitchen and eating areas maintained during your stay and ensure they are left in a clean condition at your departure. The estate office may be able to make arrangements for cooking services on your behalf if given adequate notice.
- 5. 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.
- 6. 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. With advance warning it can be arranged for guests to drop off luggage at the lodge during the day if that is of significance.
- 7. Where do I get the key?**
The keys should be collected from the garage shop at Ballinluig service station.
- 8. 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.
- 9. Can I take dogs?**
A reasonable number of well-behaved and house-trained dogs are permitted in the lodge. Dogs are not permitted in the bedrooms or on any of the furniture.
- 10. Is there telephone and broadband?**
There is a phone, and Wi-Fi available.

11. What entertainment facilities are there?

There is a TV (with Sky Freeview connection), DVD and music system in the lodge.

12. Where are the nearest shops?

Pitlochry provides supermarket and chemist supplies, while Perth is about 30 minutes' drive.

13. Is the lodge supplied from a private water source?

Yes. Convalloch Lodge water is from a private supply. The water is safe to use for washing but consumption should be avoided. Bottled water is provided for drinking and boiling.

14. How am I expected to leave the lodge at my departure?

As you will appreciate a house of this size takes a great deal of preparation for the arrival of guests. Included in the rental you have paid is an allowance for a changeover 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 kitchen, oven and hob clean
- Empty the fridge
- Empty all rubbish bins and remove rubbish to the bin outside
- If you have used the barbeque please leave this clean
- Return all furniture to its original place if it has been moved
- Dog owners – please check for any dog mess outside and remove
- Please leave a note of any breakages or malfunctioning items
- Departure by 10am

15. What is the lodge postcode?

PH9 0PA

Useful Phone Numbers

Lodge	01796 482460
Estate Office	01796 481355
Blair Atholl Garage	01796 481221
Tourist Information Centre	01796 472215