



COILLE
MORE
HOUSE





INTRODUCTION

We are so glad you chose to come to Coillemore House and we really hope you enjoy your stay here. We are lucky to have a wonderful location – perfect both for relaxing and for exploring the northwest Highlands and Skye.

Coillemore is the anglicised version of Coille Mhòr, meaning “Great Wood” in Gaelic, which is the name of the wood directly above the house, part of the National Trust-owned Balmacara estate, a traditional Highland crofting estate. The name Coille Mhòr recalls the original ancient Great Wood of Caledonia that stretched across Scotland after the last ice age, and is in fact a rare example of the temperate Celtic rainforest. The house itself retains many original features and enjoys a wonderful location above the village, with south-facing views over Loch Alsh, Skye, over to the Munros Beinn Sgritheall on the Glenelg Peninsula and beyond to Ladhar Bheinn in Knoydart on a clear day. It’s an ideal base to explore the land and seascapes of Wester Ross and Skye, sample the fantastic local food and fine dining, enjoy an invigorating array of nearby outdoor activities, or simply relax in the comforts of the house and grounds.

In this guide we give you the key details you’ll need for your stay. You’re here to relax and unwind, so there’s no need to read it all, although we would really appreciate it if you look through the key information and utilities section.

To help your visit get off to the right start we provide you with a selection of basics.

This will include the following

- Washing up liquid and dishwasher tablets,
- Rubbish bags
- Kitchen roll and toilet rolls
- Firelighters and Matches
- Starter pack of wood and kindling for the fireplaces and hot tub
- Essential cleaning materials (under the sink in the utility room).

Check In

Check in is from 4pm. On arrival please read this guide and familiarise yourself with the property. The front door is usually left open for your arrival and keys are in the porch.

Check Out

Please check out by 10am on your departure day to give us time to prepare for the next guests. Please also let us know if you intend to leave earlier.

We kindly request that you leave the house in reasonable condition and place any rubbish in the bins before leaving.

Removing sheets and pillow cases from beds before check out would also be much appreciated.



FINDING US

Coillemore House is located here:

<https://goo.gl/maps/ezhPDif4yWKhv68>

Your maps/satnav will show you the best route, but directions from Inverness, Edinburgh, Glasgow and the south are shown below.

Driving times depend on traffic conditions, season, time of day, number of breaks, etc so allow for longer to not be too rushed. Whichever way you drive here, the journey is beautiful with plenty to see on route!

From Inverness (1.5-2 hours):

Northern Route:

- *A9 northbound over Kessock Bridge*
- *A835 at Tore roundabout towards Ullapool*
- *A832 at Garve heading west*
- *A890 at Achnasheen towards Lochcarron*
- *2 miles before Lochcarron, remain on A890 by turning left towards Kyle of Lochalsh*
- *Balmacara is ~5 miles before you reach Kyle*

Southern Route

- *A82 southbound towards Fort William*
- *A887 at Invermoriston heading towards Kyle of Lochalsh*
- *Join the A87 near Cluanie Dam heading towards Kyle*
- *Balmacara is ~5 miles before you reach Kyle*

From Balmacara, after a sharp right-hand bend in the main road, turn right off towards Balmacara Square, follow the road up into the village. Don't turn off into the village, keep heading uphill until Coillemore House appears on your left, as the road bends left up the hill.

From Edinburgh (~4 hours):

- *M90 northbound to Perth*
- *A9 northbound towards Inverness*
- *Turn off at Dalwhinnie onto A86 west to Spean Bridge*
- *Join A82 at Spean Bridge north to Invergarry*
- *Turn left onto A87 towards Kyle of Lochalsh*
- *At turning near Cluanie Dam, turn left to continue on A87 west towards Kyle*
- *Continue on A87 through Glen Shiel and along Loch Duich/Loch Alsh*
- *Until you reach Balmacara ~5 miles before Kyle*
- *Then follow the local instructions above.*

West Coast route from Glasgow (~3.5-4 hours) and rest of UK

- *M8 around Glasgow to Erskine Bridge*
- *Drive over Erskine Bridge and join A82 northbound*
- *Continue on A82 past Loch Lomond, Crianlarich, Tyndrum, Bridge of Orchy, Rannoch Moor, Glencoe, Loch Leven and on to Fort William.*
- *Stay on A82, heading to Spean Bridge, then Invergarry, then follow the remainder of the route above.*



HOUSE INFORMATION

There will be a copy of this information at the house also so no need to print this out

Internet and Phone:

WiFi ; Coillemore Ground Floor – no password required

The landline (01599 566 776) can be used for incoming calls. Please do not use for outgoing calls, unless in emergency. If there is an emergency, please call 999 in the first instance and then notify us immediately.

Heating:

Heating and hot water should be already pre-set. Each zone of the house has a thermostat to change the temperature if necessary. These are in the main hallway and on the first floor landing. Please allow some time for the adjustment.

Fires and Woodburner

There should be a complimentary pack of firelighters, kindling, wood and matches for the fireplace and wood burning stove which are in the west and east living rooms respectively. Please use both of these responsibly to minimise the risk of accidental fires. For the fireplace, sweep any ash through the griddle before lighting. Be sure to keep all your personal items at a safe distance and use the fireguard.

For the wood burning stove, please open the door of the woodburner for 20 mins before use. To start add 3 lightly scrunched sheets of paper into the chamber and close the door whilst keeping the vents open. Let the paper burn fully, this heats the chimney and stops smoke blowing back down into the room. Then light the fire as usual with firelighters, kindling, logs. Only use wood, not coal. Additional wood, kindling and firelighters can be purchased locally from Co-op in Kyle.

Fire Safety

There are fire extinguishers in the ground floor hallway and first floor landing, plus a fire blanket in the kitchen.

Coillemore House has a strict no smoking policy inside. Smoking outside is fine.

Cold Weather

We recommend in cold weather that you close window shutters after dark to retain heat and bring slippers for your comfort.

Toilets

Please flush only toilet paper in the toilets. Do not flush sanitary towels, cotton wool, nappy liners or anything similar. A blocked septic tank is no fun for anyone!

Bedrooms

We do have hairdryers in most of the bedrooms. Please bring slippers and robes for your comfort.

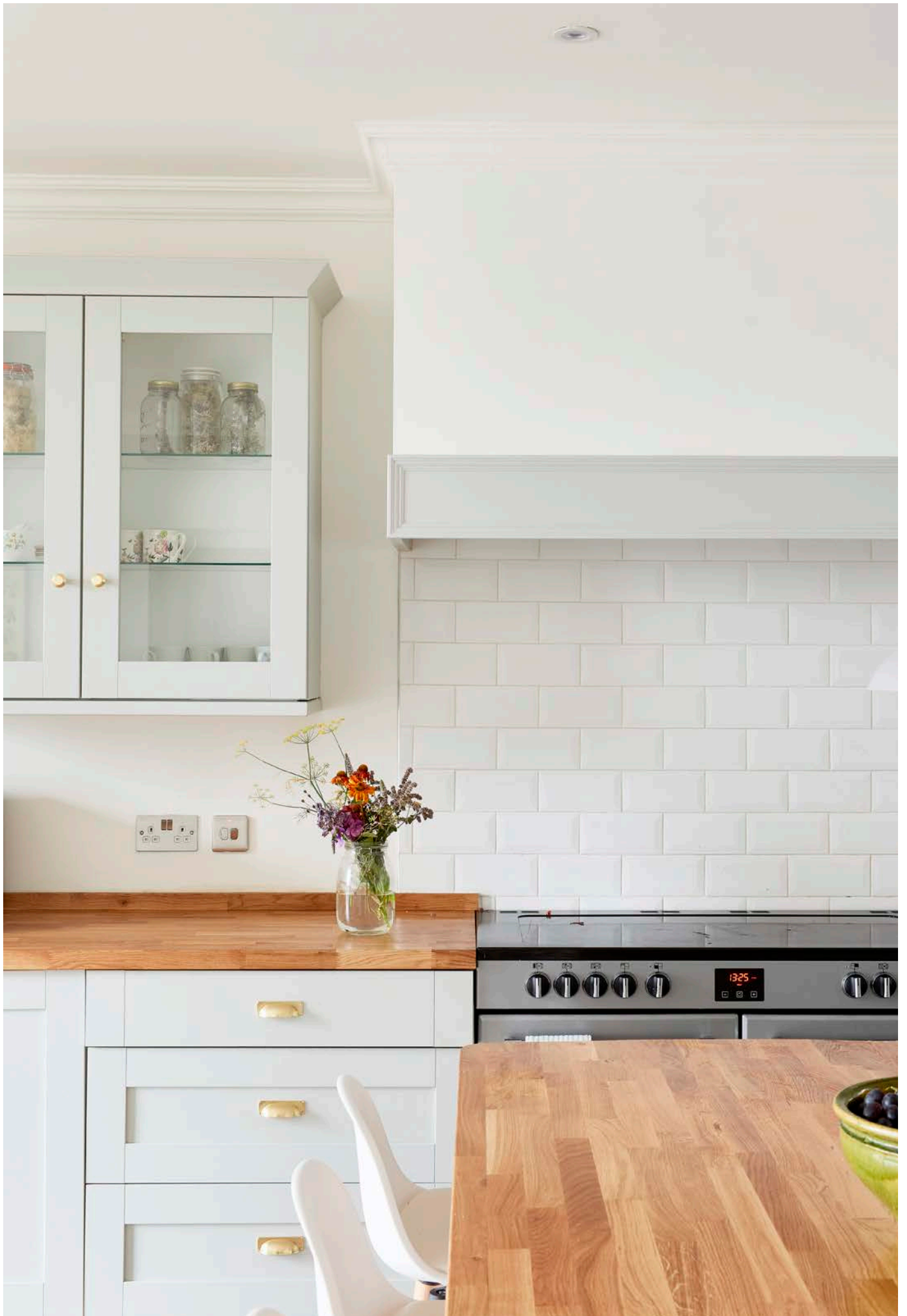
Audio Visual

We have a cd/tape player and a bluetooth speaker for your use in our main reception room. And a bluetooth speaker in the kitchen. We also have a smart TV you can use with your streaming service logins or attach your devices to in our second reception room. We also have a second android smart television in our downstairs bedroom.

Maintenance Issues

If you notice any urgent plumbing, electrical or other maintenance issue, please contact us and we'll deal with it ASAP. Please do not try to fix something yourself unless it is very simple.

As this is a period property in a rural location, unforeseen essential maintenance may occasionally be required during your stay. We will always keep any disruption to the absolute minimum.



HOUSE INFORMATION

Kitchen

The kitchen should be equipped with essentials like washing up liquid, dishwasher tablets, rubbish bags, kitchen roll, toilet rolls, cleaning materials and a First Aid kit, which you'll find in the drawers next to the sink.

You should find everything you need for preparing and enjoying meals in the kitchen. There is an electric range cooker, dishwasher, microwave, various utensils and a Nespresso machine with a pack of pods. Instruction manuals for all appliances should be in the bottom drawer to the right of the kitchen sink – please refer to these if in any doubt.

Appliances

The kitchen has an electric range cooker, a dishwasher and a microwave, and there is a washing machine and tumble dryer in the utility room next door. Instruction manuals for all the internal appliances can be found in the bottom drawer to the right of the kitchen sink. If you are in any doubt on how to use any of them, please refer to these.

The kitchen also has a Nespresso machine. We try to ensure you have some pods in your Welcome Pack but you may wish to bring some more with you if you have a lot of coffee drinkers in your group. The local Co-op also sells compatible pods.

Utility Room

You will find the washing machine and dryer plus an extra sink and storage. There is also a drying rack hanging from the ceiling above the sink for any wet clothes you need to hang up to dry. Please remember to remove muddy shoes and dirty boots here before entering the rest of the house

Bi Fold Doors

The patio should be accessed via the utility room rear door rather than the kitchen window doors. These doors can sometimes be opened by arrangement on special occasions but due to damage due to accidental misuse they are usually kept locked.

Breakages

Breakages sometimes happen. Please do report any breakages so we can replace them quickly. We won't charge for the odd broken wine glass etc, only if there is some significant damage.

First Aid Kit

Hopefully you won't need one, but if you do, it's in the top drawer next to the kitchen sink. Please inform us of any items used so they can be replaced.

Cleaning, Linen and Towels

The house will have been cleaned and prepared prior to your arrival and you will find fresh linen and towels at your disposal. If you would like additional bed linen or towels, please let us know as soon as possible and we will try to accommodate that if we can. For any stays longer than a week, again please if you would like some cleaning or new linen to be arranged during your stay.

Waste and Recycling

Rubbish collection is on Mondays (alternate weeks for recycling and non-recycling).

Normal recycling (cardboard, paper, recycleable plastics, metal tins) should go in the blue bins at the front gate. NO GLASS

All other rubbish should go in black rubbish bags in the black bin.

You should find some black bags in the kitchen drawer. There is no food waste collection in the area so please put food waste in the general household waste.

Please collect all glass separately and dispose of it in the glass recycling bins at the bottom of Balmacara square on your departure.



GARDEN

You are of course welcome to enjoy the whole garden, but please take care when walking around as there can be uneven surfaces. Also, during the summer months, if the weather is still, don't forget to close doors and windows after dusk, to avoid midges getting inside.

We may ask to attend during a day midweek that you may be out to allow us to carry out any gardening that needs to be done, but will do our best to respect your privacy. Please let us know if this will present any inconvenience.

WOOD-FIRED HOT TUB

Before you use it, we kindly request that you read these instructions to ensure sure you enjoy it safely and appropriately. We also request that you bring some extra towels if you plan to use it regularly during your stay. Please take a shower before use. It is also sensible to drink plenty of water before and after use.

The use of the hot tub is at your own risk. If you suffer from diabetes, heart disease or another condition that affects your blood pressure, check with your doctor before using the hot tub. If you feel sleepy, drowsy or uncomfortable, get out immediately and cool off.

The stove and the flue are hot when in use – please take all due care. Children should never be left in control of the stove and should never be left unattended either while bathing.

Filling the Hot Tub

- Please fill with cold water from the yellow hose and the outdoor tap, make sure the plug is in the base of the tub

Heating the Hot Tub:

- **IMPORTANT:** Do not start the fire until the tub is full of water. Heating a half-empty tub can damage the heater or fiberglass shell. The water level should always be above the HOT water outlet while the stove is in use.
- Before you start the fire, remove any old ash that may remain from the previous use.
- Use good quality, dry wood – avoid using wet wood as it may damage the stove. Please only use wood (and firelighters) to fire the hot tub. Do not use coal or any other combustible material.
- The recommended water temperature is 38-40°C so keep an eye on the thermometer to avoid exceeding this level. Do not overheat the water by adding more wood to the stove once at this level.
- The normal heating time will typically be 3-4 hours, depending on the ambient temperature and weather conditions, wood quality and use of suitable firing up methods.
- Stir the water regularly while warming up and keep the lid closed while not stirring. You can adjust the intensity of the wood burning by letting more (or less) air into the heater. If you find it too hot you can add some cold water to help cool it down.

Using the Hot Tub

- Main power switches for the garden lighting and the hot tub are located on the patio to the right of the kitchen bifold doors
- There are also three switches on the hot tub itself, one for the bubbles, another for the water jets and one for the LED lights.
- One fill can typically be used for 2-3 days before it should be replaced. Or if you would like to extend it please add half a tablespoon of chlorine granules per day. Keep the lid closed when not in use.
- When it is cold outside i.e. below 10 degrees, only turn the air compressor on when the water is above 30 °C.
- Please empty the hot tub after use, if overnight temperatures are forecast to be below 0 degrees to stop the jets freezing and damaging the pump.

Draining + Refilling the Hot Tub

- **IMPORTANT :** Always ensure the fire is fully out before starting to drain the tub. Never start draining the tub while still in use as this can damage it and create a fire risk.
- There is a plug in the bottom of the tub which need removing to drain the hot tub
- Clean as required then refill using the yellow hose a the rear of the house and fill to above the silver ring outlet to the stove



PETS

We know that pets can be an important part of the family, so we allow guests to bring up to two furry friends for their stay.

Naturally we also have to consider our non-pet owning guests, who may have animal-related allergies. So, with a few exceptions listed below*, we welcome well behaved, house-trained pets, and can provide some pet-friendly facilities.

We ask pet owners to follow a few simple, common-sense rules during your stay:

- Pets must be pre-booked – just tick the relevant box when booking or add them in later. There is a £75/charge per pet for the additional cleaning required to ensure we can maintain the property in optimal condition.
- Pets must be kept in the living rooms, kitchen, rear utility room, hall and front porch on the ground floor only. They are not allowed on any furniture or in any of the bedrooms and bathrooms. We recommend using the kitchen and utility room for dogs to spend most indoor time as they are not carpeted.
- Pets must always be properly controlled and supervised in the house and never left unattended either inside or outside (there are working farms and crofts in the area). Please avoid excessive barking outside.
- Please immediately clean up after pets, both inside and outside the house. Bring a supply of waste bags with you and ensure that all waste is collected and disposed of appropriately.
- If you have been out in wet conditions, please ensure your pet is properly dried off (ideally outside on the patio or in the rear utility room if necessary) before entering the kitchen and the rest of the house
- Please do not use any crockery or other kitchen items to feed pets – bowls are available upon request
- Guests are responsible for any damage or exceptional cleaning caused by pets. If this occurs, please notify us immediately.

Thank you in advance for acting responsibly as pet owners. If you have any other pet-related queries, please ask.

*Prohibited dog breeds: Pit bull terriers, Japanese tosa, Dogo argentino, Fila brasileiro, Rottweilers, Staffordshire bull terriers, Chow chows, Alaskan malamutes, Bull mastiffs, English bull terriers, Japanese akita.