

An Caisteal Lodge – How things work / Helpful Information

In Case of Emergency A First Aid Kit is provided above the microwave for minor injuries. The nearest minor injuries unit is at Vale of Leven Hospital, Main Street Alexandria G83 0UA. The hospital is open 8.00am - 9.00pm every day. (Note that this is not for Children under 1 years old). The nearest hospital to treat a baby under 1 years old is the Royal Alexandra Hospital in Paisley.

If an Emergency situation has occurred, please dial the Emergency Services on 999, quoting the location as An Caisteal Lodge, Ardlui Holiday Park, Loch Lomond, Ardlui, G83 7EB.

Wi-Fi The Wi-Fi unit is located at the window beside the Freesat Box and DVD player. The Wi-Fi code is on the base of the box. ***We have unlimited WiFi, so you can stream as much as you like.***

Television & Freesat The LG Remote Control operates the Television. The Freesat Humax Remote Control operates the Freesat Box.

Accessing BBC iPlayer / Netflix etc on the Lodge Television

- Press Home on the Freesat Humax Remote Control
- Go to 'On Demand' and select the required application
- For Netflix, if the Parental Guidance code is asked for, the code is '0000'. Click in to 'An Caisteal Guest' & enjoy watching!

Please leave Netflix logged in with our login so that the next guest can use this account. (We unfortunately can't provide the Netflix password to our guests, but if the login is signed out, please contact us by email on ancaisteallodge@gmail.com or on Facebook Messenger @ancaisteallodge)

DVD Player Ensure that the HDMI cable is plugged in to the back of the DVD player. Press the input button on the LG Remote Control and select the relevant HDMI Input to play a DVD. (No DVDs are provided in the lodge due to COVID Restrictions)

Google Nest Mini Just say 'Hey Google' and ask anything. You can play music, get weather reports, get news, set alarms etc. You can connect your own device via Bluetooth or use the built in Spotify account to play Spotify Playlists.

Bluetooth Speaker Switch the speaker on at the on/off switch. Connect your device via Bluetooth

Central Heating Use the +/- buttons on the central heating controller in the hall to adjust the temperature. Please turn the heating down to a lower temperature when not in the lodge. Please do not touch any controls on the boiler.

Living Room Fire The Fire has three settings, Flame Effect, Low Heat & High Heat. Please use the Central Heating for continuous heat. Please switch the Fire off when not in use. ***Do not put anything in / on the fire.***

Washer / Dryer The Washer / Dryer is located in the entrance utility area. Details of the wash and dry cycles are located on the inside of the cupboard door.

Cleaning & Bins Cleaning Spray, Washing Up Liquid, Dishwasher Tablets and Bin Bags should be provided and be located under the sink. Laundry Powder / Liquids are not provided. Please take your rubbish to the outside bin storage area on the road to the hotel.

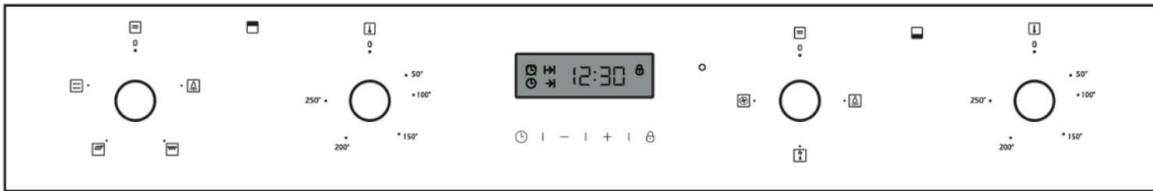
Hairdryer There is a hairdryer provided in the drawers in each of the rooms.

Barbecues No Barbecues are allowed inside the lodge, on the wooden decking area or on the wooden furniture. The lodge is wooden, so the fire risk is pretty high!!

Toaster Please ensure that the Toaster is pulled out from under the cupboard when in use as the heat from the toaster will cause damage to the underside of the kitchen cupboards.

Oven

Use the Top or Bottom Oven as required. When using the Oven function, also use the Temperature Dial to select the required Temperature). **Always switch all dials to OFF when not in use.**



TOP OVEN DIALS



OVEN LAMP ONLY



SINGLE GRILL



DOUBLE GRILL



STANDARD OVEN

BOTTOM OVEN DIALS



OVEN LAMP ONLY



DEFROST



FAN ASSISTED OVEN

In the event of a power outage, or if the cooker switch is accidentally switched off, the clock on the oven will flash. This will prevent the oven from being used. To reset, press the 'clock' button below the clock display twice. You can set the clock time if required, but the cooker will function with the clock set to any time.

Dishwasher The Dishwasher is built in to the cupboard adjacent the sink. The On / Off Button and programme buttons are located on the top of the Dishwasher. Tablets are provided.

Help / Contact Us You can ask at the Ardlui Hotel reception for any help needed during your stay.

Alternatively, you can email us direct on ancaisteallodge@gmail.com or contact us through Facebook / Messenger @ancaisteallodge

Enjoy your Stay!!