

Creagan Cottage

www.creagancottage.com

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Isle of Tiree, Argyle
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Cottage Manual

(v2.11)

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Ceud mìle fàilte

(A hundred thousand welcomes)

We very much hope you will enjoy your stay at the cottage and indeed on this beautiful island. If there is anything we can do to make your stay more enjoyable, please get in touch. We are permanently resident on Tiree and will do our best to help you where we are able to do so.

Linda & Stewart

Arrival & Departure:

Bookings are from 2.00pm on the day of arrival until 10.00am on the day of departure. Could we ask you to respect these times as we require the interval to properly prepare the cottage for arriving guests.

On arrival, you will find a copy of our Cleaning Checklist and Maintenance forms. The former is provided to assure you of the standard of cleanliness and hygiene we aspire to, particularly in regard to the SARS-CoV-2 virus. Please note the comments on the back page (Cleaning Checklist) and could you also review our risk assessments which are to found via the Health & Safety link at the bottom right of each page on our website. Before you leave, it would help us greatly if you could complete the Maintenance form we have provided.

On your day of departure, we ask you to please leave the property in a clean and tidy condition, similar to that when you arrived. It is very important for the health and safety of subsequent guests, our community and ourselves that the cleaning tasks identified in our Terms & Conditions are performed. Please note, we reserve the right to make an extra service charge if the cottage is left untidy or dirty or the tasks referred to above are not performed.

Finally, before you leave, we invite you to leave a comment in our visitor book (please review the advice on the Cleaning Checklist, concerning books, before browsing the visitor book) and of course, when you depart, please remember to leave the cottage keys on the breakfast bar and the front door unlocked.

Car Parking:

While access to the cottage will not be available prior to 2.00pm, guests are welcome to leave their vehicles in the cottage driveway on arrival on the island. We will be happy to place any frozen food you have brought with you in the cottage freezer.

Doors & Keys:

You will have found the front door unlocked when you arrived. While this is commonplace in Tiree, it is not recommended if you leave valuables in the cottage. We can accept no liability for guest's personal effects.

A front door key has been left for you on the breakfast bar and the patio door key is to be found already in the lock. Please do not remove the key from the inside of the patio door.

Both the entrance and patio doors are fitted with high security locks. Please, please, please do not lose or take the front door key home with you. They are unbelievably difficult and expensive to replace. If you find you have accidentally taken the key with you when you leave, please hand it in to the ferry terminal or Airport office staff BEFORE you board the ferry or plane. Failing that, please send it back to us using recorded delivery post.

Front Door: To unlock, insert the key, turn it 360deg anticlockwise and enter the cottage. To lock the door from the outside, pull the door closed and lift the handle until you feel/hear the locking mechanism engage. At that point insert the key and turn it 360deg clockwise. To lock the door from the inside, close the door, lift the lever as before and then turn the finger lock until you hear it engage.

Patio Door: To open from the inside, turn the key 180deg anticlockwise, then firmly press on the handle and push the door. To lock it close the door and lift the handle sharply until it engages – it is very stiff. Turn the key 180deg clockwise to engage the lock.

The patio doors are double doors. The second door can be unlocked once the first door is open. At the top and bottom of the second door, in the end face, are small levers. Prise the end of each outwards to unlock the door and do the reverse to lock it again.

Please be aware of the wind in Tiree – given the opportunity, it will wrench an open door or window (particularly a bedroom window) from its hinges. The patio door with the handle can be held in an open position by raising the handle. The one without, cannot.

Heating:

The ground floor of the cottage is heated using an underfloor heating system. This has been carefully set to provide comfortable temperatures at different times of the day. Guests do not have the facility to make adjustments to this system.

For balanced heating throughout the cottage, the bedroom doors are best left open during the day to allow warm air to migrate upstairs. We also suggest that the bathroom door is kept closed if you prefer it to be that bit cosier than the rest of the cottage.

In the evening, if there is a requirement to raise the temperature of the bedrooms, a controller may be found in the utility room to the right of the tumble dryer. It can be positively identified by the text "Radiator Time Clock" on its lower front panel. At the top right of this controller, there is a square Boost button which will provide between 1 and 9 hours of radiator output. Press this repeatedly to set the heating time required.

Guests are requested not to attempt to adjust any items of heating equipment (other than the radiators and the immersion heater - see below). Any need to reset the system or rectify any heating system faults will require the services of an off-island heating engineer whose charges are prohibitively expensive.

Hot Water:

Hot water is available 24hrs per day but if the water is not as hot as you would wish, it may be given a boost using the immersion heater. The switch is located in the utility room on the wall to the side of the tumble drier and is marked "Immersion". Flick the switch for a short while to raise the temperature of the hot water.

Shower:

The shower has two spray heads. By turning the left hand control downwards, you will cause water to come from the large overhead rainfall shower head. Turning the control upwards will cause the water to come from the smaller shower head.

Heated Towel Rail:

The towel rail in the bathroom may be switched on and off using the wall mounted wall switch located in the hall to the left of the bathroom door, just above the skirting boards.

Hairdryer:

A hair dryer is available in the master bedroom and is to be found in the top drawer of the chest of drawers.

Children's Toilet Plinth:

If children were recorded as guests, this item will be left out beside the WC before your arrival. If we have forgotten to do so it may be found in the hall cupboard. If it is not required, please return it to the cupboard.

Toddlers Cot/Playpen:

A collapsible cot/playpen, if required, is to be found in a box in the hall cupboard.

Laundry:

There is a washing machine and condensing tumble drier in the utility room. Please ensure any condensate from a previous drying operation is emptied from the reservoir prior to commencing a new drying cycle.

Wet laundry may either be dried in the utility room using the collapsible drying horse which is stored in there, just beside the washing machine. Alternatively, there is an outdoor washing line for your use, just beyond the gate at the rear of the garden. Pegs may be found in the utility room.

Linen:

For those staying more than one week, fresh towels and bed linen will be delivered weekly to the cottage on a Saturday Morning (or other time of your choice) at no charge. If

additional linen changes are required, please contact us to arrange for same. There is a small charge to cover the costs of cleaning additional laundry.

Beach towels are provided in the bedroom wardrobes which you are welcome to use outdoors. Please do not take the cottage bathroom towels out of the cottage.

Duvets:

All the beds have non-allergic, manmade fibre filled duvets (and pillows) designed to meet a variety of comfort requirements. They comprise of two linked duvets (9-TOG and 4.5-TOG) to provide a single cosy 13.5-TOG bed cover. If you require a cooler covering, please feel free to separate the pair to allow you to have the option of either a 9-TOG or 4.5-TOG cover. Please store any unused duvets in the wardrobes.

Dishwasher:

Dishwasher tablets may be found in the cupboard beneath the kitchen sink or on the kitchen window cill when children are recorded on the booking confirmation. If you want to use the dishwasher, open the door and press the power button at the left side of the top edge of the door. Then select the program using the adjacent button marked "P". The first two programs generally provide the most satisfactory results. The minimum wash cycle length is approximately two hours and includes a drying cycle. Please let the full program complete – opening the door early will release a steam cloud which will set off the smoke alarm located on the ceiling above the dishwasher.

Microwave:

The easiest way to use the microwave is to press the top row "Micro Power" button to select the "High" power level (shown in the display) and then press the time interval buttons (row below) to get the desire heating period. Thereafter, simply press the "Start" button.

Waste Bins:

A general waste bin is located opposite the breakfast bar. This should be used for all items which are NOT glass, paper, cardboard, metal or recyclable plastics. When this bin is full, please place the contents into the GREEN bin located between the cottage and the garden hut. Fresh bin liners may be found in the cupboard under the kitchen sink.

To operate the kitchen bin, press the right button to open the lid and the left button to close it. It can also be done manually using the finger slots located at the front corners of the lid.

Glass, paper, cardboard, metal and recyclable plastics should all be placed in the large white plastic container located in the hall cupboard. Please rinse any tins or containers which contain food residue, before placing them in the container. We will sort and dispose of the contents per local requirements when you leave.

Dining Table:

The dining table sits four but if more places are required, the top unfolds to double its length. Two additional chairs may be found in the hall cupboard.

Iron, Ironing Table & Drying Horse:

All three items are to be found in the utility room.

Hoover, Brushes, Mops & Bucket:

An assortment of cleaning tools is stored in the hall cupboard.

Household Cleaners:

Washing up liquid, kitchen worktop cleaner and dishwasher tablets are kept under the kitchen sink while toilet cleaner is stored in the rear of the toilet brush holder. Please note, where children are recorded on the booking confirmation form, dishwasher tablets will be left on the window cill beside the kitchen sink.

Shoes:

You will find when you return to the cottage after you have been out and about that the fine sands and sometimes livestock droppings adhere to your footwear. This is unavoidable on Tiree. As a result it is the local custom to remove outdoor footwear when entering a residence. Could we ask you to follow this custom as the sand very quickly damages the wood floor coverings and any droppings will stain the rugs. A shoe tray is provided in the hall cupboard for your convenience.

Pets:

As dog lovers ourselves, well behaved pets are most welcome at the cottage. However, not all guests feel the same and prefer that there be no evidence of animals from a previous rental. Consequently, we would ask you to:-

- Prevent any pets from accessing the upper floor or jumping/lying on any furniture.
- Please dry wet pets either outside the cottage if the weather permits or within the entrance hall if it is raining. Towels for pets are provided in the utility room. Please leave used towels on the utility room floor when your stay is over.
- Please clean up after your pet both within the grounds of the cottage and wherever you go with your pet on the island. Poop bags and the BLACK bin (marked "Dog Waste" and located between the cottage and the hut) are provided for sanitary disposal. Please don't leave poop bags at the side of tracks and the like - there is no Council service to collect them.
- Tiree is a rural community with livestock roaming in fenced and unfenced areas. Please ensure your pets are appropriately controlled.

If required, bowls for pet food and water may be found in the basket on the utility room window cill. Pet food may be obtained from the Coop.

There is a resident vet on the island. Contact details are provided at the end of this information pack.

Garden Hut & Hose Pipe:

The hut is available for storage of bikes, water-sport equipment and other items. The key for the padlock is with the front door key. During the summer months a BBQ, deck chairs and children's buckets and spades will be stored there. Please feel free to use all these but we would ask that you return them to the hut at the end of your stay or if the wind strengthens as they will blow away. A hose pipe is also available at the edge of the garden for washing sports gear.

Septic Tank:

There are no sewers in Tiree and hence all properties have the wastewater from sinks and toilets treated close to the property in normally, very reliable, private septic tanks. The bugs which live therein are very efficient at dealing with waste but do not react well to bleach and other chemicals which are toxic to them. In addition the bugs will not break down hair or most man made materials which often get flushed down toilets in urban areas. It is quite okay to flush away toilet paper but please put ALL wipes (even biodegradable ones), sanitary products and nappies etc. in the bags provided (found on top of the toilet) and place in the general waste bin. A failed septic tank is unpleasant for everybody and can be expensive to rectify. A small notice is to be found in the toilet which gives further guidance and hopefully will make you smile.

Entertainment Equipment:

The cottage is equipped with a TV, DVD player and Soundbar to make your stay more enjoyable. We have assumed you may wish to use your own devices and have made provision for connection to the cottage equipment should you require it. The equipment has been set up to allow its operation to be as simple as possible. In addition, a collection of DVDs may be found in one of the baskets on the furniture unit below the TV.

Television: The cottage is equipped with a wall mounted TV which provides access to the currently available Freeview channels. While it has a smart capability, is not connected to the WiFi. Streaming services should be accessed via guests own devices using the provided HDMI cable lying beside the DVD player. HDMI 2 should be selected as the source for user devices using the top right button on the TV's remote control.

The HDMI cable for guest's use has a male end connector. If a female connection is required, look to the back of the TV, on its right hand side. There you will see two HDMI cable connections. The upper cable is more prominent as it has a connection to a second short cable which itself is connected to the TV. Disconnect the two and you will have access to a female connector. Please connect to the cables and not directly to the TV's HDMI slots. The cables are provided to prevent wear on the TV ports by many devices belonging to lots of guests.

Disk Player: The player will play Blue Ray, DVD and CD disks. Where DVDs are used, the player will upscale the quality to Full HD (1080p) quality. The player has a fairly standard remote control. There is a USB slot on the front panel for connection of memory sticks and USB cables which will allow music to be played via the TV speakers.

Soundbar: The soundbar is provided for music playback only – it is not linked to the TV or disk player. A connection between the soundbar and guest’s devices (phone, tablet etc) may be made using the Bluetooth facility or using the provided 3.5mm jackplug (located at the right hand side). To use, simply press the power switch. The red LED (top right corner) will turn from red to flashing blue while it awaits a Bluetooth connection. If you wish to use Bluetooth, simply connect your Bluetooth device as you normally would. The LED will become a steady blue once pairing has occurred. The soundbar Bluetooth name is “Majority Snowdon II”

If you elect to use the jack plug, please plug the supplied lead into your device then select the Line-In connection using the Source control button which is located at the right hand end of the soundbar. The LED located behind the soundbar mesh will turn from blue to green and you are good to go. To turn the soundbar off press the power button and the LED will turn red. Please ignore the yellow and white indicator lights.

Wifi Connection:

A high speed WiFi channel, providing up to 10Mbps ADSL broadband, is available for guests to connect equipment to. The network SSID name is “**CreaganCottageWiFi(2.4GHz)**” and the password is your booking reference and surname name e.g. “**XXXXXXSmith**”. Your booking reference is to be found at the top of your booking confirmation. No parental controls are in operation but if required can be activated remotely. Please contact us if you would like to take advantage of this facility.

Mobile Phone Signal:

The signal is not strong at the cottage – particularly for incoming calls. We have found phones used near the kitchen door seem to work reasonably well. The signal is also usually quite good out on the deck. Texts are generally reliable wherever you are in the cottage.

Games & Toys:

Two jigsaw puzzles and a games compendium are to be found in the lounge cabinet. One of the baskets in the cabinet also contains playing cards, dominoes and some other puzzles. In addition some children’s toys and a boules set (for use on the stone driveway or beach) are to be found in the hall cupboard. Buckets and spades may be found in the wooden garden shed.

Garden Furniture:

The deck has weatherproof garden furniture. Cushions are kept in the cupboard under the stairs. Please do not let these get wet. In the event of strong winds, could you move the furniture into the garden hut to avoid injury or damage to the property?

Power Cuts:

Power cuts are not uncommon in Tiree when the winds are strong. However they rarely last for more than a few hours and often just a few minutes. In the event of such, and because of the nature of the heating system, the house will start to cool, but it will do so quite slowly. A torch is available for guest’s use (see below).

All the cottage electrical systems will restart when the power is reconnected. Scottish and Southern should be contacted (0345 026 2658) for an update as to when the power is expected to be restored. They also have a useful app called "Power Track" which provides regularly updated and detailed information.

Torch:

If required, a small torch is to be found beside the front door, hanging on the key hooks. It is operated by a button on the rear face. One press will turn on the beam, a second will turn on the flood, a third press and both lights will illuminate and a fourth will turn all lights off.

Nightlight:

A nightlight is located on the wall of the upper landing. This will light up if it senses movement after dark. It can be lifted from its magnetic holder and used as a torch. It is fully automatic with no on/off switch. The batteries will recharge when it is returned to its holder.

First Aid Kit:

A small first aid kit is kept in the cupboard under the kitchen sink. If you use any of the contents, please record same on the maintenance form at the end of your stay.

Equipment Failures:

If any of the cottage equipment is not working or fails during your stay, please contact us and we will do our best to have it rectified as soon as possible. Please note however that the remoteness of the island means that immediate solutions are not always available. If the problem is a minor one which you do not feel is disrupting your stay, e.g. a light bulb fails, could you record it on the maintenance form so that we can get it sorted.

Damage & Breakages:

The cottage is equipped and decorated to a high standard. In order to maintain this standard we regret that we have to reserve the right to charge for repair or replacement of items damaged by our guests. We appreciate accidents happen so will usually not levy a charge, but please let us know of any breakage or damage when you leave. This can be done using the maintenance form.

Groceries & Fuel:

Groceries can be purchased at the Coop in Scarinish until 10.00pm (note variable opening hours to allow shelve stacking while maintaining social distancing) or the community shop in Crossapol. Petrol and Diesel can be obtained from the filling station located at the ferry terminal but check the opening times if you are low on fuel.

Things To Do On Tiree:

We have included some leaflets about places to go and things to do on Tiree and there are many links on the Creagan Cottage website. Further information can be found on the Isle of Tiree website.

If you wish to try locally sourced shellfish, there is a dedicated cookery book in the cottage as well as the necessary tools for preparing same.

Coronavirus:

Should you develop symptoms during your stay, please confine your whole party to the cottage and **TELEPHONE** the local medical practice and ourselves immediately you have any concerns. If you are required to isolate at the cottage, we will need to know **AS SOON AS POSSIBLE** to cancel the bookings which follow your own and to make other arrangements for you so that you may remain in the cottage as long as is required.

Smoking Policy:

Smoking is NOT permitted either in the cottage or within the grounds of the cottage.

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USEFUL CONTACT INFORMATION

Emergency: Police/Fire/Ambulance/Coastguard - 999 or 112

Doctor: The doctor's surgery is located just west of Baugh. To get there, turn left as you emerge from the cottage driveway and travel approx. 600m to the second junction on your right hand side. You will see a signpost for the doctor's surgery opposite the junction. Telephone: 01879 220323

Reception hours are Mon/Fri 9.00am to 12noon and 1.30pm to 6.00pm. An open surgery is available on a Sat 9.00am to 11.00am with no appointment required.

Pharmacy: The pharmacy is located in the doctor's surgery at the reception. Telephone: 01879 220323.

Dentist: The dental surgery is situated beside the doctor's surgery (see above). Telephone: 01879 220708

Vet: The veterinary practice is located in Kenovay. To get there, turn left as you emerge from the cottage driveway and travel approx. 3Km, passing the airport on your right hand side. You will pass through Crossapol and will find a signpost to the Airport and Kenovay. Turn right and follow the road past the airport entrance. Continue past the junction for Cornaigbeg (on your left) and the vet's practice is the second house on your right. Telephone: 01879 220571

Police Station: The police station is located on the left side of the road as you enter Scarinish from the ferry terminal. Telephone: 01879 220101 or 101 from a local landline.

Post Office: There are two post offices – one in Scarinish, beside the police station, and the other is in the Community shop in Crossapol.

Bank: There is a branch of the Royal Bank of Scotland in Scarinish. It is located beside the Coop. There is no cash machine but cash can be obtained during restricted banking hours or from the Coop or the Post Office. Most local businesses accept credit and debit cards.

Petrol Station: Fuel may be obtained from MacLennan Motors who are located beside the Calmac ferry terminal. Please check opening times with them directly.

Calmac Information: Telephone 01631 700506 (Oban Port Office)

Loganair Information: Telephone 01897 220309 (Tiree Airport)

Hebridean Air Services: Telephone 0845 805 7465 (Head Office)