*Heavenly Highland Cottages*

# Millbank

## Guest information

## Departure by 10am

Dear Guests,

Thank you again for choosing Millbank for your holiday and we do hope you have enjoyed your stay.

Before you leave the property please could you kindly follow these protocols to assist our housekeeping staff to turn around the property for new arrivals safely and hygienically. I hope you don't find the list too exhaustive and we thank you for your cooperation.

**Bedrooms and ensuite bathrooms:**

- There will be a **red laundry bag** in your room, usually in the wardrobe or wardrobe cupboard.
- Please remove your sheets, top pillowcases, and duvet covers from your bed(s)
- Put all the used **linens and towels** into the laundry bag.
- Place all used laundry into the back room where the side door lockbox entrance is.
- Tie up all rubbish from the room, remove from the house and recycle.
- Check drawers and wardrobes and under the beds for any forgotten personal items
- Close WC lid and flush
- Check windows in the bathroom and bedroom

**OVER>**

**Kitchen/Living areas and RECYCLING:**

- Please remove all rubbish and food items from the house, tie up bags and recycle into the large recycling bins at the end of the track. The bins are labelled. There is also extra recycling at the Braes Hall.
- Fill the dishwasher with any dirty crockery/utensils etc. Switch on to a suitable setting.
- Wipe down worktop surfaces
- Remove all personal condiments, semi-full wine bottles etc and take home or dispose of them in recycling.
- All food to be removed from the fridge and freezer and taken away.
- **Please note:** extra RECYCLING is also available at the Braes Hall just along the road for bottles and cardboard particularly. Please use this facility if the Millbank bins are too full. We don't have as many collections as we would like.

**Logs:**

- Please fill in the logs notebook with how many bags of logs you have used and leave your log payments in the honesty jar provided. (Your first logs in the living room basket are complimentary).

**Outside and garden areas:**

- Please check grounds for any personal items, e.g., Toys, Balls, etc., and remove. Close gates on departure.
- Please ensure all dog waste is collected and disposed of.

Do leave a wee message in our visitors book. All feedback is appreciated!

Thank you very much for your cooperation.
Haste Ye Back!

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