

Useful Information



Check-In: 5pm
Check-Out: 10am

Arrival - Your accommodation will be available from 5pm onwards on the day of arrival however you are welcome to use the facilities from 10.30am onwards.

Departure - You are more than welcome to use the facilities within the resort on the day of your departure up until 2pm however you must vacate your lodge by 10.00am. Failure to do so may incur an additional charge. Lodge keys must be returned to Reception. If you lose a key, you will be charged £35 for each key. If you find the key and return it, you will be reimbursed.

All linen and towels are provided in your accommodation. Please note that linen and towels are not provided for cots. It is advisable to bring additional towels for when using your hot tub or swimming pool.

Appliances - These vary per accommodation and you should check at the time of booking what is in your accommodation. All are equipped with an oven, hob and fridge with many also containing freezers, washers, dishwashers and microwaves. All the essentials you may need to start your holiday will be provided, such, washing-up liquid and kitchen cloths. There will be enough for your arrival date but all days after this please ensure you bring your own supplies.

Rubbish - We ask that guests deposit all their refuse in the bin stores located around the park.

Dogs - Dogs should be kept on a lead at all times on the park in areas where there are units of accommodation. Dog waste must be picked up by owners and deposited in the bins around the site. It is not permitted to leave dogs/pets unattended in your accommodation at any time. If these guidelines are broken you will be asked to leave park immediately.

Activities - It is advisable to pre book your activities to avoid disappointment. All activities are paid in full at the time of booking and the monies are non-refundable unless cancelled by us.

Wi-Fi - This is currently available in our Lochside Premier lodges. It is available free of charge in both the main facility building and the Activity Barn.

Swimming Pool - The pool does not have a lifeguard. It is the parent/guardian/carer's responsibility to supervise a young person in the pool. Children under 14 must be supervised at all times. Gym users must be aged 16 or over. Please note that the rate includes use of the Pool, Poolside & Gymnasium (poolside & gym to age 16 and over only) from 10.30am onwards on the day of arrival and during the standard opening times on the days in-between and available until 2pm on the day of departure, subject to availability.

Access to the swimming pool is restricted to 1.5hours per day for each guest. Time slots are available for booking and remain subject to availability.

Directions - if using satellite navigation please enter the post code DD2 5LY, any other postcode or address will direct you to the next village.

LOST PROPERTY - Please check thoroughly that you haven't left anything behind. We take no responsibility for any item left unclaimed and cannot respond to assurances that certain items were left. We will only keep lost property items onsite for 7 days maximum and this will be disposed of thereafter. Any item left behind must be uplifted within 10 days. We are willing to post items when requested within 7 days at a £10.00 minimum charge.

Frequently asked questions



What time is check-in and check-out?

You can arrive at any time after 10am on day of arrival but your lodge is ready for 5pm. Check-out is by 10am on day of departure. You are welcome to use the leisure facilities on both days.

Is there a hairdryer?

Yes, there is a hairdryer in every lodge. You will find this in the master bedroom.

Are beds made up for arrival?

Yes, beds are made up for arrival.

If I hire a cot is linen provided?

No, we do not supply a mattress or bedding as per the manufacturers recommendations so please bring your own.

Is there a washing machine?

Yes, and either a tumble dryer or a washer dryer, this excludes the Byron Lodges.

What does the welcome pack consist of?

Dishwasher tablets, bin bags, cloths and a sponge.

Are towels provided?

Yes, we provide them in your lodge for your arrival.

Can I use the swimming pool?

As lodge guests you get complimentary use of our leisure suite. We have a Swimming pool which is 1.2m deep, children aged under 14 must be supervised by an adult at all times. We also have a fully equipped gym, steam room, sauna and spa bath.

Is there wheelchair access to the lodges & swimming pool?

All of our lodges have wheelchair access, we do however recommend you call to discuss your requirements. We also have wheelchair access for the swimming pool but please note there are only stairs into the pool itself.

How far is the lodge from the resort?

The lodges are all within a few minutes' walk of the main resort.

Do all lodges have baths?

There are very few lodges with baths. Please advise if a bath is needed when booking, however these are limited.

Are there irons in the lodges?

Yes, there is an iron and ironing board provided in the lodge.

Do we need to book the golf?

Booking is advised in summer months for golf as it is at its busiest. You can book on arrival or phone in advance to do this on 01382 585000.

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Can we hire clubs?

You can hire a full set of clubs or a single club.

What might I forget?

Washing up liquid, dishwasher tablets, washing powder, dishcloths, tea towels, toilet roll, salt, pepper, tea, coffee, cooking oil, kitchen roll, tinfoil, cling film, recycling bags, torch.

Are children allowed in the bar?

As Piperdam is a family resort and has the necessary license there are no time restrictions for children in the restaurant or bar areas.

Are dogs allowed in the bar?

Sorry, only service dogs are allowed in the bar area.

Is there a cash machine on site?

Guests can get cash back from the lounge bar or alternatively there is a cash machine at the Petrol station in Birkhill.

Where is the nearest shop/supermarket?

We have an onsite Shop for all those last minute amenities. The local villages of Muirhead & Birkhill also have a couple of shops which will have all main necessities. If you need a bigger shop, there is a Tesco Extra and Asda on the Kingsway in Dundee which is only a 10-minute drive from Piperdam.

Do supermarkets deliver to the lodges?

Most of the main supermarkets i.e Tesco & Asda deliver shopping straight to your lodge. Please ensure the delivery time slot is after 4pm when your lodge is ready.

Is there a telephone in the lodge?

No.

Is there WIFI?

There is WIFI within the main resort itself, this is free of charge. A small number of lodges do have Wi-Fi so please ask at the time of booking.

Can I bring my dog/pet?

Yes, but this must be pre booked and pets are only allowed in certain lodges.

Are towels provided at the leisure facilities?

Yes, you can hire towels at Reception for use in the Leisure facilities at a charge of £1.00.

Can we use a debit card for our security deposit?

Yes, you can use a debit card however it may mean that the debited amount is held for longer and you won't have access to this money for up to 10 days. A credit card is better.

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Do I need the card used for the security deposit at check out?

No as we don't refund the card, the amount is released automatically. You won't see it on your statements as a sale or a refund.

Are BBQ's allowed on park?

BBQ's are not permitted on site within the woodland lodges. We only permit BBQ's at our Lochside Premier lodges.

Do you have a Lost Child Policy?

If your child is lost, please notify reception immediately.

Do you need to book your Go Active activities in advance?

Yes, it is advised. We require payment in full at the time of booking and this is non-refundable. Timetables are in place for set periods and are available upon request.

Can you park at the lodge?

Yes. We have parking at the lodge however the number of cars is restricted for emergency access purposes. Any additional cars must park in the main secure car park located at the main resort. We permit the following at the lodges:

Muirloch, Rainbow, Byron, Raeburn - 1 Vehicle
Osprey & Galbraith - 2 Vehicles
Vegas, Lochside, Eagle, Forester and Kinder - 3 Vehicles

Where is the Soft play area located?

Our Little pipers soft play is located within the Activity Barn over behind the play park. There is a footpath located loch side or a small car park you can use as well.

Do we offer treatments onsite?

Yes, we have our Admire Spa onsite, this offers a number of treatments. Further information is available upon request.