

Loch Leven Holidays

Frequently Asked Questions

Terms & Conditions

Please read our full terms and Conditions at the bottom of each page of the website.

Is bed linen provided?

Yes bed linen is provided and the beds are made up for your arrival. If you are staying for more than 1 week we will give you fresh bed linen each week.

Do we have to clean the accommodation when we leave?

We ask that all accommodation is left clean and tidy, rubbish emptied, dishes put away, cooker & crockery all left clean, as you would expect it, when you arrive. Cleaning materials are provided. We also leave you a toilet roll and 2 bin bags to start with.

Is electricity included in the price?

Yes electricity, heating, bed linen and wi-fi access are all included in the price.

Is there a washing machine in the chalets?

There is not a washing machine in the chalets but there is a laundrette on site with a washer and dryer. £3 for a wash and £1 for 50 mins of the dryer. The cottage has its own washer/dryer.

What T.V. channels are there?

In the chalets and lodge there is Freeview TV, a DVD player, CD player & Ipod dock. In the cottage there is Freeview TV, DVD player, CD player & Ipod dock. In each of the properties there is a small selection of DVDs and CDs.

Where are the nearest shops?

There is a Co-op in Kinlochleven which is 5 miles away and is open till 8pm (Except Sun.6pm) and a Co-op in Ballachulish which is 6 miles away and is open till 10pm (except Sun.8pm) there is a Morrisons and Tesco in Fort William which is 16 miles away, both open on a Sunday.

Can I get a signal on my mobile phone?

Yes there is a good mobile signal on all networks.

Can you fish in the Loch?

Fishing is free in Loch Leven (sea loch) opposite the chalets/cottage and you can launch boats and canoes on the Loch, we have a jetty you can use to launch boats and you can fish from the shore. Please use a life jacket if going on the jetty.

Are dogs allowed in any of the accommodation?

Dogs are allowed in 2 of our chalets by prior arrangement. There is a charge of £20 per week per dog (1 per chalet). Dogs are not allowed in the lodge, cottage or B&B.

Do we have to pay to use the Wi-Fi connection?

No, wi-fi access is free of charge but we do operate a fair use policy, anybody seen to be abusing this will not be allowed on the network.

Are towels provided?

No we do not supply personal towels but we can hire them to you for £3 per set. Tea towels are provided.

IMPORTANT POINTS TO NOTE

We would appreciate your tolerance of the following:

- Your chalet/cottage will only be available after 4pm
- We ask you vacate your chalet/cottage by 10am on day of departure
- All properties are NO SMOKING, smoking on the veranda is discouraged due to a high fire risk
- No candles or naked lights of any kind in or around the chalets/cottage, you can barbeque by arrangement

If you have any other questions or queries please do not hesitate to contact us, we look forward to welcoming you to Loch Leven. Ian & Sharon

CANCELLATION POLICY

If you are unfortunate enough to have to cancel your holiday, we would appreciate if you could advise us as soon as possible.

If you have paid just your deposit, unfortunately this will be lost.

If you have paid the full amount your deposit will be lost and the balance will be refunded if we can get the chalet/cottage re-let. If we cannot re-let the property the full amount will be lost.

We will send you a letter of cancellation immediately. We advise that all our customers take out holiday insurance to prevent any loss of monies.

World First Travel Insurance Tel: 0845 90 80 171

<http://www.world-first.co.uk/home/travel-insurance.aspx?aff=loc1>

Schofields Underwriting Agency Tel: 01204 365080

www.schofields.ltd.uk

12th Dec 2013