



CALEDONIAN
CABINS

Shepherd's Hut

GUEST HANDBOOK

Welcome to the Shepherd's Hut. In order for you to enjoy the hut to its full potential I have set out everything I could think of that you would need to know. If I have forgotten something, please feel free to call me anytime between 8 am and 11pm on **07967 028938**. However, if it's a real emergency, then just call me any time at all.

Just a reminder that for the enjoyment of all guests this is a strictly non-smoking hut. A sand bucket has been provided out on the front deck of the hut, please ensure that any lit smoking materials are extinguished in the sand bucket following use.

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Hot Water

The hot water is generated by the small water heater in the kitchen, there is no hot water tank. The shower is an electric shower and will also provide hot water on demand.

Water Supply

The stopcock is located under the hut along the back. Turn the tap clockwise to close it.

Due to our remote location there are no mains water supplies to the cabin. The water is harvested off the roof and is stored safely underground in a 7500 litre tank, filtered and then pumped in on demand. During dry spells we just ask that you don't waste the water. In the unlikely event you experience low water pressure, that is an indication that the tank is empty or the pump is blocked. In this case please call me so I can sort it out for you.

Sewage/Septic Tank

Again due to our remote location we are not on mains drainage either. All the wastewater and sewage runs into a septic tank. Therefore we cannot allow any female products, wipes or nappies to be disposed of down the loos. Please use the bins or dustbins for such waste items.

Security

Please ensure all doors and windows are locked when leaving the cabin unattended. You can lock a door from the outside and inside by using the big key. The property will not be insured if there is an incident and the property is not properly secured. Also, Scottish law allows any person to enter the property if the doors are open!

Lost key replacement cost £250 as it has to be hand made

Local Facilities

- **Post Office**
 - Invergarry Mon 9-4pm, Tues - Fri 9-12pm
 - Fort Augustus Mon- Sat, 9-6pm Sunday 12-4pm
- **Supermarket** - Fort Augustus, Fort William, Drumnadrochit, Inverness
- **Petrol** - Invergarry Closes daily 9pm
- **Wi-Fi**- Invergarry Hotel, Glengarry Castle Hotel or the cafe at the village hall mid week (Glengarry Castle my favourite - lovely lounge!)
- **Supermarket Delivery Service** - Asda are the only supermarket who will deliver here
- **Garage Services** - West End Garage, Fort Augustus - ask for Bobby 01320 366247, very helpful
- **Locally made Sausages and Burgers** - Call George 07871 170419, best you will ever taste!

Kitchenette

You should find most things you will need here

- **Fridge** - There may be items left by the last guest for you, if you don't want those items then please just dispose of them.
- **Waste** - There is a compost bucket on the side for all food waste, when the bucket is full deposit the contents into the food composter (small green plastic bin – lift the lid) outside around the back of the cabin. There are 2 bins to the right of the dishwasher. Any recycling items go in the blue bin and general waste in the green bin outside. Bin collections are on a Tuesday around 10.30 am. General waste gets collected on even weeks and recycling on alternate weeks.
- **Hob** - This is a simple electric hob with turn controls
- **Microwave Oven** - Simple turn controls
- **Oak Table** - This table is almost bomb proof, but if your plates are hot then please use the provided place mats and cork pads for pots.
- **Cupboard Contents** - Shelves have been labelled with “help yourself”, so please feel free to use any of those items. If you do use something from a "replace" shelf then replenish the item if you use it all, or nearly all.

Living area

- **Log Burner** - Use small bits of wood and newspaper to start the fire in the very bottom of the stove, get a good fire going here first, then put logs in at the top when it really gets going. If you need more logs, please refill the basket from the log pile on the bank and not the decorative pile under the garage eaves. You will also find more kindling and small bits of wood in crates there too. Make sure you close the door during use, gloves provided for loading wood into the firebox when burning. Do not ever place any combustible items on the top of the log burner.



Never leave the log burner unattended when lit

- **Smart TV/DVD** - operate from the remote control.
- **Bose sound system** - The Sound Touch 10 speaker can be controlled via your own devices when connected via Bluetooth.
- **Games** - There are a pack of cards for you to use on the shelf.
- **Due to the increased risk of fire, normal candles are sadly not permitted anywhere in the hut.**

Bedroom

- Fleecy blankets in the basket above the bed.
- Hair dryer, iron and ironing board in drawer under the bed
- Clothes hanging in the storage area at the end of the bed, lift up shelf.

Bath Room

- Don't forget, all the wastewater and sewage runs into a septic tank and will block quite easily. Therefore, we cannot allow any female products, wipes or nappies to be disposed of down the loos. Please use the bins or dustbins for such waste.
- Bath mat, spare toilet rolls etc on the shelf above the door
- Cold water only from the basin tap, get hot water from the kitchen if required

Hot Tub

- **No make-up, tanning creams or similar products to be worn when in the water** - it will make the water dirty and scummy! Please shower before use to avoid making the water yucky !.
- **No Glassware** to be used when in the hot tub, we have plenty of plastic glasses and tumblers that you can use when drinking in the tub. (if you were to break a glass when in the water you must get out immediately and not use the hot tub until it has been drained, cleaned and refilled.
- The main power switch for the hot tub is located to the left under the lip of the deck towards the back of the cabin. It is a red and yellow rotary type switch. If you are concerned about the safety of the hot tub then just switch it to the off position and advise me.
- The lid straps will be secured and you can only release them by inserting the black plastic tag into the bottom of the catches. The tag is on the hook under left side of the vanity top, please replace black plastic tag back there after use.
- Before use, ensure the hot tub is at 38 degrees centigrade which is displayed on the control panel in red LED's.
- **You MUST always test the water quality before each use** by dipping one of the chlorine test strips into the water and compare the colours to the side of the pot. You will probably find that the water may be low in chlorine. If this is the case, sprinkle about a tablespoon worth of chlorine granules into the lid of the container and then put that into the tub near the black surface filter in the corner and activate the jets to circulate it. If it is low in Alkaline then follow the same procedure using the alkalinity booster and same procedure for pH balance. Chemicals are in the basket inside the wooden crate outside the back door of the cabin.
- **If you accidentally spill a large quantity of chemicals into the hot tub, DO NOT USE IT** until such time as it has been tested by a professional person and they have cleared the hot tub for re-use, as you may be at risk from burning your skin!
- Looking after the water is simple, do not be afraid of it, just try not overdose it!

Outside

- If you have muddy boots, wash them outside using the outdoor tap at the back of the hut. They can then be placed on the grill just inside the door to dry off.
- The Loch and river that border the land around the hut and cabin, like all open bodies of water can be dangerous, so guests are required to take care around the water. You can swim in the loch if you're hardy! The cabin is set in a remote and rural area of The Highlands with natural risks and hazards. You are reminded of the higher degree of slips, trips and risk in this wilderness environment and it is therefore your responsibility to take care of your own safety and the safety of the members of your party at all times
- Feel free to use the fire pit, collect fire wood from the woodland floor or take from the log piles on the bank which borders the property. Do not leave the fire pit unattended whilst it is in use
- We provide the canoes and rowing boat to be used by our guests so long as you wear the buoyancy aids that are provided. As the loch is also home to some rare birds, use of the loch is restricted during the nesting period of February - July inc to the area shown on the map in appendix C, however this is still quite a large area. The areas in red are not accessible during this period
- If there is snow on the log cabin roof, take care not to stand around or under the gutters as it will avalanche down when it begins to thaw. It is very heavy especially when falling from height!
- We would also like you to remember the country code when out and about, see attached appendix B

Power Cut

- In the event of a short power cut, use the LED lantern under sink for light if required. In the event of a prolonged power cut we will start the generator. During the long power cut you will be unable to use the hair dryer, kettle, iron, hot water, shower, microwave or cooking hob. Power needs to be preserved for operating the water pump and other essentials

The Countryside Code

Respect - Protect - Enjoy

Respect other people:

- consider the local community and other people enjoying the outdoors
- leave gates and property as you find them and follow paths unless wider access is available

Protect the natural environment:

- leave no trace of your visit and take your litter home
- keep dogs under effective control

Enjoy the outdoors:

- plan ahead and be prepared
- follow advice and local signs

Respect other people

Please respect the local community and other people using the outdoors. Remember your actions can affect people's lives and livelihoods.

Consider the local community and other people enjoying the outdoors

Respect the needs of local people and visitors alike – for example, don't block gateways, driveways or other paths with your vehicle.

When riding a bike or driving a vehicle, slow down or stop for horses, walkers and farm animals and give them plenty of room. By law, cyclists must give way to walkers and horse-riders on bridleways.

Co-operate with people at work in the countryside. For example, keep out of the way when farm animals are being gathered or moved and follow directions from the farmer.

Busy traffic on small country roads can be unpleasant and dangerous to local people, visitors and wildlife - so slow down and where possible, leave your vehicle at home, consider sharing lifts and use alternatives such as public transport or cycling.

Leave gates and property as you find them and follow paths unless wider access is available

A farmer will normally close gates to keep farm animals in, but may sometimes leave them open so the animals can reach food and water. Leave gates as you find them or follow instructions on signs. When in a group, make sure the last person knows how to leave the gates.

Follow paths unless wider access is available, such as on open country or registered common land (known as 'open access land').

If you think a sign is illegal or misleading such as a 'Private - No Entry' sign on a public path, contact the local authority.

Leave machinery and farm animals alone – don't interfere with animals even if you think they're in distress. Try to alert the farmer instead.

Use gates, stiles or gaps in field boundaries if you can – climbing over walls, hedges and fences can damage them and increase the risk of farm animals escaping.

Our heritage matters to all of us – be careful not to disturb ruins and historic sites.

Protect the natural environment

We all have a responsibility to protect the countryside now and for future generations, so make sure you don't harm animals, birds, plants or trees and try to leave no trace of your visit. When out with your dog make sure it is not a danger or nuisance to farm animals, horses, wildlife or other people.

Leave no trace of your visit and take your litter home

Protecting the natural environment means taking special care not to damage, destroy or remove features such as rocks, plants and trees. They provide homes and food for wildlife, and add to everybody's enjoyment of the countryside.

Litter and leftover food doesn't just spoil the beauty of the countryside, it can be dangerous to wildlife and farm animals – so take your litter home with you. Dropping litter and dumping rubbish are criminal offences.

Fires can be as devastating to wildlife and habitats as they are to people and property – so be careful with naked flames and cigarettes at any time of the year. Sometimes, controlled fires are used to manage vegetation, particularly on heaths and moors between 1 October and 15 April, but if a fire appears to be unattended then report it by calling 999.

Keep dogs under effective control

When you take your dog into the outdoors, always ensure it does not disturb wildlife, farm animals, horses or other people by keeping it under effective control. This means that you:

- keep your dog on a lead, or
- keep it in sight at all times, be aware of what it's doing and be confident it will return to you promptly on command
- ensure it does not stray off the path or area where you have a right of access

Special dog rules may apply in particular situations, so always look out for local signs – for example:

- dogs may be banned from certain areas that people use, or there may be restrictions, byelaws or control orders limiting where they can go
- the access rights that normally apply to open country and registered common land (known as 'open access' land) require dogs to be kept on a short lead between 1 March and 31 July, to help protect ground nesting birds, and all year round near farm animals
- at the coast, there may also be some local restrictions to require dogs to be kept on a short lead during the bird breeding season, and to prevent disturbance to flocks of resting and feeding birds during other times of year

It's always good practice (and a legal requirement on 'open access' land) to keep your dog on a lead around farm animals and horses, for your own safety and for the welfare of the animals. A farmer may shoot a dog which is attacking or chasing farm animals without being liable to compensate the dog's owner.

However, if cattle or horses chase you and your dog, it is safer to let your dog off the lead – don't risk getting hurt by trying to protect it. Your dog will be much safer if you let it run away from a farm animal in these circumstances and so will you.

Everyone knows how unpleasant dog mess is and it can cause infections, so always clean up after your dog and get rid of the mess responsibly – 'bag it and bin it'. Make sure your dog is wormed regularly to protect it, other animals and people.

Enjoy the outdoors

Even when going out locally, it's best to get the latest information about where and when you can go. For example, your rights to go onto some areas of open access land and coastal land may be restricted in particular places at particular times. Find out as much as you can about where you are going, plan ahead and follow advice and local signs.

Plan ahead and be prepared

You'll get more from your visit if you refer to up-to-date maps or guidebooks and websites before you go. Contact local information centres or libraries for a list of outdoor recreation groups offering advice on specialist activities.

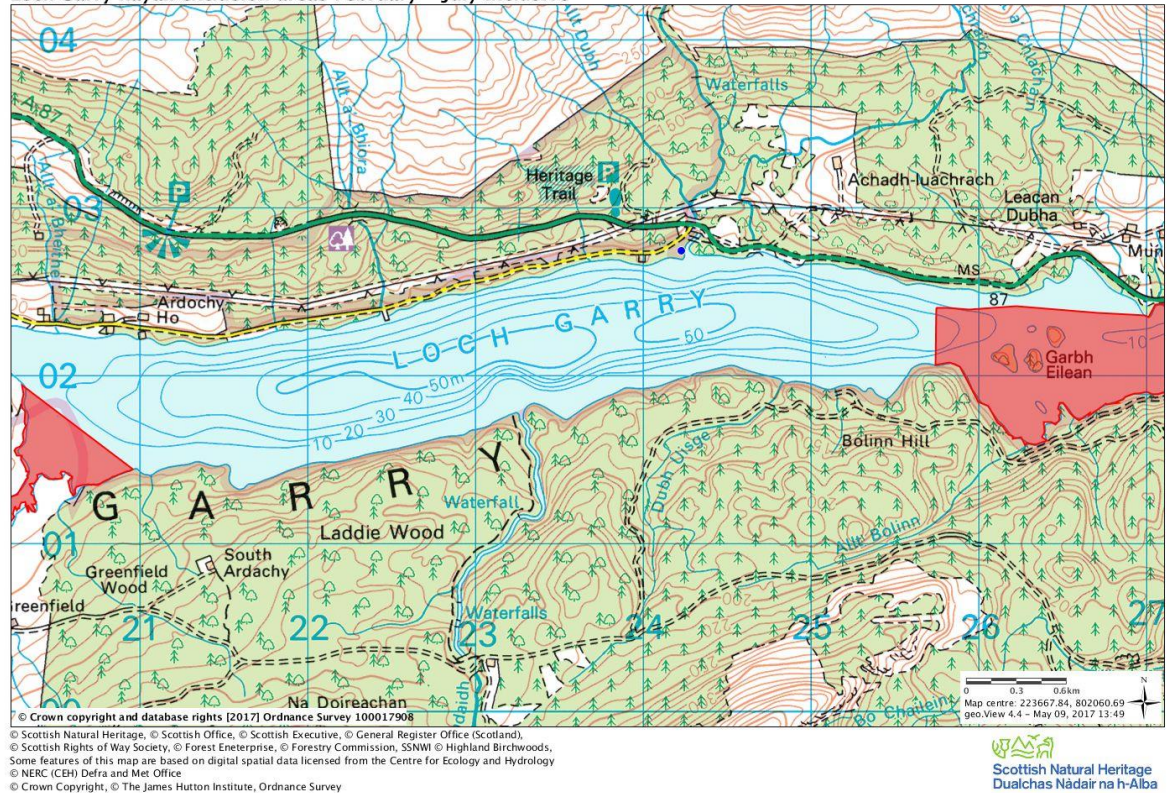
You're responsible for your own safety and for others in your care – especially children - so be prepared for natural hazards, changes in weather and other events. Wild animals, farm animals and horses can behave unpredictably if you get too close, especially if they're with their young - so give them plenty of space.

Check weather forecasts before you leave. Conditions can change rapidly especially on mountains and along the coast, so don't be afraid to turn back. When visiting the coast check for tide times on <http://www.ukho.gov.uk/easytide>- don't risk getting cut off by rising tides and take care on slippery rocks and seaweed.

Part of the appeal of the countryside is that you can get away from it all. You may not see anyone for hours, and there are many places without clear mobile phone signals, so let someone else know where you're going and when you expect to return.

Canoeing and Rowing restricted area

Loch Garry kayak exclusion areas February – July inclusive



The code for the padlock is 3124, please lock up the canoes again after use.
The buoyancy aid jackets are on the coat rack in the utility room, please wear them at all times when using the canoes. The Paddles are by the BBQ, again please put them back there after use.

Useful Telephone Numbers

Doctor	Telford Centre Abertarff Place Fort Augustus 01320 366216
Dentist	One Dental Practice 1 Montague Row Inverness IV3 5DX 01463 243 767 Open til 8pm
Vet	Crown Vets 89-91 Telford Street Inverness IV3 5LE 01463 712202 24 hrs
Hospital	Raigmore Hospital Old Perth Road Inverness IV2 3UJ 01463 704000
Hospital	Belford Rd, Fort William PH33 6BS Tel: 01397 702481

Doggy House Rules:

Upon booking your holiday you will be required to supply a photograph of your dog and other such information as breed and name. This is for the purposes of being able to police the pet rules below: -

- Unfortunately we do not accept any dogs named under the Dangerous Dogs Act 1991, even where these types of dog are muzzled as required by government legislation.
- Dogs must be over the age of 1 year at the time of your stay.
- You may not leave the dog unattended in or outside of the hut.
- Your pet must not cause any kind of nuisance to the neighbouring properties.
- Pets are not permitted on any of the furniture in the hut or on the bed.
- Pets must be clean before entering the hut, a hose is located around the back of the hut if needed.
- You must clear up any fouling by your dog immediately, even in the surrounding woodlands.

We reserve the right to fine up to £150.00 for any non-compliance of the rules above.

Strict adherence to these rules will allow me to continue to welcome pets.

Risk Assessment

Guests

We very much want guests to have an enjoyable and safe stay in the Shepherds Hut. Accidents can happen at any time, to the most careful of people, but there is an added risk when one is in unfamiliar surroundings. For your safety and information we have tried to identify possible sources of 'danger' and advise how to avoid these and minimise risks.

We have identified two groups for whom the property is not suitable for: children and infants. Note Guests must take every care to ensure the safety of any visiting child/infant.

General

It is of the utmost importance for guests to read the information that we send you in advance of your arrival and the Information folder on arrival. Please also ensure that you familiarise yourself with the building, its surroundings and all safety instructions. The hut is set in a rural environment that presents inherent risks and these form part of the wilderness experience you are part of when you stay at the hut. You are therefore reminded of that higher degree of risk. Please take all appropriate and reasonable care for your safety and the safety of others at all times especially in the woodlands and when near the river and Loch.

Fire

Please familiarise yourself with the detailed instructions for use of the Fire equipment provided, and fire escape procedures, in the Information folder provided for guest's information. The Fire equipment provided is a fire extinguisher located in the bathroom. We do ask guests to be extremely sensible and aware of the special dangers posed by fire, and the risk to personal injury. A smoke and Co2 detector is fitted to the hut ceiling.

- **Never leave cooking on the hob, unattended.**
- **Never leave an electrical appliance, unattended, such as the toaster, hairdryer or Electric iron.**
- **Do not leave electrical appliance leads across walkways**
- **Please ensure all electrical appliances & lights are switched off, before going to bed.**
- **Please be aware of the dangers of a naked flame at all times, never leave unattended. Do not use candles anywhere in the building.**
- **Please note, "Tea lights" and candles are not allowed inside.**
- **Caledonian Cabins has a No Smoking policy within the hut.**

The Wood-Burner

Detailed instructions for lighting and regulating the wood- burning stove are supplied in the Information folder.

- **Do not leave matches, lighters or spare logs on top of the stove.**
- **The wood-burner is to be used only with the door closed. Please ensure it is firmly closed, and 'dampened down' before going to bed.**

Hygiene and Welfare

- Where possible we use Ecological cleaning materials and re-cycled paper toilet tissue.
- We can arrange for the hut to be cleaned weekly for guests staying longer than a week.
- Mattress protector and pillow protection are fitted. Sheets, duvet covers & pillowcases are cotton.
- Pillows and duvets are hypoallergenic and are filled with synthetic materials.
- A small First Aid kit is provided on top of the fuse box inside the front door,
- Note, all lights have energy saving light bulbs.
- There may be some light penetration into the bedrooms.

Disposal of Waste

Please help us by sorting your refuse into the appropriate bin. Bins are stored behind "Log Henge" to the side of the drive. An integral bin is fitted in the kitchen, spare liners are provided. The bin categories are:

Recycling : plastic containers (milk cartons only), paper, cardboard,

Household rubbish

The refuse collection is on Tuesday around 10.30 a.m., and we normally put refuse/recycling out on Monday evening.

Note, alternate Tuesdays for General refuse and then paper & cans/glass/cardboard

Flooding

Internally, please do not leave any tap running, as there are potential serious consequences. Please do not leave the bath, basin or kitchen sink taps running, unattended. The stone basin and kitchen sink do not have an overflow outlet.

Snow

When there has been heavy snow fall, it will collect on the roof. When it begins to melt slabs of snow will avalanche down the roof. Please do not stand around or under the gutters when there is snow on the roof. Snow is very heavy especially when falling from height!

Power Cuts.

In the unlikely event of a power cut, we have provided a power cut kit, containing:

LED torches, LED lanterns, spare batteries and lighters. The cabin is equipped with plenty of blankets, first aid kit, a log burner/cast iron pans for cooking.

Bathroom

Please take care when getting in or out of the shower - wooden floors can become slippery. Please use the cotton bath mat provided, to prevent slipping