



## Highland Club Direct FAQ's

### What is The Highland Club?

The Highland Club is a beautiful place to stay on the south shores of Loch Ness, set within 20 acres of beautifully landscaped grounds. We offer luxury accommodation in comfortable and private self-catered apartments and cottages.

### Can I arrange a gift voucher?

Yes, please call 0800 7316651 and we can organise a monetary gift voucher to be sent by email on a pre-determined date.

### Why Do I Have to pay a deposit?

To reserve your property (and prevent anyone else booking it for the same dates) we ask you to pay a £100 deposit. Please note that the deposit is non-refundable, except where the property is unavailable (in which case we'll refund you in full). We recommend you take out holiday insurance – just in case the holiday gremlins find a way to keep you at home.

### When is the full amount due?

The full amount is due 8 weeks prior to arrival.

### Can I cancel my holiday and get a refund?

If you let us know more than 8 weeks before your intended departure date, then we're happy to refund you the balance of your holiday. Unfortunately, we're not able to refund the deposit you paid to secure your booking.



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### Are discounts available?

Yes! You can always find offers on the Highland Club Direct website. The full list is available on our homepage under Special Offers.

### Can you recommend a good insurance policy?

“Booking Protect” can also be organised during the booking process. Alternatively, we'd recommend heading to “Just Travel Cover”.

### Does the price include VAT?

VAT where applicable is included in all our quoted prices unless stated otherwise.

### How will we collect keys and get directions to our accommodation?

You will be met on arrival, handed keys and shown to your apartment. More details of how to find your apartment and where to collect keys will be sent to you approximately 8 weeks prior to your arrival. Please note that The Highland Club does not have a 24 hour manned reception. As a result, you must let us know your estimated time of arrival in order for us to arrange someone to meet you.

### Where is the nearest rail station?

Inverness Railway Station and Fort William Railway Station are both 30 miles from Fort Augustus.



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### Can I hire a car at Fort Augustus?

Yes, see Expedia or Kayak for more information.

#### Car Hire near Fort Augustus

From both Fort William and Inverness, you can hire a car with Sixt rent a car or Easy Drive Scotland. Inverness also has Avis, Rhino Car Hire, and Enterprise rent-a-car. Fort William also offers Practical Car Hire, which can be delivered to the train station or your location in Fort William.

### Bus service in and around Fort Augustus

You can catch a bus (11 or 5A) into the centre of Inverness and then catch a local bus (513) towards Fort William, alighting at Fort Augustus near the fish and chip shop.

### Where is the nearest airport?

The closest airport is Inverness Airport. To see how to reach The Highland Club from various airports, please see below.

#### **Inverness Airport**

The closest airport to The Highland Club is Inverness airport, located close to Inverness. There are direct flights to Inverness airport from Amsterdam Schiphol, Belfast City, Birmingham, Bristol, Dublin, London Gatwick, Kirkwall, London Luton, Manchester, Orkney, and Stornoway. Airlines that fly in are British Airways, Flybe, and Easyjet.



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### **Edinburgh Airport**

Edinburgh Airport is approximately a 3-hour drive away. To drive from Edinburgh, the fastest route is to take the A9 and then turn left at Dalwhinnie on the A889, then left into the A86 towards Fort William, and finally turn right at Spean Bridge to join the A82 towards Inverness.

### **Glasgow Airports**

Glasgow is approximately a 3-hour drive away. There are two airports in Glasgow: Glasgow International and Glasgow Prestwick. To drive from Glasgow the fastest route is to take the A82 towards Fort William, continuing until you reach Fort Augustus.

### **Where is the nearest parking?**

There is free onsite parking for residents in The Highland Club.

### **Do you have Wi-Fi?**

The Club Lounge has complimentary Wi-Fi. For your convenience all properties also have Wi-Fi.

### **Can guests use the facilities at The Highland Club?**

Yes. More detail on the facilities offered can be found on the properties pages.



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### Can we bring our dog/pets?

Unfortunately, guests are not permitted to bring their pets.

### What is the smoking policy?

We have a strict no smoking policy and we ask our guests to adhere to this.

### What should we remember to bring with us?

It is advisable to bring food for your breakfast if you are arriving in the evening as The Boathouse does not offer breakfast and there is no breakfast food provided in your apartment. If you are planning on going on walks, it is advisable to bring hiking boots with you. It is a good idea to bring clothes for different weather as the weather can quickly change in the UK.

However, check the forecast for Fort Augustus before your holiday to get a better idea. The local weather is displayed on our website.

If you are travelling to The Highland Club from abroad, it is important to bring an adaptor with you as the UK has square pin 3 point sockets. You do not need to bring towels, linen, kitchen utensils or a hairdryer with you.



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### What are the check-in/check-out times?

Check-in time is from 4pm – 8pm. Arrivals after 8pm must be by prior arrangement, with a surcharge payable on arrival of £25.00. Arrivals after midnight cannot be accommodated and guests will have to check in the following morning.

Check-out time is by 10am. If you wish to have an extended check-out time please contact the Rental Manager (their details will be provided on confirmation of your booking) who may be able to accommodate your request.

### Do we need to clean the property before we leave?

It is expected that the property is left clean and tidy on departure. Other cleaning, such as bed linen, will be taken care of after your departure.

### What would happen if something gets damaged at our accommodation?

You must notify the Rental Manager immediately of any breakages and damage. (You are legally bound to reimburse the owners for any replacement, repair or cleaning costs that they incur on your behalf).

### Can I provide feedback on my holiday?

Yes, you can! A few days after your holiday you will be sent a link to a questionnaire from Up Front Reviews.



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### What if we are not happy about our accommodation or experience problems during our stay?

In the unlikely event of any problems during your stay, you must report it immediately to the Rental Manager who will attempt to resolve the matter immediately. If you remain dis-satisfied you must put your complaint in writing to us within 14 days of your departure. A failure to notify us within this time period may mean that we will be unable to resolve your complaint.

### How far is it to the nearest shop and village?

Less than a 5 minute walk. The Highland Club is located within Fort Augustus, a village next to Loch Ness. There is a local supermarket in Fort Augustus called Londis in the Great Glen Trading Centre. There are many other shops in the village. There are larger supermarkets in both Inverness and Fort William. Both Asda and Tesco deliver to The Highland Club.

### When is mosquito season?

August/September – please remember to bring your insect repellent!

### Can I hire a bike at Fort Augustus?

Yes. There is a bike hire facility in Fort Augustus. The daily rates as at 1 Apr 19 are £24 for adults, £16 for children and £10 for a “tag along two child’s trailer”. The price includes a helmet and a lock. You can pick up maps of local routes in the Fort



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Augustus Visitor Centre. If you are bringing your own bike, we have a padlocked container to store your bikes on site, however you must bring your own lock to secure your bikes to the stands within the container. For more information on bike hire in Fort Augustus, please see below: Girvans Bike

Hire, Website:

<http://www.girvanshardware.co.uk/index.php/fort-augustus-bike-hire> Email: [girvanshardware@gmail.com](mailto:girvanshardware@gmail.com) / Phone: 01320 366 864

### Where can I find a pub?

The Bothy Public House is both a bar and a restaurant located in the centre of Fort Augustus, near the Caledonian Canal and Swing Bridge. They offer takes on traditional Scottish dishes such as Cock-a-Leekie soup and venison.

The Lock Inn is also a bar and a restaurant, which offers good, non-complicated food with good portions and reasonable prices. They are located next to the canal.

### Where can I find restaurants?

On The Highland Club's estate is a fantastic restaurant called The Boathouse, the only restaurant on the south shores of Loch Ness. There are many other restaurants in Fort Augustus,





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such as The Lovat Hotel which is the white building located opposite the entrance to The Highland Club. The Inch Hotel is 1.5 miles outside of the village on the left hand side of the A82 when heading towards Inverness which is a quality option for lunch and dinner.

### **Do we need to bring a hairdryer?**

All properties supply hairdryers. If for any reason there is no hairdryer in your accommodation please contact the Property Manager as they will be able to supply one.

### **Do you supply baby equipment?**

Travel cots and highchairs can be provided at no cost. You can order during the booking process or contact the agent by email and they will arrange this on your behalf.