



Lochside | Directions and General Information

Arrival

After 4pm. With all our cottages, we ask that you do not arrive prior to the time stated here, to allow the housekeeper the full changeover period to make the house ready for you.

Departure

Before 10am. There is a housekeeper who changes over the property between lets, but please leave the property in a clean and tidy state on departure. We politely remind guests in the event of the house not being left in a similar condition on departure, we retain the right (as per our terms and conditions) to request a cleaning surcharge from you, on the owner's behalf. We also ask that you do a final check before departure to make sure no personal items have been left behind.

Directions: Address and Entry

How to get there: Leaving ferry, turn left towards Fionnphort, Bunessan and Iona. Continue for 30 miles - simply follow the A849 all the way to Bunessan which will take approximately 50 minutes depending on the driving conditions. As you enter the village of Bunessan, there is a right hand turn signposted Ardtun which you need to take (not to be confused with an earlier sign with the same name, 3 miles before you get to the village!). After taking this turning you go over the bridge and need to take the left fork, following the road around the coast for just under a mile before you reach Lochside and Lochview (**Lochside** is the second one you come to and both houses are clearly signed). They are the fourth building you reach on the left-hand side of the road and there is a sign next to the gate.

Address: Lochside, Eorabus, Bunessan, Isle of Mull, PA67 6DH. There is a map below of the surrounding area with a marker showing the position of the house. Please note that the postcodes on Mull cover a wide area and satnav cannot be relied on.

Parking: You can park directly outside the property on the drive.

Entry: On arrival you will find the cottage unlocked with the key inside. If for any reason, there is an emergency on arrival, and can't get in touch with the owner/caretaker (number below), you can call Isle of Mull Cottages on 01688 400682 and we will do our best to help. Our voicemail will be on at the weekend, but we check messages regularly, so will get back to you as soon as we can.

Property Owner/Caretaker

If you have any problems at all during your stay, please get in touch with the first point of contact for this property, the owner, Sally Miller, on **07866 906164**, who will be able to assist you.

Ferry

Caledonian MacBrayne run all the ferry services to Mull. They can be contacted on 0800 066 5000 or via their website at www.calmac.co.uk. The main route is from Oban to Craignure, so the directions we provide are from Craignure, as most people travelling to Mull use this route. For those travelling from the north of Scotland, you may wish to look at the Lochaline to Fishnish crossing as an alternative, or the Kilchoan to Tobermory route (turn up and go services).

Bed Linen and Towels

Bed linen and towels are provided for your stay at this property.

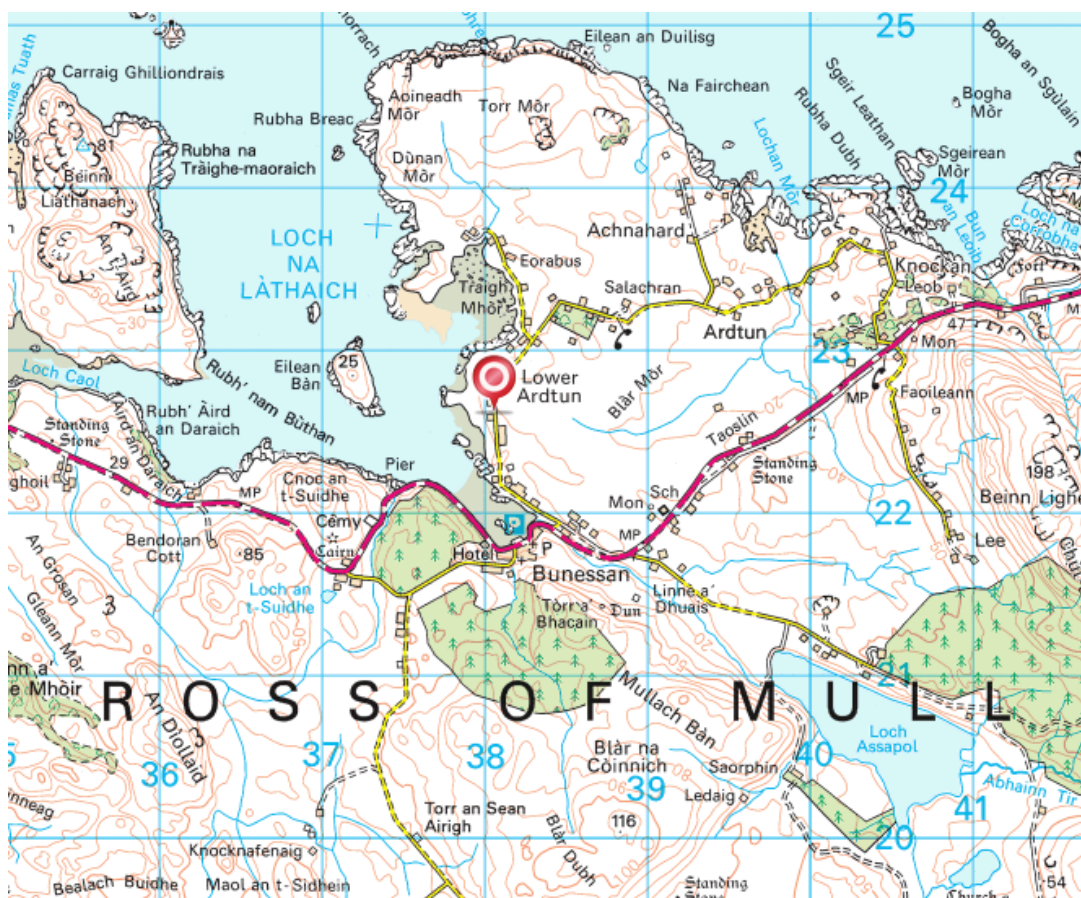
Dogs

Please note there are no pets allowed at this property.

What to Bring

You can check the 'Property Overview' on our website for information on what is provided in the house. As standard you should expect to find some basic cleaning products for washing up, a few toilet rolls and tea towels.

Map with marker showing the position of the cottage



Electric Vehicle Charging

Please note that electric vehicles cannot be charged at the property unless an official charge point is installed and owners have given their consent for use. Unfortunately, charging via a normal plug at the house can invalidate holiday home insurance. We have provided a list of designated charge points on the island in our Visitor Guide to the island for your information.

Neighbours

Where there are neighbouring properties in close proximity, we ask that you make sure that between the hours of 10pm and 8am, noise is kept to a minimum at the property (and at a reasonable level at all times), and that you respect the privacy of neighbours and adhere to any rules regarding shared entrances/gates/rubbish disposal. Please note the maximum number of occupants for the property



(as detailed on the property listing) must not be exceeded during your stay.

Feedback and Reviews

We hope you enjoy your stay with us. At the end of your stay we will send you a feedback survey to complete. It is anonymous and allows you to tell us how you felt about the property, its furnishings and cleanliness etc. This information is collated with other guest responses and passed to owners at the end of the year with our recommendations for improvements, so we would be grateful if you could take the time to complete it. We would also appreciate it if you could complete an online review for us.

Problems

We do of course hope there are no problems during your stay. Unforeseeable circumstances do occasionally arise, such as loss of services/appliances breaking etc. In these instances, we would ask that you give the owner/caretaker the chance to address any such problems in a timely manner.

In the event of you needing to make a formal complaint for any reason, we would remind you that this needs to be made during your period of hire (not after). It is important that you contact the property owner/caretaker in the first instance, to let them know of the problem and give them the opportunity to address the issue. Please also send us an email mail@isleofmullcottages.com to outline what has occurred, so we have a record of the problem and can follow it up for you, in-line with our complaints procedure.

Visitor Guide

We hope you find our Visitor Guide useful – it is packed with information about the island including suggested itineraries for days out; information on places to eat and contact details for wildlife tours and boat trips.

Enjoy your stay on the island.

Isle of Mull Cottages

Emergency Services

To call the emergency services dial 999 | Craginure Community Hospital: 01680 300392 or for NHS 24 dial 111 | To call the RNLI dial 999 and ask for the coastguard or dial 112

We have included a comprehensive list of useful numbers at the end of our Visitor Guide