



Index

Introduction	Page 2
The Ben Nevis Room	Page 3
Room tray	Page 3
Cleaning	Page 3
Departure	Page 3
Sustainability	Page 4
The Toilets	Page 4
Recycling	Page 4
Internet access	Page 4
Pillows	Page 4
Iron & Laundry	Page 4
Guest registration	Page 5
Access to the house	Page 5
Smoking	Page 5
Fire & Safety Arrangements	Page 5
Liability for Personal Belongings	Page 5
Shopping	Page 6
Parking	Page 6
Places to eat	Page 7
Public Transport	Page 8
Postal Services	Page 8
Tourist Information Office	Page 8
Information	Page 9
Books and games	Page 9
EMEGENCIES	Page 9
Medical and Local Services Information	Page 10



About Treetops

We, JJ and Jo would like to welcome you to the beautiful district of Lochaber set deep in the heart of the Highlands and our home, Treetops.

We purchased Treetops in August 2013 in pursuit of our dream of buying and running a Bed and Breakfast that offers the quality and flexibility that we know we all want and should expect when we are away from home.

Treetops was built in 2007 for Patricia and Peter Wilkinson who ran the business successfully until its sale in the summer of 2013.

Treetops is built on a granite rock face and has deep set foundations buried within the rock which means that this house isn't moving anywhere!

We have 2 letting rooms offering double, twin, single or family combinations. Both rooms have spectacular views of the mountains and en-suite bathroom facilities with either a shower or a bath/shower combination.

We are well behaved 'dog friendly' and simply ask that all dog owners bear consideration for the fact that whilst, like ourselves, you may love dogs, some people do not and the dog coming back from the Loch after a lovely doggy swim and shaking themselves all over the house without use of a towel is not appreciated. (Dog towels can be provided at no extra charge). We would also ask that dogs are kept under control at all times. This is because we cannot guarantee that our own resident cats, Willow & Tigger will take kindly to 'interference' from strange dogs.....our own Labrador Oscar can bear testament to this.

If there is anything you have forgotten for your trip please ask. If we are unable to provide it, there are good local facilities either in neighbouring Caol or in Fort William itself. A list of facilities is to be found within this pack as is a list of local places to eat is also available as are links to travel facilities in the area.

If more energetic pursuits are your thing then you have certainly come to the right place! The area is world renowned for its walking, mountain biking, climbing, fishing, shooting and skiing either on the Ben Nevis Range or at Glencoe or, for those who wish to travel a little further, Aviemore is an hour and a half away by car.

If you want a quieter time then the area is fantastic for sightseeing either on foot or by car. There is good access to the Hebridean Islands either by ferry from Malaig or Oban or through the Kyle of Lochash and over the bridge to Skye.

We hope that you enjoy your stay with us and ask that if you do then tell others and if you are unhappy then come and tell us first! All constructive feedback is appreciated and will be used to help us to deliver a quality service.

The Highlands are truly wonderful! We hope that you experience the same sense of awe and wonder that we do every time we open the curtains and that you will come and see us again on your next visit.

Jo and JJ Jarvis-Jones



Ben Nevis double room takes its name from Britain's highest mountain at 1,344 metres (4,409 ft) above sea level.

Ben Nevis is an Anglicisation of the Scottish Gaelic name Beinn Nibheis. Beinn is the most common Gaelic word for mountain, Nibheis is variously understood, though the word is commonly translated as malicious or venomous. As is common for many Scottish mountains, it is known both to locals and visitors as simply "the Ben".

The mountain is a popular destination, attracting an estimated 100,000 ascents a year, around three-quarters of which use the Pony Track from Glen Nevis. The 700-metre (2,300 ft) cliffs of the north face are among the highest in the United Kingdom, providing classic scrambles and rock climbs of all difficulties for climbers and mountaineers. They are also the principal locations in the UK for ice climbing.

The summit, which is the collapsed dome of an ancient volcano, features the ruins of an observatory which was continuously staffed between 1883 and 1904.

Room Tray

All beverages supplied in the room are complimentary. Fresh semi-skimmed milk is found in the fridge in your room. We have skimmed milk on request.

Breakfast

Breakfast is served between 08.00 and 08.45. Your room name is on the table for you to sit at.

Cereals, yogurt, fruit juice etc are available from the breakfast bar. Tea/coffee and toast is brought fresh to your table

Where possible we try to purchase all our fresh breakfast ingredients locally and certainly within Scotland to reduce our carbon footprint. To help with reducing food waste further, we use an ordering system for your breakfast. By doing this we only prepare and cook what you want, for the time that you want your breakfast.

You will need to complete a form for each person even if you are not having a cooked option.

Simply order the night before by putting bit.ly/treetopsbreakfast into your browser on your smartphone, tablet or laptop and follow the instructions. To send the form, the password is **Treetops2021**

Cleaning

We will make up and clean your room everyday between 10am and 12 noon.

Due to being open to walkers and pets we will sometimes have to use vacuums etc. to clean the rest of the house later in the day.

(Please note we reserve the right to enter the rooms in case of emergency or problems).

Departure

On check out day we ask that you vacate your room by 10am. This gives us time to clean and service the room and sort any maintenance issues in preparation of new guests arriving later that day.

Please remember to leave your room key in the door of your room.



Sustainability

As our contribution to the environment and saving energy we change the bedding and towels after every guest visit or in the case of longer stays we change the bedding every 3 days. Should you wish to have them changed more regularly then please leave towels in either the bath or shower and advise us if you want the bedding changed. We will be happy to oblige. Please remember to turn off taps when not in use. We do not supply face cloths due to many being thrown away due to being stained by makeup. On request, we can supply a pack of wet wipes.

Where possible we have fitted low energy bulbs and our TV's and other electrical appliances have low energy ratings, however we request that if you are not using any electrical device then please turn them off including laptops, tablets, phones etc.

We try to use where possible paper straws, paper cotton buds, reusable shopping bags etc, to reduce Treetops reliance on plastic products that are non-recyclable. This has currently reduced Treetops plastics to landfill by 87%.

All breakfast ingredients where possible are sourced locally or from Scotland. This helps to reduce our food miles carbon footprint.

The Toilets

Due to its location on the side of the hill all our waste is collected in a tank within our garden where the waste is then macerated and pumped back up the hill. There are 2 pumps (the second one in case the first fails) cost £1600.00 each. Therefore, we respectfully ask that nothing is put down the toilets other than toilet paper. Please use the sanitary bags and bins provided.

Recycling

Please leave items that you wish to be recycled by your waste bin in your room. We will remove and recycle items.

WiFi

All rooms are within the WiFi zone of the **B&B** wireless router. The password is: **Tre3t0p5@**
Please be aware that the broadband here is only up to about 35mb download speed.
BT is upgrading the system s l o w l y.

Pillows

In each room's wardrobe there are extra pillows. If used, please leave them on your bed upon departure and we refresh them.

Iron & Laundry

Should you require an iron and ironing board we have one available on each landing. Please ask and we will set them up for you.

Laundry can be done at Caol Laundrette. See Medical and Local Information page in this Welcome Pack.



Guest Registration

We are required by law to ask you to complete a guest registration card. This we ask you to complete on arrival.

Access to the House

Your room key is situated in the door of your room. There is also a front door key attached. After 10pm at night the front door will be locked. On entry to house after 10pm we are grateful if you would lock the front door behind you. Simply close the door, lift the door handle and turn the metal knob beneath the handle. Please be courteous to other guests when entering the house after 10pm.

Smoking

Smoking is not permitted anywhere within the interior of Treetops. If you wish to smoke you may do so by the small table and chairs that lead up from the car park staircase or front garden gate.

Anyone not complying with this will be asked to leave the premises.

Fire and Safety Arrangements

Within Treetops there is a combination of hard wired and battery wireless smoke and heat alarms. In the event of the alarm sounding, leave your room immediately and make your way by the safest route to the car park. If the fire is in the hallway outside of your room, stay in your room, place the duvet against the base of the door to stop the smoke from coming in and await the Fire Service. Do not climb/jump out of the windows as you may severely injure yourself.

Should you require any assistance from us then you can ring the doorbell that is located in the front lobby table. The pages at the back of the pack have a diagram of the layout of Treetops and the location of Fire Alarms and Exits.

Liability for Personal Belongings

We do not accept responsibility for loss of or damage to any cash, monies, jewellery or other articles.

In the event of negligence on the part of the B&B which gives rise to loss of or damage to property belonging to a Guest, the B&B's limit of liability will be limited to £50 for any single article and subject to a total of £100 in the case of any one Guest.

No liability is accepted for any consequential loss arising from loss or damage to property of the Guest.

We do not accept responsibility for loss or damage to motor cars or other vehicles of any kind or any property lost in them.

We refer you to and rely upon The Hotel Proprietors Act 1956.



Pets

Having pets ourselves, we appreciate how difficult it can be to offer your dog a holiday that doesn't involve the dreaded 'kennel' word!

We are aware that some guests may be uncomfortable around dogs, or indeed suffer from allergies, so we do have a few house rules:

Dogs (except guide dogs) are not allowed in the Breakfast Room and are not to be left alone in the bedrooms.

Important: Always remember, the area holds a large population of deer and farm stock which roam freely in many places - please keep your dog under control at all times, do not let them worry farm stock. Also, please clean up after your dog.

Dog towels and pooh bags on request.

Shopping

Fort William is just starting to recover from the last recession that caused many of its shops to close. It has a mix of tourist and normal daily shops along the High Street. You can find most things here but remember the town is at the end of the supply chain and this comes with its own logistical problems.

Close to the town centre there is Morrison's Supermarket and behind that is a Lidl store. Within the town centre there is a Tesco's Metro Store. Further out there is an Argos and Poundstretcher stores.

Parking Fort William

Long Stay Car Parks

The long stay car parks are West End, Transport Centre (opposite the Belford Hospital, and at the side of the Railway Station), An Aird No.1 (Opposite the Nevis Centre) and An Aird No.2 adjacent to the Shinty Club. At present charges are £2.00 per day.

West End Car Park

Used mostly for coaches, campers and private vehicles

An Aird Car Park - No 1

Opposite the Nevis Centre - suitable for HGV, caravans. Additional car parking in Fort William can be found at the Shinty Park, along from An Aird No 1.

High Street car park & toilets

Cars and short vans only Middle Street Car Park

Nevisport Car Park

A small car park right in the centre of town - cars and bikes only. Not long stay

Other car parks (no HGV or COACHES)

Achintee Car Park, Glen Nevis - not long stay

Glen Nevis Visitor Centre, Glen Nevis - not long stay

Braveheart Car Park, Glen Nevis - not long stay



Places to Eat – We have listed the places that we have tried and feel we can recommend

Moorings Hotel – Banavie Fort William PH33 7LY

Tel: 01397 772797 – Email: reservations@moorings-fortwilliam.co.uk Web: <http://www.moorings-fortwilliam.co.uk/>

The Moorings is about a 10 minute walk from Treetops. Situated next to Neptune's Staircase on the Caledonian Canal it serves both restaurant and bar meals. From May to the end of October it offers our guests 10% off the cost of a meal. Please ask us for a voucher if you wish to dine here. Open bar meals from 12.00 – 21.00 restaurant 19.00 – 21.00

Ben Nevis Inn – Achintee Road Fort William PH33 6TE

Tel: 01397 701227 Email: info@ben-nevis-inn.co.uk Web: <http://www.ben-nevis-inn.co.uk>

Our favourite the Ben Nevis Inn, it's an old barn situated in the glorious Glen Nevis at the foot of the Ben Nevis Pony trail footpath. Excellent rustic feel and very popular with walkers and tourists alike. Open lunch 12.00 – 17.00 dinner 17.00 -21.00

Browns Restaurant – Belford Road Fort William PH33 6BY

Tel: 01397 705721 Email: stay@nevisbankinn.co.uk Web: <http://www.nevisbankinn.co.uk>

Another of our favourites, Browns Restaurant is part of the Nevis Bank Inn on the main A82 into Fort William next to the Nevis Highland centre, excellent contemporary food and setting. Open lunch 12.30 – 14.30 dinner 17.30 – 21.30

Crannog Seaford - Town Pier, Fort William, PH33 6DB

Tel: 01397 705589 Email: info@crannog.net Web: <http://www.crannog.net/restaurant>

On the seafront on the main A82 in Fort William serves great freshly caught seafood. Open from 12 noon.

The Tavern – 72 High Street Fort William PH33 6AD

Tel: 01397 703600 Email: eat@thetavernrestaurant.co.uk Web: <http://www.thetavernrestaurant.co.uk>

Situated in the centre of town serves great gastropub food and has live music on some nights. Open from 11am

The Grog & Gruel – 66 High Street Fort William PH33 6AD

Tel: 01397 705078 Email: greatbeer@grogandgruel.co.uk Web: <http://www.grogandgruel.co.uk>

Situated halfway down the high street the Grog has a great menu for the Alehouse or Restaurant. Look out for nights with live music. The only place in the Fort that accepts well behaved pets in the Alehouse. Does not take table bookings. Open from midday.

Spice Tandoori – 141 High Street Fort William PH33 6EA

Tel: 01397 705192 Email: info@spice-tandoori.com Web: <http://www.spice-tandoori.com>

For lovers of something hot and spicy the Spice Tandoori Indian serves excellent food. Try and get a table by the window for a fabulous view of the Loch. Open lunch 12.00 – 14.00 dinner 17.00 - late

The Great Glen – 104 High Street Fort William PH33 6AD

Tel: 01397 709910 – Web: <http://www.jdwetherspoon.co.uk/home/pubs/the-great-glen>

A JD Weatherspoon's pub worth a mention due to its excellent value but not always the best service. Open from 7am – 22.00

Garrison West Public House & Kitchen - 4 Cameron Square Fort William PH33 6AJ

Tel: 01397 701873 Email: Hello@GarrisonWest.co.uk Web: <https://www.garrisonwest.co.uk>

Fort William's latest eatery. Sited in the centre of town at the back of Cameron Square. Small beer garden at the rear. Open from 11 till late.

Further afield but worth the journey of about 20/30 minutes.

Loch Leven Sea Café – Onich Fort William PH33 6SA

Tel: 01855 821 048 Email: alison@lochlevenseafoodcentre.co.uk Web: <http://www.lochlevenseafoodcafe.co.uk>

The extensive shellfish menu is complemented by an alternative menu featuring fish, meat and vegetarian options.

Glenfinnan House Hotel – Glenfinnan Fort William PH37 4LT

Tel: 01397 722235 Email: availability@glenfinnanhouse.com Web: <http://www.glenfinnanhouse.com>

Choose from a la Carte to bar meals in this great location alongside Loch Shiel

Public Transport

	Location	Provider	Contact Details
Nearest railway station	Banavie Station Banavie Fort William PH33 7JF	Scotrail	0330 303 0111 www.scotrail.co.uk
Nearest Mainline station	Fort William Station Tom-na-Faire Station Square Fort William PH33 6TQ	Scotrail	0330 303 0111 www.scotrail.co.uk
Buses Scotland	Fort William Bus Station Macfarlane Way Fort William PH33 6EN	Scottish CityLink	www.citylink.co.uk
Buses Fort William to Banavie Service numbers 45, 45a & 46	Fort William Bus Station Macfarlane Way Fort William PH33 6EN	Stagecoach Buses	www.stagecoachbus.com
Taxis	Caol, Fort William	Nevis & Caol Taxis	01397 703000

Postal Services

	Location
Nearest Post Box towards Fort William	Turn left out of Badabrie. Turn next left onto the B8004 for Gairloch. Follow road Post Box on right side of the road by the Moorings Hotel.
Nearest Post Box towards Mallaig	Post Office Corpach (see below)
Nearest Post Office towards Fort William	Post Office Caol Shopping Centre Fort William PH33 7AS
Nearest Post Office towards Mallaig	Post Office Corpach Co-op Supermarket Main Street Corpach Fort William PH33 7JG

Tourist Offices

	Location
Visit Scotland	15 High St Fort William PH33 6DH Tel: 01397 701801
Glen Nevis Visitor Centre	Glen Nevis Fort William PH33 6PF Tel: 01397 705922
Lochaber Geopark	55A High St Fort William PH33 6DH Tel: 01397 705314
Caledonian Macbrayne	Belford Rd Fort William PH33 6AN Tel: 01397 705285



Information

On the top landing at Treetops is displayed information booklets and guides to events and places of interest in the Lochaber area are displayed.

Books and Games

On the top landing there are reading books and board games for your use whilst staying at Treetops.

Emergencies

Where there is danger to life or a crime in progress then dial 999 or 112 from the telephone in the kitchen or living room or 112 your mobile phone.

Located in the small entrance lobby area there is a door bell on the table that can summon either JJ or Jo if we are not in the main part of the house (Please note that after 10pm this bell is only for EMERGENCIES only that require doctors, Police etc).

Medical and Local Services information

Service	Details	Contact Details	Distance from Treetops
NHS Direct	For immediate and confidential advice & information 24 hours per day, 7 days a week.	0845 4647 www.nhsdirect.co.uk	N/A
Doctor	Glen Mor Practice General Practitioner Service	01397 703773 Fort William Health Centre, Camaghael, Fort William, Inverness-Shire PH33 7AQ	1.5 miles
Dentists	NHS Dentists	01397 709865 Fort William Health Centre, Camaghael, Fort William, Inverness-Shire PH33 7AQ	1.5 miles
Accident & Emergency	Belford NHS Hospital	01397 702481 Belford Road, Fort William, Inverness-Shire PH33 6BS	3.5 miles
Laundrette	Caol Laundrette	01397 701111 Caol Shopping Centre, Fort William Inverness-shire, PH33 7DR	1.5 miles
Vets	Crown Vets Animal Hospital	01397 702727 Glen Nevis Place, Croft Road, Fort William, Inverness-Shire PH33 6DA	3.2 miles
Pharmacies	Lloyds Pharmacy	01397 703403 Caol Shopping Centre, Fort William Inverness-shire, PH33 7DR	1.5 miles
	Boots the Chemist	01397 705143 High Street, Fort William, Highland PH33 6EU	3.6 miles
Petrol Stations	A82 South – Esso 24 hours	Ben Service Station North Road, Fort William Inverness-Shire PH33 6TQ	2.0 miles
	A82 North – BP 24 Hours	Road to the Isles Filling Station North Road, Fort William Inverness-Shire PH33 6TJ	1.8 miles
	A830 West Open 10.00 – 17.00 (closed Sundays)	Johnston Bros Filling Station Mallaig, Inverness-Shire PH41 4QD	39.5 miles