

Marble Lodge

Frequently Asked Questions

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

Jo McCormack 01796 481308 or 07736 051714

2. What is the housekeeper's role?

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

3. What provision is there for additional cleaning services during the week?

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.

4. 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.

5. 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.

6. 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 is **C2689Y** this code is also printed on the lodge directions sheet. On departure please leave the keys back in the safe.

7. 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.

8. 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.

9. Is there a telephone?

There is a payphone in the lodge - 01796 481300.

10. What entertainment facilities are there?

There is a television (for use with DVDs only, no digital or terrestrial signal) and a portable CD player. 0.5Mbps broadband connection.

11. 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.

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

Yes. However the water is filtered and sterilised.

13. 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 bathroom reasonably clean
- Leave the kitchen, oven and hob reasonably clean
- Empty and clean fridge
- Empty all rubbish bins and remove rubbish to the bins outside
- If you have used the barbecue please leave this clean for the next guests
- Return all furniture to original position
- Dog owners: please check for any dog mess outside and remove
- Please leave a note of any breakages or malfunctioning items

14. What is the Lodge postcode?

PH18 5TY

Useful Phone Numbers

Lodge	01796 481300	Blair Atholl Garage	01796 481221
Estate Office	01796 481355	Tilt Grocery Store	01796 481206
Police	01796 472222	Tourist Information Centre	01796 472215