

## Marble Lodge

### Frequently Asked Questions

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

Lee Cumming Tel: 07787432881

**2. Is the access track suitable for conventional vehicles?**

Marble Lodge is located in the remote and dramatic Glen Tilt, approximately 20 minutes' drive from Blair Atholl village along a 5-mile unsurfaced track, accessible by car if driven with care.

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

When you arrive, the lodge will have been cleaned and all the linen and towels changed.

**4. What provision is there for additional housekeeping services?**

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.

**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 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.

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

A digital key safe is fitted on the back wall of the property around the corner from the back door with the lodge keys inside. The code for the lock will be sent with directions when you book. On departure please leave the keys back in the safe.

**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?**

Two 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 a telephone and broadband?**

There is a phone and satellite internet with Wi-Fi and cable connection. Wi-Fi password: **marblelodge**

**11. What entertainment facilities are there?**

There is a television (for use with DVDs only, no digital or terrestrial signal) and a music system.

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

There are good convenience stores in Blair Atholl. Pitlochry provides supermarket and chemist supplies, while Perth is about 40 minutes drive from Blair Atholl.

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

Yes. Marble 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?**

Included in the rental you have paid is an allowance for a weekly 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 fire 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?**

PH18 5TY

**16. Useful Phone Numbers**

Marble Lodge	01796 481300
Estate Office	01796 481355
Police	101
Blair Atholl Garage	01796 481221
Tilt Grocery Store	01796 481206
Tourist Information Centre	01796 472215