



WELCOME!

Holly Tree Hotel and Lodges

SELF-CATERING WELCOME PACK

01631 740 292 • stay@hollytreehotel.co.uk
www.hollytreehotel.co.uk • www.glencoeholidays.co.uk



GETTING STARTED

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Facilities Map



Welcome!

Thank you for choosing to stay with us. Please make yourselves at home, and we hope to welcome you back before long.



Social media

Follow us for news, offers and the occasional giveaway. Do tag us in your posts while you are staying.

 **Holly Tree Hotel and Swimming Pool**

 **@the_hollytree_hotel**

 **@thehollytreehotel**

Feedback

Please tell us how your stay goes. If something is not right, we would far rather hear it from you while you are still here so we can put it straight. If it is good, we would love to know that too. Email stay@hollytreehotel.co.uk or speak to any of the team.

Key Numbers

Everything you are most likely to need, in one place. Worth a photo on your phone.

RECEPTION

01631 740 292

Open 7:30am to 10pm

EMAIL

stay@hollytreehotel.co.uk

EMERGENCY

999 for police, fire or ambulance

DOCTOR

Ballachulish Medical Practice

01855 811226

TAXI

North Star Taxis, ask for Dmitri

07507 501533

WIFI PASSWORD

hollytree

SWIMMING POOL

9am to 10pm daily, free for residents

CHECK IN AND OUT

From 4pm, out by 10am

Our address, for taxis and deliveries. The Holly Tree Hotel, Kentallen Pier, Appin, Argyll, PA38 4BY. We are right on the A828 at Kentallen, about 4 miles south of the Ballachulish bridge.

Essential Details

SMOKING

Please note that this is a strictly no smoking property.

TOWELS

Provided in your property. Swimming towels can be hired at the pool for £1.

Dogs. We love dogs, but we do ask that you please keep them off the furniture and beds. Please also clean up any mess they might make on the decking and in the area around the hotel and lodges.

Hot tub. Please follow the signage detailing safe hot tub use, and please do not turn the isolator at the wall off. Our maintenance team will check your hot tub at least once per day. Please keep the cover on the hot tub when it is not in use. Hot tub rules must be followed.

Safety and Emergencies

Fire extinguisher and blanket

Please ensure that any use of the fire extinguisher or fire blanket is reported to the staff at the hotel to enable us to maintain safety standards.

Bins and recycling

For information on bins, please see the section specific to your property.

Emergency services

The nearest hospital is in Fort William, which has an accident and emergency facility. The UK emergency number is **999**.

There is a doctor's surgery, the Ballachulish Medical Practice, located at The Old Station, Ballachulish, PH49 4JB. The number is **01855 811226**.

Useful Information

Local facilities and shops

There is a very well stocked Co-op in Ballachulish, about 4 miles away, open from 7am to 10pm every day. There is also a local shop in Glencoe. There are lots of shops, cafes, bars and restaurants in the towns of Oban and Fort William.

For larger supermarkets there is a Tesco, Lidl, Aldi and a Marks & Spencer Foodhall in Oban, and a Morrisons, a smaller Tesco, and a Marks & Spencer Foodhall in Fort William.

Church

The nearest Catholic church is St Mun's in Ballachulish. Mass is at 10am on Sundays.

Getting around

Ember run all-electric coaches on the E14 between Inverness and Oban, and the stop is right outside the hotel. It is a request stop, so you must book at least ten minutes before departure through the Ember app or at ember.to, or the coach will not pull in. There are roughly three departures a day in each direction.

The **918 Oban to Fort William bus** (West Coast Motors) also stops right outside the hotel at Kentallen, in both directions. For a taxi, we recommend **North Star Taxis**, run by **Dmitri**, on **07507 501533** (northstartaxis.com, also on WhatsApp). He is far and away the most reliable in the area. Glencoe Taxis in Ballachulish are also close by, on 01855 811764.

If you need us

Reception is open from **7:30am to 10pm**. If anything at all needs sorting, phone **01631 740 292**, email stay@hollytreehotel.co.uk or call in at reception, and our team will take care of it. Outside those hours there is no one on duty, so please come to us as soon as reception reopens. In a genuine emergency, dial **999**.

More information about the area and things to do can be found on our websites, www.hollytreehotel.co.uk and www.glencoeolidays.co.uk.

Our Recommendations

A few places we happily send our own guests to.

The Old Inn

DINNER • 10 MINUTES SOUTH • 01631 730 186

At Portnacraish in Appin, just off the A828 near Castle Stalker. It dates from 1690, it is cosy and candlelit, and its Josper grill turns out fantastic steaks alongside fresh seafood. It fills up fast, so book ahead.

Ee-Usk

SEAFOOD • OBAN • 01631 565 666

On the North Pier, with floor-to-ceiling windows over the bay. Langoustines, oysters and scallops landed on this coast. Book ahead, particularly in the evening.

Oban Seafood Hut

SEAFOOD, INFORMAL • RAILWAY PIER, OBAN

The green shack beside the ferry terminal, run by fishermen since 1990. The seafood is landed off the boats tied up right alongside it, then cooked to order and eaten at the benches on the pier. No booking, just turn up.

The Ben Nevis Bar

DRINKS AND FOOD • FORT WILLIAM • 01397 702295

On the High Street, in a building that began as a drovers' inn in 1806. The outdoor terrace looks out over Loch Linnhe and is the best spot in town for a drink in the sun. Good food and a serious whisky list.

Boots Bar at the Clachaig Inn

DRINKS AND LIVE MUSIC • 20 MINUTES • 01855 811252

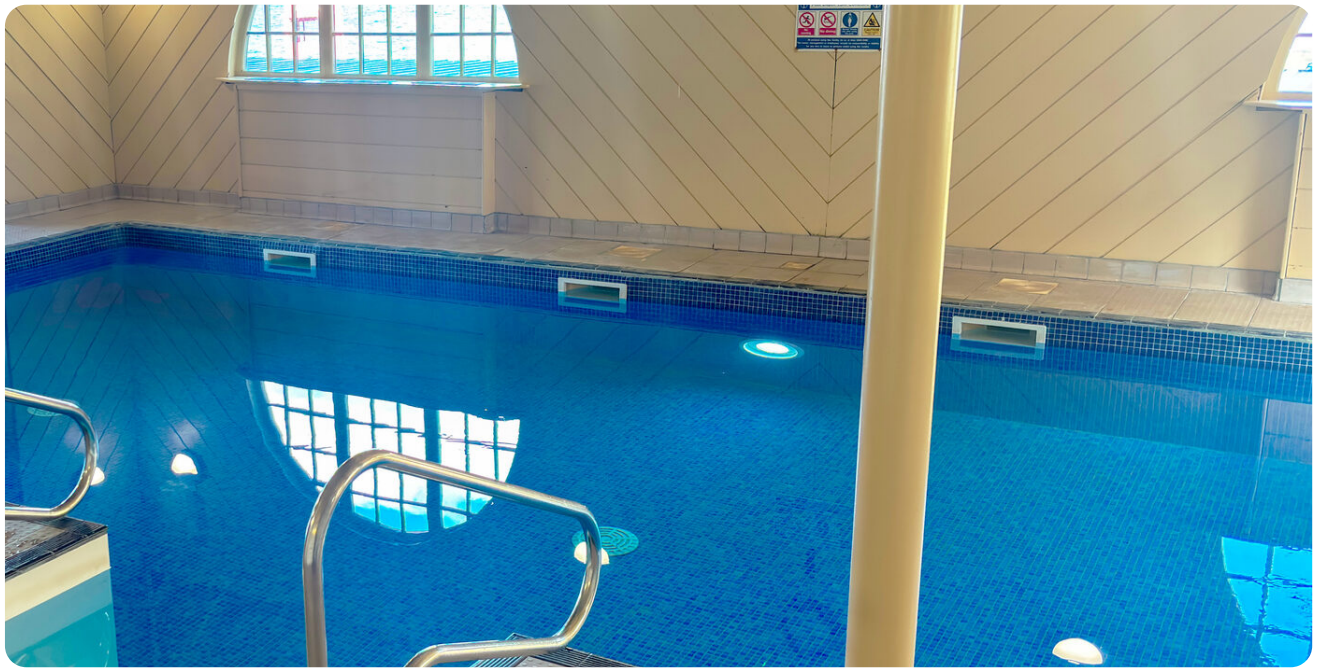
Up the glen beyond Glencoe village. A proper walkers' and climbers' bar with a real fire, a long list of cask ales and malts, and live music on regularly. Over-18s only in this bar.



THE HOTEL

Everything on Site

The pool and hot tub spa, the Captain's Bar and Seafood Restaurant, the Seaview Terrace and the beer garden. All of it a short walk from your door.



FACILITIES

Swimming Pool

The swimming pool is open daily from **9am to 10pm**, welcoming residents of both the hotel and self-catering accommodation at no charge.

No booking is required to enjoy the heated pool and relaxing hot tub spa.

Towels are available for hire at £1, and changing rooms are available at the pool.

Pool hours can vary seasonally, so please check with reception.

HEATED SWIMMING POOL

HOT TUB SPA



FACILITIES

Dining in our Restaurant and Bar

We serve lunch from **12:00 till 16:00** in our Captain's Bar and on our Seaview Terrace.

Dinner is served from **17:30** in both our Captain's Bar and Seafood Restaurant. We recommend booking. To make a reservation for food, please contact us:

STAY@HOLLYTREEHOTEL.CO.UK

01631 740 292



Service times vary with the seasons, so please check with our team on the day.



FACILITIES

Dog-friendly Dining

Well-behaved dogs are welcome in the Captain's Bar, on the Seaview Terrace and in the beer garden. We serve food in the Captain's Bar and on the terrace.

For breakfast with your dog, we can set you up in our Railway Lounge. Please let us know the night before so it is ready for you.



FACILITIES

Seaview Terrace

The terrace runs along the front of the hotel, glass-fenced so nothing gets in the way of the view down Loch Linnhe to the hills of Morvern. It catches the sun from late morning until it drops behind the far shore.

Coffee in the morning, a drink in the afternoon, or a full meal from the Captain's Bar menu. The terrace is bar service, so please order inside at the bar. Dogs are welcome out here.

EXCEPTIONAL VIEWS

DOG FRIENDLY



FACILITIES

Beer Garden

The beer garden is the place to sit out with a drink in the sun and take in the full sweep of the loch. Settle in with a pint, a gin or a coffee and keep an eye out for otters, seabirds and the occasional seal.

The beer garden is bar service and drinks only.

EXCEPTIONAL VIEWS

DOG FRIENDLY



YOUR ACCOMMODATION

Loch Linnhe Lodges

EIGHT LODGES · SLEEPING 5 · PRIVATE HOT TUBS

Architect-designed and strung along the shore below the hotel, each with a glass-fronted terrace looking straight onto the loch.

Loch Linnhe Lodges: Heating and Shower

Heating

Each room has its own heater on the wall. Adjust to the temperature you want, then wait for the room to warm up. If it displays an error message, hold ENTER for around 20 seconds to fix it.

Shower

Turn the power switch on at the wall outside the bathroom. Set the speed to HIGH, and set the temperature to around 11 o'clock (just left of middle), then press the power button.

Do not set the temperature to its highest setting before you turn the shower on. The temperature must be adjusted gradually. Large or sudden changes can make the water go very cold or very hot.

After you turn the shower off, it will run for around 5 seconds before the water stops.





YOUR ACCOMMODATION

Loch Linnhe Lodges: Bins

Should you need to empty your bin at any point during your stay, the main refuse and recycling bins can be found on the right as you walk towards the hotel, in the wooden bin storage enclosure. There are also glass recycling bins available.

We do ask that you separate refuse and recycling, and that you try to recycle as much as possible.



YOUR ACCOMMODATION

Kentallen Beach Houses

FIVE HOUSES · SLEEPING 7 TO 9 · PRIVATE HOT TUBS

Architect-designed and standing right on the beach, with underfloor heating throughout and a hot tub out on the decking. Houses 1 and 5 sleep 7, houses 2 and 4 sleep 8, and house 3 sleeps 9.



YOUR ACCOMMODATION

Beach Houses: General

Bins and recycling

Should you need to empty your interior bins at any point during your stay, there is a green bin located on the external wall of your property. Our maintenance team will empty these for you.

Fridge freezer

Please leave the fridge freezer on at all times. The freezer has an ice machine, and this is operated by pressing a glass or cup next to the lever. Please be gentle with it.

Beach Houses: Downstairs Heating

Underfloor heating

Each room downstairs and the bathrooms upstairs have a controller to adjust their underfloor heating. The screen shows the current room temperature, and you can use the arrows to set a new target temperature.

The ground floor has a main controller for the underfloor heating pipe water temperature, set to 23 degrees. It is labelled. **Please do not touch this.**

Radiators

There is a main radiator thermostat on the wall in the upstairs hallway. Please leave this above 21 degrees. Radiators in each room can be adjusted by using their dials if necessary.



MAIN CONTROLLER. PLEASE DO NOT TOUCH.



USED FOR ADJUSTING TEMPERATURE.



YOUR ACCOMMODATION

Beach Houses: Backup Heating

Backup heating

If it is very cold outside, the normal radiators and underfloor heating can be slow to kick in. There are emergency electric wall-mounted heaters in each room which can be used if the normal heating does not start warming the room after an hour.

Please only use these as an emergency backup. It will be too hot if you use them along with the normal heating.



YOUR ACCOMMODATION

Wildwood Cottage

Bins and recycling

Refuse and recycling bins are located in the wooden enclosure to the left of the main door. Please keep them separate and recycle where possible.

Heating

The oil-fired heating system is controlled via the hallway thermostat. Each room also has individual radiator controls. Heating and hot water are pre-programmed throughout the day.

To boost heating or hot water, press “plus one hour” on the control panel in the boiler room (located in the kitchen). Please use the main thermostat rather than individual radiator controls when possible.



YOUR ACCOMMODATION

Glenachulish Bay Cottage

Bins and recycling

The main refuse and recycling bins are outside the cottage. Please keep them separate and recycle where possible.

Heating

The oil-fired heating system is controlled via the hallway thermostat, and each room also has its own radiator controls. Heating and hot water are pre-programmed throughout the day.

To boost heating or hot water, press “plus one hour” on the control panel in the boiler room (located in the kitchen). Please use the main thermostat rather than individual radiator controls when possible.

If you need more hot water, there is an electric backup heater. Its switch is in the cupboard in the kitchen boiler room.

When It's Time to Leave

We hope you have had a wonderful stay. There are only three things we need you to do:

Check out by **10am**

Close all the windows and doors

Lock the door behind you and return the keys as instructed at check-in

That is it. If you feel like giving our housekeepers a hand, putting the hot tub cover back on, starting the dishwasher, bagging up the rubbish and leaving used towels in the bath are all a real help, but none of it is expected.

If anything was not perfect during your stay, please tell us; we would much rather hear it from you than find out later. And if you loved it, we would be delighted to welcome you back.

Safe travels from all of us at the Holly Tree.



BEYOND THE HOTEL

Out and About

Glencoe is ten minutes north, Fort William twenty-five, Oban forty. Between them sit some of the best walking, driving and island-hopping in Scotland.

Walks and Trails

Everything below is within twenty minutes of the hotel, from a level stroll to a serious hill day. Times are for the walk itself, not the drive.

Sustrans Caledonia Way

ON THE DOORSTEP • EASY

The long-distance route from Campbeltown to Inverness runs right past us. The stretch either side of the hotel is level and quiet, and it is as good on a bike as on foot.

Glen Duror Forest

5 MINUTES • EASY TO MODERATE • 2 HOURS

The nearest proper forest walk, about 3 miles of waymarked track with a bothy along the way. Park at the forestry car park up the minor road from Duror.

Glencoe Lochan

10 MINUTES • EASY • 1 TO 1½ HOURS

Waymarked trails around a Victorian lochan planted with Canadian pines by a homesick settler's wife. Flat enough for a buggy, with the Pap reflected in the water. Signposted from Glencoe village.

The Lost Valley

20 MINUTES • HARD • 2½ TO 3 HOURS

A steep, rocky path into the hidden glen where the MacDonalds are said to have driven stolen cattle. There is a river to cross on stepping stones, so leave it for a dry day and not for small children. Park at the Three Sisters car park on the A82.

Pap of Glencoe

15 MINUTES • HARD • 3½ TO 5 HOURS

A 742 m summit with around 715 m of climbing from the car park on the back road towards the Clachaig Inn. Steep and eroded underfoot with a short scramble near the top, and the view over Loch Leven is the best in the area.

Beinn a' Bheithir

10 MINUTES • SERIOUS HILL DAY • 7 TO 9 HOURS

The two Munros standing straight above Ballachulish, with 1,387 m of ascent and some easy scrambling on the ridge. For experienced, properly equipped hillwalkers. Park in Ballachulish village.



ACTIVITIES

A Trip to Oban

This scenic coastal town is about 40 minutes away. Oban is famous for its views and fantastic fish and chips, and has a marina, marvellous seafood restaurants, and a vibrant nightlife.

For a bird's eye view, we recommend parking at the car park just down from the first roundabout, and taking the walk up to McCaig's Tower, which offers an almost panoramic view of the town. If the walk is too strenuous, then there is parking reasonably close to the top.

Oban also features a ferry terminal, which has regular crossings to Mull, which makes a fine day out in itself.



ACTIVITIES

A Trip to Mull

The usual way over is the ferry from Oban to Craignure, about 45 minutes on the water, with Oban about 40 minutes from us. You can also drive round through unspoiled Ardnamurchan and take the smaller Lochaline to Fishnish crossing.

Mull is bigger than it looks. Craignure to Fionnphort at the far western end is about 35 miles of mostly single-track road, so allow an hour and a quarter each way and do not try to see the whole island in a day.

Iona is a separate ten minute ferry from Fionnphort, at that far western end. It is the ancient burial place of the kings of Scotland and it is well worth seeing, but treat it as a day of its own rather than something to tack onto a tour of Mull.



ACTIVITIES

A Trip to Fort William

Fort William is about 17 miles away, roughly 25 minutes, and it is a lovely drive. It has a population of around 10,000 people, which greatly increases in the summer. The town itself is situated beside the water on Loch Linnhe.

There are many shops and things to do, including indoor climbing at Three Wise Monkeys, a marina at Corpach, cruises on Loch Linnhe offered by multiple companies including Cruise Loch Linnhe, and of course the nearby Ben Nevis, the UK's highest mountain.



ACTIVITIES

Ben Nevis

Near Fort William is the famous Ben Nevis, the UK's highest mountain at 1,345 metres (4,413 feet). The Glen Nevis visitor centre, where most people start, is about 30 minutes from us. Up and back down takes an average walker around 8 hours.

There is a relatively clear path to the summit, but thorough preparation is recommended, including proper hiking boots, warm layers, food, and plenty of water. Weather conditions can change rapidly, so check forecasts before attempting the climb. The mountain is best climbed between May and September.

On a clear day the views from the top are some of the best in the whole of Scotland.



ACTIVITIES

A Drive through Glencoe

Glencoe village is about 10 minutes north of us, and the viewpoints below the Three Sisters are another 10 minutes up the glen from there. If you did not come that way, the drive is well worth doing for its own sake.

The iconic mountains in Glencoe were formed by an ancient caldera collapsing, and were shaped by glacial movement. This violent formation set the scene for the centuries of inter-clan conflict which gives Glencoe the rich history it has today.

Hot Tub Rules

Our maintenance team checks every hot tub at least once a day. These rules keep the water clean and everyone safe, so please follow them.

Before you get in

- Shower with soap first.
- Swimsuits required. No suntan lotion, fake tan or skin creams.
- No children under 5. Children must be supervised by an adult at all times.
- Never use the hot tub alone, and never after a heavy meal.
- Do not bring glass in or near the hot tub.

While you are in

- Enter and exit slowly. No jumping or diving.
- Do not put your head under the water, and keep long hair away from the drains.
- Do not exceed the maximum number of people for your tub.
- We recommend limiting sessions to around 15 minutes at a time.

When you are done

- Turn the high jets off.
- Put the cover back on. It keeps the water hot and the debris out.
- Never sit or lie on the cover.
- Please leave the isolator switch at the wall on.

Please consult your doctor before using the hot tub if you are pregnant, have heart disease, diabetes, high or low blood pressure, you are receiving treatment, or have a long term illness.

All users of the hot tub do so at their own risk.

Legionella Information

We are obliged by Highland Council to include the following information for guests, as part of our short-term let licence. Legionnaires' disease is a lung infection caused by the inhalation of water droplets containing a bacterium called legionella.

Legionnaires' disease is a form of pneumonia, and whilst everyone is susceptible to infection, the risks increase for those in the following higher risk categories:

- people over 45 years of age
- smokers and heavy drinkers
- people suffering from chronic respiratory or kidney disease
- diabetes, lung and heart disease
- anyone with an impaired immune system

Legionella occurs naturally in water sources such as rivers and ponds, but usually in low numbers, and is unlikely to cause disease. The risk of exposure to legionella bacteria from purpose-built water systems is dependent on a number of environmental factors, such as the presence of legionella bacteria, the holding temperature of water in the system, material or debris introduced or accumulating within the water system, and a means of creating aerosol droplets.

The responsibility to control the risk of legionella within a property is with the duty holder/day-to-day manager. A legionella risk assessment completed by a competent person will identify any areas which are likely to pose a risk of exposure to legionella. Where risks are identified, suitable control measures are put in place to reduce the hazards.

All hot and cold water systems must be adequately maintained and control measures put in place as per those identified in the Legionella Risk Assessment.

Should you have any concerns about the water system in this property, or the following matters come to your attention during your stay, please contact the relevant duty holder or day-to-day manager:

- You believe the hot water temperature is below 50°C or the hot water tank/boiler is defective in any way
- You believe the cold water temperature is above 20°C
- You notice any debris or discolouration in the hot or cold water

Please do not adjust the temperature of the hot water or interfere with the water thermostat.

Name of duty holder: Donald Milton

Contact email address: stay@hollytreehotel.co.uk

Contact number: 01631 740 292



FURTHER INFORMATION

Luxury Hotel Rooms

Did you know that as well as our fantastic self-catering properties, we also have luxury hotel rooms? Our Captain's Rooms have private balconies, which offer panoramic views over the loch. Our Admiral's Rooms feature private glass-fronted sea view terraces, and our Deluxe Rooms feature a sea view window.

If you want to know more, please visit our website at www.hollytreehotel.co.uk.