

# **BOAT HOUSE INFORMATION AND INSTRUCTIONS**

## **Important Information:**

### **EMERGENCY CONTACT**

In the event of any emergency, water, electric, equipment – please call the hotel on 01445 791242

Between 22:00 – 07:30 call: 01445 791 242 and when prompted for an option - select 7

### **INTERNET**

The house has wireless broadband facility for your convenience, the code to access the Wi-Fi is **hcD4du7vRrJA4p**

### **THE TEAM**

During your stay, the following team members will be looking after you:

Managing Directors:	Daniel and Rohaise Rose-Bristow
General Manager:	Ross Aitchison
Hotel Manager:	Jane Spencer
Head Chef:	Danny Young

We hope you find all the team at The Torridon helpful and friendly and please feel free to ask them for anything that you need and for any advice that you might want, whether it is information you need or ideas of what to do in Torridon and Wester Ross.

We would rather you let us know before the end of your stay, if there is anything you need.

## **ARTWORK FOR SALE**

Lisa O'Brien (local artist) has artwork for sale, as in the view from the boathouse in the kitchen, please contact the hotel to purchase or visit Lisa in her gallery in Shieldaig.

## **ARCTURUS GIN**

The Torridon has created its very own gin, distilled at the Rock Rose distillery using botanicals from our garden. It is available at both the Whisky bar and Beinn bar and if you enjoy it you can take a bottle home with you. It is available to purchase from the hotel reception from 10.00 am until 10.00 pm.

## **BREAKAGES**

We understand that accidents can happen, just please let us know if you accidentally break anything, no charge will be made for breakages unless there is actual damage to the property.

## **BATH ROBES**

Bath robes are available for your convenience during your stay. If you wish to purchase a bathrobe, they are available from reception, size Extra Large at £95.00 per robe.

## **BEACHES**

There are beautiful sandy beaches at SAND and CUAIG on the Applecross coast road. SAND has shallow water and sand dunes. Cuaig is deeper water and has lots of rocky areas as well.

There is also a sandy beach at Smugglers Bay, Ardneaskan and Lochcarron. Please be careful here. There can be strong currents so keep children in the more sheltered, shallow areas.

Gairloch has several beautiful beaches, one right below the golf course.

Mellon Udrigle near Aultbea has a fine beach and shallow water.

Gruinard Bay has a fine curving beach in a spectacular setting.

There are lots of other small bays and inlets all along the coastline.

## **BIRDS**

Please enjoy the wildlife and birds from the beautiful boathouse window. Spare bird nuts are available in the tin at the front entrance. Binoculars are in the conservatory for you to use during your stay.

## **BLINDS**

The blinds have a safety mechanism for children and sometimes they can break at the back. Please let us know if this happens and we can come down and fix them for you.

## **CONSERVATORY DOORS**

We often can get very high winds; please can you make sure the windows and conservatory doors are closed and locked.

## **COOKER**

### **Induction Cooker**

There is a convection oven, (you must set the oven between 50° and 225° for this to work) and one grill. The oven must be pre-heated before cooking. Grilling – Always grill with the oven door closed. Do not grill for longer than 30 minutes at a time on full heat. Ceramic hob- there are 5 cooking plates and you can control the temperature using the 6 position switch on the front of the oven (reaches the working temperature in a very short time). If for some reason the power goes off – the oven will not work – just press the clock button on the oven ⌚.

## **CLEANING**

The house will be cleaned after your departure but please be kind enough to leave the house in reasonable order. We also ask that you empty all food from the fridge and cupboards and empty the dishwasher. Any extra cleaning required we reserve the right to charge your credit card.

## **DEPARTURE**

We kindly ask guests to have the house vacated by 10.00am on the morning of their departure. Please return the key to the main reception.

## **DISHWASHER**

To run the dishwasher, open the door and place the dishwasher tablet (you will find under the sink) and put into the holder lid and firmly click into place. Close the door. Switch on/off switch. Select programme and press START button. You can change your programme selection at any time until the programme starts.

## **DRIVE**

To help protect the road surface we would be grateful if you could restrict your speed along the drive to and from the house to 5 mph.

## **DOCTOR**

If you require medical attention, please contact the doctor on 01445 791223 at Torridon Medical Centre in the village. The doctor's surgery is open Monday – Friday and closed Thursday 9.30 am – 17.00 pm. There is a 24-hour NHS helpline you can call on 111.

## **ELECTRICITY AND APPLIANCES**

Outside lights can be switched on by the left of the front door.

Bulbs – spare bulbs can be found in the cupboard in the entrance.

Fuse Box – is located in the cupboard entrance.

Boiler - operates the water heater and central heating and it is pre-set to come on during the day and go off at night. If you wish to change the times, please contact reception.

If you find any electrical faults – please contact reception and we ask that you do not try and fix the fault yourself.

Radiators are set at 3 and are for a comfortable temperature, if this is too high you can turn them down by turning the dial anti-clockwise.

Washer/Dryer – is available for use in the kitchen. Instructions are in the sideboard.

## **EATING OUT**

Torridon Stores Café 10.30 am -17.30 pm.

Wee Whistle Stop at Torridon Hall

### **West**

Coastal Kitchen, Shieldaig

Bealach Café, Tornapress

Kishorn Seafood Bar, Kishorn

Applecross Inn, Applecross

Walled Garden, Applecross

### **North**

Gille Brighde, Diabaig

Badachro Inn, Badachro

Coast Café, Gairloch

## **HOUSE EMERGENCY**

In the event of any HOUSE emergency, water, electric, equipment – please call the hotel on 01445 791242  
out of hours 10:00 pm – 07:30 am –Night Emergency, call: 07841 875822 (Owner)

## **ENVIRONMENT**

### **Green Tourism Policy Statement**

We acknowledge and consider it essential to monitor our performance in all areas that affect our health, habitat and lifestyle. The Torridon operates a policy of continuous improvement and development towards reducing the impact on the environment. To this end we aim to be recognized as a leading representative of good practice in Green Tourism for the benefit of our company, guests, staff, the community and our unique and fragile landscape, which in itself is vital to our business.

## **FIRE**

**In the event of this or in any emergency please DIAL 999.** A fire extinguisher and fire blanket are in the house for use in the event of a fire.

## **Food and Beverage Options**

### **Breakfast**

This is served from 8.00 – 10.30 at 1887, in the main Hotel. During peak times you may be asked to wait before entering the restaurant. Please call to make a reservation.

### **Tea & Coffee**

Tea and coffee are served all day in both buildings. At the hotel you can choose the Drawing Room or the Whisky and Gin Bar. At the stables you can choose The Beinn Bar which has a comfortable seating area in the conservatory.

### **Nespresso Coffee Machine**

1. Decide whether you want an espresso (40ml) or a lungo (110ml)
2. Choose a coffee pod.
3. Insert your selected capsule, and close.
4. Place a cup under the nozzle and press the button appropriate to the cup size chosen.
5. For frothy milk use the Nespresso milk machine, pour in milk up to or below the maximum line and press button on the front.

**PLEASE RINSE OUT DO NOT SUBMERGE IN WATER OR PUT IN THE DISHWASHER.**

6. Please place the capsules in the recycling bin, next to the machine.

**Lunch**

A soup and sandwich menu is served from 12:00 in the Whisky and Gin Bar or Drawing Room at the hotel. Lunch is served at the Bo & Muc from 12.00 - 15.00.

**Hotel Afternoon Tea**

Full afternoon tea is available from 13.00 – 16.00 at the hotel every day except Tuesdays. This needs to be pre-booked 24 hours in advance.

**Dinner**

**The 1887 Restaurant**

The 1887 restaurant, our three-rosette restaurant serves dinner from 18.45 – 21.00 and a reservation is required. If you would like to enjoy a pre-dinner drink in the Whisky and Gin Bar, please arrive earlier than your booked dinner time. The dress code is smart/casual. If you have not already advised us, please let us know if you have any special dietary requirements.

**Bo & Muc**

The Bo & Muc Restaurant is our casual dining option and offers an a la carte menu. Dinner is served from 18.00 – 21.00. A reservation is required.

**The Whisky and Gin Bar**

The Whisky and Gin Bar offers a choice of 365 whiskeys and 80 gins. It is open from 11.00 – 23.00.

**Beinn Bar**

The Beinn Bar is open daily from 11.00 – 23.00. We serve a range of Real Ales from local breweries and have a selection of over 60 whiskeys.

**GARDEN**

During your stay, you may wish to wander down to see the Kitchen Garden which is on the other side of the Coire Roill burn. Access is from the bridge on the left-hand side in front of the hotel. Please feel free to approach our Garden Team as they love to share their passion for gardening.

The garden provides the kitchen with excellent produce including vegetables, herbs, salads, fruits and fantastic cut flowers.

There is a guided walk leaflet available at reception.

## **GIFTS**

A small selection of gifts is available in our cabinet at the hotel, also available from reception are toiletries and batteries.

## **HAIRDRYER**

A hairdryer has been put in the house for your convenience.

## **HIGHLAND CATTLE**

Our Highland cattle that you will see around the grounds are pets. Although they are very tame, we would advise that if you approach them, you watch out for their sharp horns and do not advise that you walk through the field. Please also be aware of the electric fence around the cows.

## **HEATING**

The heating is set to come on in the morning and early evening, you can adjust to suit. The radiators are set at 3 for a comfortable temperature, but you can adjust to suit your preference.

## **HOUSE EMERGENCY**

In the event of any emergency, water, electric, equipment – please call the hotel on 01445 791242 out of hours 10:00 pm – 07:30 am –Night Emergency, call: 07808 578923 or 07841 875822

## **HOT WATER**

Hot water is programmed to come on 2 times a day 05:00 -10:00 & 17:00 – 22:00, to advance the setting, you can override it from the control panel next to the cooker.

## **HOT WATER BOTTLE**

We hope your bedroom is nice and warm but for your extra comfort there is a hot water bottle available in the house.

## **INTERNET**

The house has wireless broadband facility for your convenience, the code to access the Wi-Fi is **hcD4du7vRrJA4p**

## **IRONING BOARD/IRON**

An iron and ironing board is available in the cupboard under the stairs and a laundry basket in the front bedroom wardrobe.

## **KEYS/ OPENING & LOCKING DOORS**

There is a separate key for the conservatory door, you must make sure they are fully closed and lift the handle door, to lock turn the key anti-clockwise and to unlock the door, turn the key clockwise.

## **LEISURE FACILITIES**

There are gym facilities available at the Torridon Community Centre, it is open Monday to Friday from 10.00 am until 16.00pm.

There are yoga classes at the Community Centre every Tuesday from 17.30 pm – 19.00 pm.

The nearest swimming pool is in Poolewe, please check the High Life website for opening hours and timetables.

## **MICROWAVE**

Press the desired microwave power button once or twice depending on required power level, set the cooking time using the time/weight dial. Your oven can be programmed up to 90 minutes in medium, low, simmer, warm and defrost power. High power can be programmed for 30 mins, Press start.

## **MIDGES**

During the summer months, we have the unfortunate arrival of midges. They are small insects and can be a pest. We recommend that you do not leave your windows open at night. An insect spray is available in the house if they continue to be a nuisance.

## **NEWSPAPERS**

If you would like a paper during your stay, please contact the hotel. These arrive daily with the postal service in the afternoon.

## **PETROL**

The nearest petrol stations are either Kinlochewe to the north or Lochcarron to the south.

**Kinlochewe Petrol Station (24 hours):** Tel: 01445 760227

**Lochcarron Food Centre (24 hours):** Tel: 01520 722209

**Lochcarron Garage:** Tel: 01520 722205

**Gairloch Filling Station (24 hours):** Tel: 01445 712255

## **POWER CUTS**

Please note that it is not un-common to have power cuts in our area, especially during strong wind weather conditions. Annoying but sorry out with our control, for your comfort, we have provided a torch and lamps for your use during this time, if you have any concerns during a power cut, please call our emergency contact number at the hotel. Please note that if the power goes off, this will affect the clock on the cooker. Press the clock button on the oven panel and you will be able to use the cooker.

## **PRIVACY**

There is a gate at the entrance to the Boathouse and signs to politely ask people to respect the privacy of the boathouse. There is a right to roam in Scotland and unfortunately, we cannot stop the use of the paths next to the house. Please feel free to close the gate as you wish.

## **RECYCLING**

There are glass recycling bins available in the Bo and Muc car park if you wish to use these facilities.

There is a recycling bin at the entrance door for plastic, paper and tin. Please keep glass separate and do not put in this bin.

## **RUBBISH**

Please place your rubbish in bin bags and then place in the green bin provided outside the house. Please do not place rubbish straight into the bin without a bag. It will be emptied on the day of your departure, or earlier by request. We have recently had issues with pine martin getting into the bin, please ensure that the bin lid is secured.

## **SHOPPING**

### **Tesco – Click and Collect.**

This is available on Tuesdays in two-time slots: 10.00 am to 12.00 pm and 15.00 pm to 19.00 pm. Please visit the Tesco website to place your order. The collection point is the Torridon Community Centre. Please note, there is limited availability for click and collect timeslots.

### **Torridon Stores**

Monday – Sunday

10.30 am – 17.30 pm

(Please note that times may vary in the winter)

### **Kenneth Morrison - Butchers, Gairloch: 01445 712485**

If you would like to order from Kenneth Morrison Butchers, please place your order by Monday and he will deliver to Torridon on Tuesday.

Monday – Saturday      7.30 am – 17.00 pm

Tuesday                      Travels around – arrives at the hotel at about 10.15 am

### **Kinlochewe Store – 01445 760 252**

(Please note that times may vary in the winter)

Monday – Friday          9.00 am -70.30 pm

Saturday – Sunday        9.00 am – 13.00 pm

### **Lochcarron Food Centre - 01520 722209**

Monday – Friday          8.00 am – 7.00 pm

Saturday                    08.30 am – 7.00 pm

Sunday                        10.00 am - 4.00 pm

## **SMOKING**



Please note that these are no smoking premises it is an offence to smoke or knowingly to permit smoking in these premises.

## TELEVISION

We have a full sky package for you to enjoy, please contact reception if you experience any issues with signal. If requested the code is **1772**.



The Television should be on standby, red light at bottom right corner will appear, otherwise point the remote control towards the television and press the top right circular button which is for on/off.

Press **TV Guide** to access the channel listings which you can browse through. All channels are already stored.

The **Back Up** button will automatically return you to previous channels or to the main menu.

If you require any further help or assistance, please contact reception on 01445 791 242 and we shall be happy to assist.

## TELEPHONE

The telephone in the house takes incoming and outgoing calls. The house number is +44 (0)1445 791244. The line is registered for no cold calling, if you do get a call please can you note the date and time and who is calling as this is an illegal call.

## TOILETRIES

We hope you enjoy using the Bamford toiletries provided for your convenience.

## TUMBLE DRYER

The tumble dryer is in the entrance hall and a drying rack is also available if you prefer. Please empty the 'fluff' tray after use.

## **WATER SUPPLY**

Our water is sourced directly from our own private supply; it is the purest Highland water and safe to drink as although nothing is added we remove all impurities.

## **WALKERS**

Our Local Mountain Rescue Team and the local Police have asked us to request that you complete details of your route. Although they realise that you may be experienced and fully equipped, mishaps do occur. In the past, two of our guests had to spend the night on Liathach only to be rescued the next morning by helicopter. No route details had been left. Forms for completion can be picked up from reception.

## **WASHING MACHINE**

There are laundry tablets under the kitchen sink. Please leave the door slightly open when you finish so the inside can dry out.

We can launder items at the hotel if you prefer, please ask at reception for a laundry form. Sorry but we do not offer a dry-cleaning service.

## **WILDLIFE AND WALKS**

We hope you see some stunning wildlife from the window: Pine-martins, Otters, Eagles, if you do see anything, please let us know by writing in the wildlife book.

## **WOOD-BURNING STOVE**

The stove will only take small logs and we ask that you are careful to ensure that the logs fit the stove before closing the door.

Please ask to be shown if you are not sure. The fire will be set for your arrival with kindling and logs. Spare logs are at the back of the house, help yourself, please make sure that you only use small logs and they are fully inside the stove, not poking out as they could break the glass door. Please only burn logs on the fire no other materials. The door must be closed when the fire is lit at all times.

How to light the fire:

Open the 2- air control at the front fully.

Put small pieces of firelighter or dry crumbled paper on the grate and cover with small pieces of kindling wood. Light the paper or firelighters. Close the door using the handle on the top right of the door. Leave to get going.

Once established you can add larger pieces of wood, carefully place on top, gloves are provided. You can then close the air control fully.

It is not recommended to load large amounts of logs and burn with the air wash control on low setting for long period. This will reduce the effectiveness of the stove.

To clean out the stove, use the poker to move the ashes into the ash pan below, it then will be ready for lighting again. Put ashes in the bucket provided and not directly into the bin, ensure no hot embers.

### **MISSING?**

If there is something missing in the house that would be useful to you during your stay – please let us know and we will do our best to organise it for you.