

# Welcome to Landal Piperdam

The total Scottish experience



COPPERGREEN  
LEISURE RESORTS



PIPERDAM  
LEISURE RESORT



# Welcome to Landal Piperdam

Unforgettable holidays are in our nature

Please note that check-in is from **4pm**

Dear Guest,

A very warm welcome to Landal Piperdam. We really hope you will enjoy your stay with us and that you and your friends and family allow yourself some 'ME' time to enjoy all the park and surrounding area we have to offer.

Included in this pack is important and useful bits of information that will help ensure you and your party get the most out of your time with us and have an enjoyable holiday.

The lodges at Piperdam are set amongst 650 acres of stunning Scottish scenery and it's also surrounded by much more open countryside, just waiting to be explored. We have an array of nature, walking and cycling trails, ready and waiting – whatever the weather. You also have the city of Dundee only a short drive away, with fantastic attractions such as the V&A.

It's worth taking a few moments to read through the information provided for you so you can plan your time here, as we all know holidays are over far too soon and we want you to make the most of your precious time.

I hope you enjoy your lodge and its homely surroundings and if there is anything you feel we have missed that would improve your time with us, then please let us know.

All staff at Landal Piperdam are here to support you and help you have a great holiday, so please ask any of our staff for help and we will be more than happy to assist.

Happy Holiday

## Gill

Gill Cree  
General Manager, Landal Piperdam

# Opening and Closing Times

For all departments

For further information or to make any bookings, please call reception on

**01382 585000 (option 0)**

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
<b>Main Reception</b>	8am – 6pm	8am – 6pm	8am – 6pm	8am – 6pm	8am – 6pm	8am – 6pm	8am - 6pm
<b>Pipermarket Shop</b>	8am – 5:45pm	8am – 5:54pm	8am – 5:45pm	8am – 5:45pm	8am – 5:45pm	8am – 5:45pm	8am – 5:45pm
<b>Gym &amp; Pool</b>	10am - 6pm	10am - 6pm	10am - 6pm	10am - 6pm	10am - 6pm	10am - 6pm	10am - 6pm
<b>Little Pipers Soft Play</b>	9:30 – 6pm (Last entry 5:30pm)	9:30 – 6pm (Last entry 5:30pm)	9:30 – 6pm (Last entry 5:30pm)	9:30 – 6pm (Last entry 5:30pm)	9:30 – 6pm (Last entry 5:30pm)	9:30 – 6pm (Last entry 5:30pm)	9:30 – 6pm (Last entry 5:30pm)
<b>Go Active Activities</b>	9:30 – 6pm	9:30 – 6pm	9:30 – 6pm	9:30 – 6pm	9:30 – 6pm	9:30 – 6pm	9:30 – 6pm
	These times are a guide. For specific activity times & prices, please <a href="#">click to see our online calendar</a>						
<b>Bike Hire</b>	9:30 – 5pm	9:30 – 5pm	9:30 – 5pm	9:30 – 5pm	9:30 – 5pm	9:30 – 5pm	9:30 – 5pm
<b>Golf at Piperdam</b>	Seasonal	Seasonal	Seasonal	Seasonal	Seasonal	Seasonal	Seasonal
<b>Admire Spa</b>	9am – 6pm	9am – 6pm	9am – 7pm	9am – 6pm	9am – 6pm	9am – 6pm	9am – 6pm
<b>Room with a View/ Howie's Bar</b>	<b>Drinks:</b> 9:00am – Late  <b>Food:</b> 9:00am – 8:00pm (Last orders)	<b>Drinks:</b> 9:00am – Late  <b>Food:</b> 12:30pm – 8:00pm (Last Orders)	<b>Drinks:</b> 9:00am – Late  <b>Food:</b> 12:30pm – 8:00pm (Last Orders)	<b>Drinks:</b> 9:00am – Late  <b>Food:</b> 12:30pm – 8:00pm (Last Orders)	<b>Drinks:</b> 9:00am – Late  <b>Food:</b> 9:00am – 8:00pm (Last Orders)	<b>Drinks:</b> 9:00am - Late  <b>Food:</b> 12.30pm – 8:00pm (Last Orders)	<b>Drinks:</b> 9:00am - Late  <b>Food:</b> 12.30pm – 8:00pm (Last Orders)

Please note that the above times are subject to change with minimal notice. Please check with reception for latest updates.

## Maintenance

- If during your stay you encounter any technical difficulties or require maintenance, please contact reception. If this is out of hours then we will endeavour to have any issues resolved as soon as reasonably possible.
- Should you require emergency services, such as police, fire or medical help, call 999
- Security contact number **07399662229** - this is only to be used in extreme circumstances

# Landal Piperdam Park Map

**Reception:** 01382 585000 (Option 0)

**Security:** 07399662229

**Hot tubs notice:** We politely ask that all guests vacate the hot tub no later than **11pm** to respect noise levels for other holiday makers.

The onsite recycling areas are able to accept:

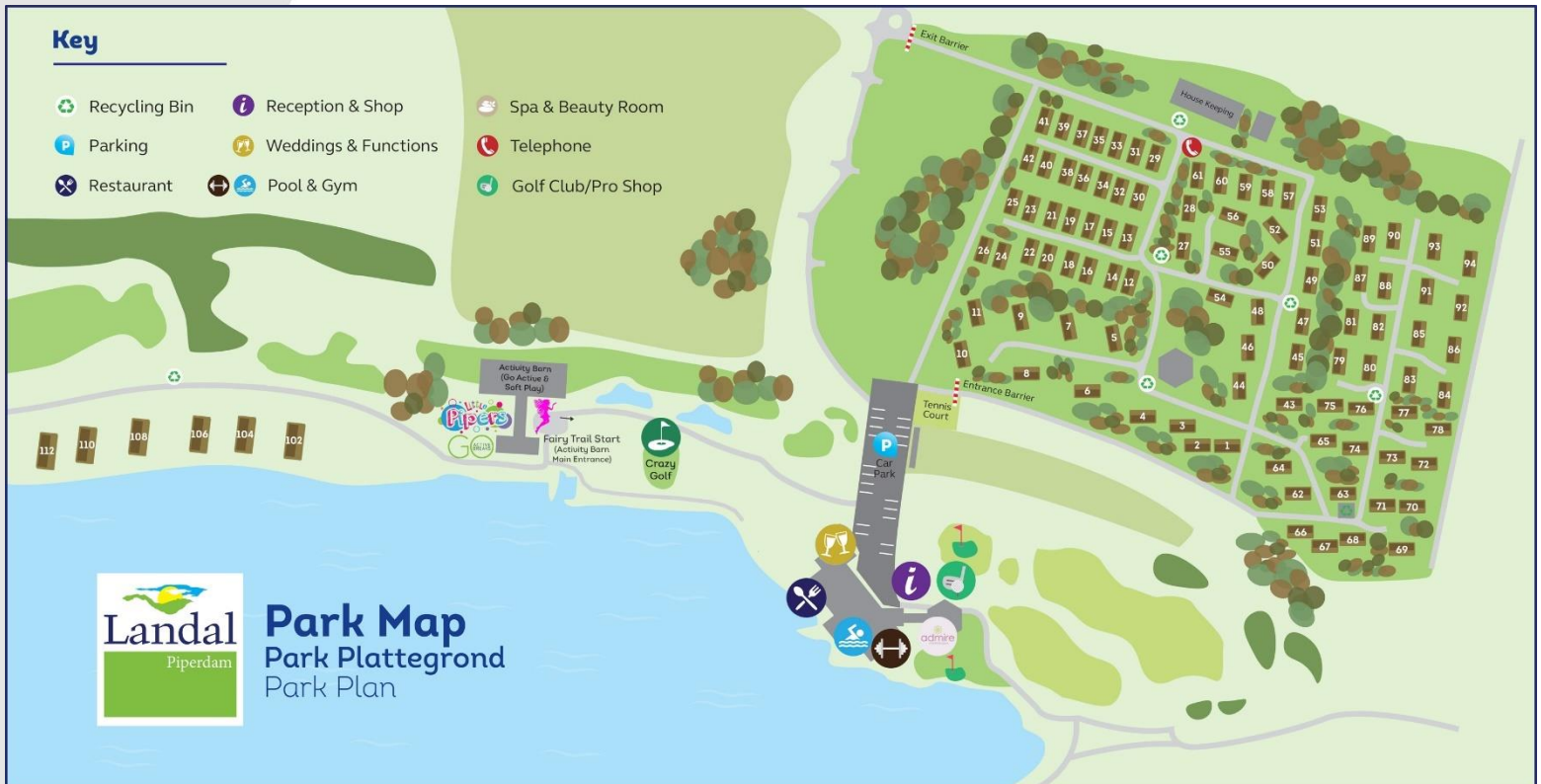


**Glass** (green, brown & clear)

**Mixed Recycled** (paper, cardboard & cans)

**Food Waste** (must be deposited in clear plastic bags)

**General Waste Bins** are also located at these sites



# Dining at Piperdam

## Howie's Bar / Room with a View Restaurant

As a holiday guest, we invite you to join us for the Piperdam eating out experience. More than ever, the escapism of enjoying a nice meal, drink or both with family, friends or loved ones is more comforting than ever and what better way to do that than on the banks of our scenic loch and in excellent company. Dogs are welcome in the bar, in the designated area.

### Opening Hours:

#### Bar Drinks

**Monday:** 12pm – Late

**Tuesday:** 12pm – Late

**Wednesday:** 12pm – Late

**Thursday:** 12pm – Late

**Friday:** 12pm – Late

**Saturday:** 12pm – Late

**Sunday:** 12pm – Late

#### Food Serving Times

**Monday:** 9.00am – Last Orders 8:00pm

**Tuesday:** 12.30pm – Last Orders 8:00pm

**Wednesday:** 12.30pm – Last Orders 8:00pm

**Thursday:** 12.30pm – Last Orders 8:00pm

**Friday:** 9.00am – Last Orders 8:00pm

**Saturday:** 12:30pm – Last Orders 8:00pm

**Sunday:** 12:30pm – Last Orders 8:00pm

(Breakfast now available Monday and Friday 9.30am – 11.00am)

### Table Key Collection

To make the key collection on a Monday and Friday a more relaxing experience, lodge guests can now have their keys brought to them in the bar/restaurant at **4pm** when the lodge is ready.

[Book your table online](#) and if you arrive at Piperdam before **4pm**, simply head to reception to complete your pre-arrival paperwork and deposit, then head through the bar / restaurant and inform the waiter team that you are collecting your key whilst enjoying a drink/meal. All we need is your name and booking details.

If you are still seated by 4pm, we will bring your key to your table. No issue, no fuss, no queues.

**CLICK TO BOOK YOUR TABLE  
& VIEW OUR MENUS**

# LUNCH TIME SPECIALS

Served Monday to Friday (12pm - 3pm)

**FILLED CIABATTA w/ CHEF'S SOUP OF THE DAY**

## **OPEN CHICKEN SANDWICH**

Juicy grilled chicken breast, streaky bacon, tomato, shredded lettuce and mayo on an open, warm ciabatta. Served with skinny fries.

## **BEEF LASAGNE**

Beef ragu cooked with tomato, layered with egg pasta and a matured Cheddar cheese sauce. Served with garlic bread.

## **GRILLED CHICKEN SALAD**

Succulent grilled chicken breast with lettuce, sliced boiled egg, cherry tomatoes and Caesar dressing. Finished with shaved Parmesan.

## **SPINACH & RICOTTA CANNELONI**

Baked in a creamy tomato and basil sauce, topped with mozzarella and Cheddar cheese. Served with Garlic bread.

## **BATTERED COD FILLET**

Served chips, garden peas and tartare sauce.

HOWIE'S  
BAR

ROOM WITH A VIEW  
RESTAURANT

**JUST €15  
FOR 2!**

# Admire at Piperdam

## Spa & Beauty Rooms

CLICK TO BOOK YOUR SPA TREATMENT ONLINE



## TREATMENT MENU

### Signature Therapies **GBP**

Bamboo Massage (1hr)	70
Chocolate Full Body Massage Cocoon (1hr)	90
Golfer's Tonic (1hr)	65
Couture Touch (1hr)	75
Couture Touch (2hr)	120
Power Hour Massage	75

### Massage and Body Treatments **GBP**

Back Neck & Shoulder Massage (30mins)	45
Full Body Massage (1hr)	65
Chocolate Back Massage (30mins)	55
Chocolate Full Body Massage Cocoon (1hr)	90
Bamboo Back Massage (30mins)	50
Bamboo Full Body Massage (1hr)	70
Hot Stones Back Massage (30mins)	55
Hot Stones Full Body Massage (1hr)	70
Golfer's Tonic (1hr)	65
Invigorating Lime & Ginger Salt Scrub (1hr)	65
Indian Head Massage (40mins)	45
Reflexology (50mins treatment & 10mins rest)	55
Peaceful Pregnancy Massage (60min treatment & 10 mins resting time)	75

### Facial Treatments **GBP**

Admire Mini Facial (30mins)	50
Admire Classic Facial (1hr)	65
Superfood Radiance Facial (1hr)	70
Anti-Blemish Mattify & Calm facial (1hr)	75
Pro-Collagen Age Defy Facial (1hr)	75
Pro-Definition & Lift Facial (1hr)	75
High Performance Men's Energiser Facial (1hr)	75

### Eye Treatments **GBP**

Eyelash Tint (20mins)	15
Eyebrow Tint (15mins)	15
Eyebrow Wax (15mins)	15
2 Eye Treatment Option (30mins)	25
3 Eye Treatment Option (45mins)	35
Lash Lift & Tint (1hr)	45
Eyelash Extensions (2hr)	60

### Nail Care **GBP**

Manicure (45mins)	35
Shellac Manicure (1hr)	35
Shellac French Manicure (75mins)	45
Pedicure (45mins)	40
Shellac pedicure (1hr)	40
Shellac French pedicure (75mins)	50
Luxury pedicure on massaging chair (1hr)	55
Nail Art on Request (by appointment)	from 50p – £2 per nail

### Waxing **GBP**

Full Leg Wax (45mins)	35
Half Leg Wax (45mins)	25
Bikini Wax (20mins)	20
Full Leg & Bikini Wax (1hr)	45
Forearm Wax (15mins)	15
Underarm Wax (15mins)	15
Lip Wax (15mins)	15
Chin Wax (15mins)	15
Eyebrow Wax (15mins)	15
Back Wax (45mins)	25
Brazilian / Hollywood Intimate Waxing (45mins)	30

### Make-Up **GBP**

Make-up Application (1hr)	45
Make-up & Party Lashes Application (75mins)	55

CALL 01382 585000 TO BOOK A LODGE TREATMENT

**Admire at Piperdam**  
Lodge Treatments

# Lodge Treatments

## 1-hour Treatments

### **Ultimate Rejuvenation**

Aromatic back, neck and shoulder massage and nourishing facial.

### **Massage and Glow**

Cleanse & invigorate during a Lime and Ginger back exfoliation with back and leg massage.

### **Tranquil Trio**

Infusing back, neck and shoulder massage, calming facial and Indian head massage.

## 50-minute Treatments

### **Reiki Healing**

A gentle, non-invasive, comforting experience. Reiki is a healing energy that works from the inside out, to treat many things, from anxiety & insomnia to physical ailments, initiating wellness. (This is not to replace medical treatment but to work alongside)

### **Reflexology**

An ancient Chinese therapeutic treatment, working on the Meridian Lines that connect the feet and body. Acupressure releases blocked energy promoting health and vitality.

### **Reflexology**

A synergy of Reiki and Reflexology combined to restore mind, body, and soul.



## We come to you!

Experience Admire and a selection of our finest treatments in the comfort of your lodge. Book today and our team will come to you as you relax in your private space.

## Special Offer

**Larger parties of 6 or more receive 10% off each treatment.**

**Alternatively, larger groups can book 1/2-hour treatments for £55 each.**

Choose from:

Back, neck and shoulder massage

Express Rejuvenating facial





## Our exciting Little Pipers Soft Play is a must for kids of all ages!

## Little Pipers Soft Play

Housing a dedicated area for babies and toddlers with plenty of challenges, puzzles and fun things to play with. For the older ones we have three levels to discover including Superfast Twin Lane Astra Slide, Clear Crawl Tube, V-Rope Bridge, Trampoline, and a Slithery Tunnel Slide.

Hungry? Our charming Little Pipers café brings both hot and cold snacks and drinks to keep rumbling bellies at bay. We can also host the best parties in town with delicious food, party treats and of course, soft play or Go Active access! We can even offer guest appearances from our furry mascot Bollo the Bear!

We are currently operating a half hour pay as you go entry system from 9:30am (no booking necessary). Guests are permitted in the soft play for a maximum of **2 hours**.

Whatever you're into, you are sure to have a blast at Little Pipers Soft Play at Piperdam!

### Prices

#### Weekday Prices (Monday – Friday)

Under 6 months – Free  
6 months to 1 year – £1.00  
1 to 2 Years – £4.00  
3+ years and over – £4.75

#### Weekends (Sat & Sun) + School Holidays

Under 6 months – Free  
6 months to 1 year – £1.00  
1 to 2 Years – £4.75  
3+ years and over – £5.50

Please be aware we are only taking card payments at this time.





# Family-Friendly Go Active Programme

Exciting activities for both children and adults

With a whole host of exciting activities available at Piperdam, you are never short of choice. Regardless of age, experience or physical ability our expert Go Active schedule will provide adults or the wee ones with the best experience and memories available to you.

Our GO ACTIVE sessions take place on-site giving you a whole host of options ranging from archery, zorbing, and biking to indoor-Segways, multi-sports, and crazy golf, whilst our swimming pool is heated and as such perfect for kids of all ages with our water-based activities.



## Body Zorbs

[Click to book online](#)



## Indoor-Segways

[Click to book online](#)



## Soft Archery

[Click to book online](#)



## Crazy Golf

[Click for more info](#)



## Foot Golf

[Click for more info](#)



## Tennis Hire

[Click for more info](#)

All Go Active sessions are coordinated by our skilled instructors who will ensure that you and your loved ones are safe and have the best time possible. Although some of the activities do require a certain level of fitness, we will always work at your pace so that you experience the best the activities have to offer.

**[Click here to visit our website and view the itinerary as well as the full range of activities on offer during your stay.](#)**

Due to popular demand, we always encourage you to book in advance of your stay to avoid disappointment.

# For the Wee Ones

Fun activities the younger kids will love!

For the younger generation joining us on holiday, we have a whole host of fantastic activities designed to burn off energy, educate or even tap into their creative skills.

They won't be able to smile wide enough when they join us for our young kids' activity programme!



## Fairy Trail

[Click for more info](#)



## Rip Riders 360

[Click to book online](#)



## Lil' Crazy Cartz

[Click to book online](#)



## Pipers Playgroup

[Click to book online](#)



## Balanceability

[Click to book online](#)





Just keep swimming, just keep swimming, just keep swimming!

Piperdam's heated pool is a blissful way to kill time with the kids. With various pool activities to enjoy, families can experience the thrills of walking on water, zipping around on your very own mini-jet, or learning life-important swimming lessons with our expert teachers.

## Pool Activities

Splashing good time!

### Mini Jets

[Click to book online](#)



### Water Walkerz

[Click to book online](#)



Here at Piperdam we have two great golf courses, a short game area and our Piperdam golf shop ready to help with advice. Whether you are looking to play every day or just have the odd game we have great discounted rates for all our lodge guests.

If you are just thinking about one or two games, then all Lodge guests are offered a reduced rate of £27 midweek and £32 at weekends for their green fees on our 18 hole “New Course”. That equates to approximately a 20% discount on our round price. A full list of your reduced prices can be found below, including club and buggy hire.

For those looking to play more golf, we now offer a golf inclusive deal to any of our lodge guests where for a one-off payment you are welcome to play unlimited golf on both our courses during the duration of your stay. This offer represents great value as your unlimited golf can cost less than £15 per day. You are even welcome to join in with any club medals that take place while you visit, allowing you to return an away score to your home club for your handicap.

Prices are per lodge guest and are listed below.

	Midweek	Weekends
<b>18 Hole “New Course” Pay &amp; Play</b>	<b>£27</b>	<b>£32</b>
<b>9 Hole “Wee Piper” Pay &amp; Play</b>	<b>£15</b>	<b>£18</b>
<b>18 Hole “New Course” Junior</b>	<b>£16</b>	<b>£16</b>
<b>9 Hole “Wee Piper” Junior</b>	<b>£8</b>	<b>£8</b>
<b>Unlimited Golf During your stay at Piperdam</b>	Short Stay	Week Long
<b>Adult (18 +)</b>	<b>£100</b>	<b>£120</b>
<b>Junior (17 &amp; under)</b>	<b>£60</b>	<b>£80</b>

### Special Offers (Available all-day midweek and after 2pm on weekends)

Offers on golf buggies are subject to availability

#### 2-Ball Offer - £75

Includes: 18 holes on the “New Course”  
A golf buggy for your round

#### 3 Ball Offer - £125

Includes: 18 holes on the “New Course”  
2 golf buggies for your round

#### 4 Ball Offer - £145

Includes: 18 holes on the “New course”  
2 golf buggies for your round

### Other golf prices include:

Trolley:	£5 per round	£7 per day
Golf Buggy:	£25 (Mon-Fri)	£30 (Sat-Sun)
Club Hire (Set):	From £20 on the “New Course” & £10 on the “Wee Piper”	
Junior Hire (Set) Limited Availability:	£5 per 9 holes	



# Golf Lessons at Piperdam

Gareth Couzens – GC Golf

## Golf Lessons

Are you a budding golfer with heart and passion but somewhat lacking in skills? Look no further than golf lessons on our 9-hole course. Provided by our associate Level 3, PGA Professional, **Gareth Couzens**, your visit to Piperdam can be so much more than hot tubs and swimming pools. With fixed availability every Tuesday and Saturday mornings and ad-hoc availability throughout the rest of the week, you will have all the flexibility to become a competent golfer before you know it!

**To Book:** Please call Gareth directly on **07947108173**



**GC GOLF**

EXPERT GOLF TUITION FROM  
**GARETH COUZENS**  
LEVEL 3 PGA PROFESSIONAL

LESSONS	ADULT	JUNIOR
30 mins	£28	£20
3 x 30 mins	£75	£55
6 for 5	£140	£100

ON COURSE PLAYING LESSONS - 3/6/9 HOLES AVAILABLE



## Gareth Couzens

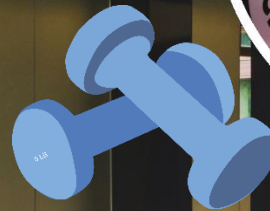
Gareth Couzens is an experienced Golf Instructor with over twenty years' experience. In running his golf academy, GC GOLF, he relishes the challenge that teaching golf brings and in continuing to expand his knowledge he ensures that he delivers coaching of the highest quality.

This knowledge and enthusiasm alongside his approachable nature has ensured his success at nurturing golfers of all ages and abilities. Dedicated to the development of junior golf he coordinates an extensive Junior Development Programme which now attracts over 90 children each week for 17 weeks of the year.

# Swimming & Gym Facilities

[Click to book your swim and gym time](#)

No holiday is complete without splashes, dips and bubbles, and Piperdam is no exception! That is why all lodge guests receive full complimentary use of our stunning heated indoor swimming pool, bubble pool, sauna and steam rooms, as well all gym facilities.





If, like so many others, you arrive on holiday and remember that you forgot something, then fret not! Our reception convenience store stocks a large selection of essentials that you can access 7-days a week.

From frozen foods, tasty treats, cleaning products and gift shop mementos, you don't need to feel at a loss just because we're deep in the gorgeous countryside.



**At your Convenience**

Pipermarket - your essentials at Piperdam

### Opening Hours

<b>Monday:</b>	08:00 - 17:45
<b>Tuesday:</b>	08:00 - 17:45
<b>Wednesday:</b>	08:00 - 17:45
<b>Thursday:</b>	08:00 - 17:45
<b>Friday:</b>	08:00 - 17:45
<b>Saturday:</b>	08:00 - 17:45
<b>Sunday:</b>	08:00 - 17:45

Telephone: 01382 585000 (Opt. 0)



## Out and About

Explore our stunning surroundings

### Bike Hire

[Click for more info](#)



### Landal Adventure App

[Click for more info](#)



### Nature Trails

[Click to download](#)



### Local Area

[Click for more info](#)



# Local Supermarkets

and convenience stores

## Local shops & Petrol Station (newspapers, basic grocery items) - 2 minutes by car

Leave Piperdam and turn right onto the A923 towards Muirhead / Birkhill. There is a small corner shop at the T-Junction or turn right at the T-Junction there is a Co-Operative shop attached to the ESSO petrol station.

## ASDA (24hr) (DD2 4WB) - 5 minutes by car

Leave Piperdam and turn right onto the A923 towards Muirhead / Birkhill. At the T-Junction turn right onto the A923. After you pass the ESSO petrol station take the next right-hand turn. Follow this road down the hill and you will come to the 24-hour ASDA

## TESCO (24hr) (DD3 8QB) - 10 minutes by car

Leave Piperdam and turn right onto the A923 towards Muirhead / Birkhill. At the T-Junction turn right onto the A923. At the mini roundabout take the 2nd exit. At the next roundabout take the 1st exit and merge onto the A90. You will pass the Retail Park on your right. Double back at the next roundabout and take the slip road on your left

## Dundee Overgate (Shopping Centre) (DD1 1RW) - 20 minutes by car

Leave Piperdam and turn right onto the A923 towards Muirhead / Birkhill. At the T-Junction turn right onto the A923. At the mini roundabout take the 2nd exit. At the next roundabout take the 2nd exit sign-posted City Centre, Tay Bridge A92. At the roundabout take the 2nd exit onto the A923. At the roundabout take the 2nd exit onto the A923 Sign posted City Centre. At Dudhope Roundabout take the 2nd exit onto the A991 Sign posted Perth A85. Turn left onto South Ward Road. Turn right onto North Lindsay Street. Follow the road round until you reach the Overgate car park

# Useful Contacts

for during your stay

## A

**Admire Spa & Beauty** - 01382 585000 (Option 4)  
**Activity Barn & Piperdam Activities (GoActive)** - 01382 585013

## B

**Bar - Howie's Bar (main resort)** - 01382 585000 (Option 3)  
**Bike Hire** - Call Activity Barn on 01382 585013

## C

**Cinema - Cineworld Dundee** - 0330 333 4444 (DD2 4TF)  
**Casino - Dundee** - 01382 309120 (DD1 1NJ)

## D

**Doctors Surgery - Muirhead** - 01382 580264 (DD2 5NH)

## F

**Fairy Trail** - Buy your book in Reception or the Activity Barn

## G

**Golf** - Call the Golf Shop on 01382 585012  
**Gym & Pool** - Call Reception on 01382 585000 (Option 0)

## H

**Horse Riding (Muirhead Stables)** - 01382 580246 (DD3 5QT)  
**Hospital (Ninewells Dundee)** - 01382 660111 (DD1 9SY)

## I

**Ice Skating (Dundee Ice Arena)** - 01382 889369 (DD2 3SQ)  
**Instructions for lodge equipment** - available in folder in the kitchen drawer

## L

**Little Pipers Soft Play (Piperdam)** - 01382 585013

## M

**Maintenance Issues** - Call Reception on 01382 585000 (Option 0)

### Museums:

**RRS Discovery** - 01382 309060 (DD1 4XA)  
**Verdant Works** - 01382 309060 (DD1 4XA)  
**The V&A** - 01382 411611 (DD1 4EZ)  
**DD Science Centre** - 01382 228800 (DD1 4QB)

## N

**NHS 24** - 08454 24 24 24

## R

**Recycling Waste Points** - Refer to Resort Map  
**Room with a View Restaurant** - 01382 585000 (Option 3)

## S

**Swimming Pool** - See opening times for availability

## T

**Taxis** - Dundee Private Hire - 01382 203020  
Tay Taxis - 01382 450450  
**Tourist Information Dundee** - 01382 527527

## V

**Vets** - 01382 225422 (DD1 5BP)

# Food Bank

Donate your left-over goodies



Upon check-out, why not donate one or two of your unopened non-perishable groceries, toiletries and pet food in our food bank located at Reception and help local people in crisis.

This helps us continue to promote recycling as part of our pledge to be as green as possible and support our communities.

# How to Lift the Hot Tub Cover

Please follow these instructions carefully

1.



2.



3.



4.



## Step 1

Lift one side of the cover

## Step 2

Fold cover over the bar

## Step 3

Pull the cover and lift off the hot tub as per the image above

## Step 4

The cover is then supported by the metal bar at the side of the hot tub

All guests have complimentary use of the hot tub when you book a Spa Lodge.

## Hot Tub Use

Important – Please read carefully

Your Health and Safety is of paramount importance to us and for this reason a member of our Spa Team will visit your lodge on a daily basis between the hours of 08.00 and 16:00 to test and adjust your Hot Tub as required. You are not required to be available as access to the hot tub will be gained externally. Should you have any concerns about the water quality in your Hot Tub please contact Reception (01382) 585000 (opt. 0)

We will endeavour to have your Hot Tub at an optimum temperature on the day of your arrival. At times this may not be possible due to maintenance, cleaning and fresh water being required before you arrive. Each morning your hot tub will be checked and chemically tested however it will not be refilled if there has been evidence of excessive misuse. The water levels will diminish if the Hot Tub is used by too many people at any one time. The Hot Tubs are only adequate for 2-6 people at any one time. Please do not touch the mode button on the Hot Tub as you will alter the settings which can reduce the temperature.

Remember, please use the hot tub responsibly and always put the lid back on after you have finished using it.

### Prevent Drowning

**Heat will speed up the effects of alcohol, drugs or medicine and can cause unconsciousness. Immediately leave the hot tub if you feel uncomfortable or sleepy.**

Guests are asked to shower before entering the hot tub.

Good Hot Tub hygiene is important for the health and comfort of all users, hence;

- No hot tub use after 11pm
- It is recommended guests remove jewellery, lotions and fake tan before entering the tub
- Children under 16 years of age are not permitted to use the hot tub
- Bathers should be discouraged from swallowing the hot tub water
- It is recommended that bathers do not exceed 15 minutes immersion at a time
- Maximum Bather Numbers: Eagle, Forester, Galbraith, Lochside and Vegas Lodges (6 Bathers); Raeburn, Byron, Osprey and Rainbow Lodges (4 Bathers); Muirloch and Byron Lodges (2 Bathers)
- It is recommended that the hot tub is not used after a heavy meal or while under the influence of alcohol or sedatives
- If 'intended users' are suffering from diseases of the heart and circulation, skin conditions, suppressed immune symptoms or are subject to fits, take drugs or medication that affect the cardiovascular or nervous system, they should seek medical advice before bathing in a hot tub.
- Pregnant women are advised to consult with their doctor before using the hot tub.
- No glass or sharp objects permitted in the Hot Tub or surrounding area. Please use plastic cups provided in your lodge.
- Your hot tub temperature is set at approximately 38°C. Guests are requested to only use the light and jet keys on the control pad. Use of other keys, may put the tub into sleep or economy mode resulting in much lower temperatures. This may prevent the use of your hot tub.
- Use the steps provided to enter and exit the hot tub.
- Please ensure that at all times adequate footwear is worn prior to entering and exiting the hot tub area. Guests are advised to towel dry prior to entering the lodge to avoid slipping.

# Sauna Use

Important – Please read carefully

## General Guidance

- Switch the sauna on and set temperature. Most saunas have 2 dials; the first dial is the ON/TIMER dial. You should set this to between numbers 1-4 and your sauna will stay on for 1-4 hours. The second group of numbers on this dial is a timer delay and your sauna will not come on until 1-8 hours later. This should be done approx. 30 minutes before use. If you decide to increase the temperature this should be done by sprinkling a small amount of water over the coals using the ladle provided, the water must then be given time to evaporate. Failure to allow the water time to evaporate will cause irreparable damage to the element.
- Avoid contact with heating element at all times.

## Guests should NOT use the sauna if they:

- Are under 16 years of age
- Are pregnant
- Suffer from existing medical conditions such as heart disease, circulatory problems, high or low blood pressure, kidney disease or any condition which may have a reaction to heat.
- Are suffering from an infectious skin disease, sores or wounds.
- Have consumed a heavy meal within 2 hours.
- Have consumed alcohol within 4 hours.
- Suffer from migraines.
- Have recently exercised – please allow sufficient time to enable body temperature to return to normal level.

## If In Doubt, Consult Your Doctor Prior To Using

# Additional Information

Important – Please read carefully

## Departure

You are more than welcome to use the facilities within the resort on the day of your departure however you must vacate your lodge by **9:30am**. 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.

## Security Deposit

A security deposit will be pre-authorized on your arrival. This is not held by Piperdam. The funds should be available to you and if not, you should check with your bank. If you have been charged in any way for damage you will always be informed about this. Should there be substantial damage of any sort we will contact you before we redeem any monies from your security deposit.

## Deposit Amounts

- £300 (Lochside Premier Spa, Kinder, Eagle Spa Plus, Forester Spa Plus, Vegas Spa Plus)
- £150 (all other lodges)

## Lost Property

Please check thoroughly that you haven't left anything behind. We take no responsibility for any item left behind. We will only keep Lost Property items onsite for 7 days maximum and then they 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.

## Smoking

Smoking is not permitted in any of the lodges.



# Frequently Asked Questions

Anything else, please call 01382 585000

## General Guidance

### **What time is check-in and check-out?**

Key collection is currently **4pm** to allow for additional cleaning requirements however guests can head to main reception earlier to complete your pre-registration check in which will speed up your key collection time significantly. Please note that you will be unable to access your lodge before **4pm**. Check out is by **9:30am** on your day of departure.

### **Is there a hairdryer?**

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

### **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 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 required. You can book on arrival or phone in advance to do this on 01382 585212.

### **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 details of which are included in this welcome pack.

### **Do supermarkets deliver to the lodges?**

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

### **Is there Wi-Fi?**

There is Wi-Fi within the main resort and Lochside Lodges. This is free of charge. All other lodges currently do not have Wi-Fi.

### **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 BBQs allowed on park?**

BBQs are not permitted on site within the woodland lodges.

### **Do you have a Lost Child Policy?**

If your child is lost, please notify Reception immediately.

### **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 Lodges; Byron Lodges – 1 car
- \* Rainbow/Spa/Spa Plus Lodges; Barnard/Spa Lodges; Raeburn Lodge - 1 car
- \* Osprey/Spa Lodges; Galbraith Lodges - 2 cars
- \* Vegas Spa Plus; Eagle Spa Plus; Forester Spa Plus; Kinder Lodge, Lochside Lodges – 3 cars