

Woodlands
2 Carn Elrig View
High Burnside
Aviemore
PH22 1UJ

Tel: +44 (0)7720 216073
Email: info@woodlandsaviemore.com
www.woodlandsaviemore.com



Your questions, answered...

We have tried to provide as much information as we can, if you still have queries then please do get in touch.

Q. What is included in the house?

A. All bed linen and towels are provided. They also include kitchen linen and washing up supplies. The kitchen is fully fitted with a fridge, freezer, oven and a large selection of crockery and utensils. There is a TV, DVD player, and playstation.

Q. Is there Wi-Fi?

A. Free Wi-Fi is available at Woodlands.

Q. What standard is Woodlands?

A. The house is inspected regularly to ensure it's perfect for your arrival. We pride ourselves in being able to offer our guests a unique type of luxury.

Q. Are pets allowed?

A. Of course your furry friends are welcome! We normally limit this to 2 well behaved pets however if you have more than 2, please do give us a call. There is a charge for pets to cover extra cleaning, this is £25.

Q. What time is check in and check out?

A. Check in is at 5pm. However if you will be arriving early then please feel free to let us know in advance and we will endeavour to provide you with access as early as we can. Check out is at 10am.

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Q. What is a Security Deposit?

A. A security deposit is required 8 weeks prior to arrival and will be refunded two weeks after departure on satisfactory inspection of the property. This will not be refunded in the event of significant damage or for extra cleaning if more than a 'normal' level of mess is left behind.

Q. How should we leave the house?

A. All we ask is that you leave the house tidy and please do your washing up. It is not necessary to strip the beds or Hoover. Unless you really want to!

We'd like you to take your bins out and recycle where you can.

Q. Do I need holiday insurance?

A. We do not provide holiday insurance and our full cancellation policy can be found in our T's and C's. We therefore recommend that you take out adequate holiday insurance. Please be aware that depending on your policy you may have to take out extra insurance to cover you for snow sports or any specialised kit that you may wish to bring.

Q. What if I want to cancel my holiday?

A. By making your booking you enter into a legal contract with us and your deposit is non-refundable.

All cancellations must be notified in writing and received by Woodlands. If you do not receive acknowledgement from us or receipt of your cancellation letter you must assume it has not been received. We strongly recommend you take out holiday insurance which includes cancellation expenses.

Q. What if there is a problem during my stay?

A. There is a list of useful numbers in the information pack and we hope we have included as much information as you may need. However if you still have queries we are on hand to help in any way we can, just drop us a note or give us a call if it is urgent.