



THE PIERHOUSE

Guest Information



Welcome to the Pierhouse

Whether you are here for the first time or are a returning guest - welcome to the Pierhouse Hotel!

We have put together this information for your use to introduce you to what the hotel and the fantastic surrounding area has to offer.

In our Seafood Restaurant, our award-winning Head Chef Michael Leathley and his team prepare all our dishes from the finest and freshest of local ingredients, and wherever possible he sources everything from local suppliers. Our fine oysters are handpicked from the oyster beds in Loch Creran, our langoustines and mussels are harvested from Loch Linnhe and Loch Etive and our lobsters are kept mouth-wateringly fresh in our creels at the end of the pier. Ask if you'd like to see them!

We very much hope that you enjoy your stay with us at The Pierhouse. If there is anything that we can do to make your stay with us more special, please don't hesitate to ask any member of the team for help or information.

You can contact Reception by dialling 200 from your room telephone or Reservations by dialling 225.

We are very proud to be the first hotel in the Wee Hotel Company portfolio, owned by Scots born international hotelier Gordon Campbell Gray. For further information about the other hotels in the group please visit theweehotelcompany.com.

With best wishes

Fiona McLean, General Manager



Hotel Directory

Wi-Fi

The Wi-Fi network of Pierhouse Hotel Wifi provide free internet access for guests. We are very aware that this access can be limited in the guest bedrooms, however you should get full access in the public areas. The password is lismore12345.

Access to Hotels & Rooms

Check out is by 11am. If you are staying more than one night, we respectfully ask you to vacate your room by 11am each morning to allow our housekeeping staff access. You have access to the hotel 24 hours a day via the small key on your room key. This will open the door around the corner and to the right of the main hotel door. If you use this door, please make sure it closes securely behind you.

Smoking

This is not allowed anywhere in the hotel or on hotel premises. If you are found to be smoking in your room - or if there is a smell of smoke in your room - we reserve the right to charge you the daily cost of that room for the number of nights that it cannot be sold for until the smoke has gone.

Fire Alarm

Our fire alarm is regularly tested on Thursday mornings at 11am. You will hear the siren for a short period. However, if the alarm sounds continuously then or at any other time please evacuate the building by the nearest fire exit and assemble at the designated assembly point. Details of the closest escape route and assembly point are on a notice by the door in your room.

Medical Attention

If you need medical attention while you are staying with us this is available at the village Medical Centre during surgery hours. You can contact the surgery on 01631 730271.

If you require emergency medical advice outside of surgery hours this is available by calling NHS 24 on 111 (dial 9 first if using the hotel phone) or on www.nhs24.scot.

However, if you require emergency medical treatment dial 999 (9 and then 999 if using the hotel phone) and ask for an ambulance. If you have called an ambulance you must also inform the hotel Duty Manager by calling 222 at night, or 200/225 during the day.



Hotel Directory (cont)

Telephones

The telephone in your room is automatically connected. You can call other rooms by dialling 2 then the room number, ie to call room 2 you would dial 202, for room 11 dial 211. To call outside the hotel dial 9 first followed by the number you want to call. You can contact Reception by dialling 200 from your room telephone or Reservations by dialling 225.

Valuables

We will always do what we can to protect your property throughout your stay with us. However, the hotel does not take responsibility for the loss or damage to any of your personal items unless they are deposited with management for safe keeping. Please help us to protect your property by ensuring that windows are shut, and doors locked when your room is unoccupied.

Laundry & Dry Cleaning

We can wash and dry your laundry for you at £10 per load. An iron and ironing board is available free of charge on request. Please contact reception on 200. The closest dry-cleaning facilities are in Oban.

Parking

We have a car park at the front of the hotel. Additional parking is available in the public car park behind the hotel or along the road leading up to the hotel.

Transport

There is no public transport available in the village, and very limited public transport in the general area. Details of what is available can be provided by Reception. The Lismore ferry runs frequently from the pier outside the hotel. Tickets are purchased on the ferry. A copy of the timetable for the ferry is available on request or online here <https://www.argyll-bute.gov.uk/port-appin-point-lismore-ferry-timetable>.

EV Charging

We have two EV charging points available. These are charged at 30p/kw and operate from a loadbearing system so charging times may be longer. We do not take reservations for the chargers - they are on a first-come first served basis. Please ask at the bar for the fob to activate the charger.



Hotel History

The Pierhouse down the ages

The Pierhouse began its life in the 19th century as the residence of the Port Appin Pier Master. The pier was built to service the steamboats that travelled up and down Loch Linnhe, and they would stop off en-route between Oban and Fort William with passengers and cargo.

The Pier Master was responsible for overseeing the cargo and passenger traffic that was waiting to board the steamboats. The cargo would be loaded on to trolleys under the covered area between the two original buildings (now The Ferry Bar) and then rolled on to the pier for loading.

As the West Highland road and railway infrastructures became more efficient, the steamboat trade all but disappeared and the Pierhouse was sold and became a private house.

The Lismore ferry continued to service the communities of the Isle of Lismore and Port Appin, initially as a rowing boat service but later as a motorised boat. The Lismore ferry is still in operation as a passenger service and runs a regular passage to the island of Lismore.

This historic property now hosts a lively, comfortable bar which boasts a spectacular panoramic outlook over the shore and inner Hebridean islands. The hotel came into being when the purpose-built hotel wing was added in 1992, enhancing the already growing reputation for warm highland hospitality.

The demand for fresh seafood led to the restaurant extension in 1997 and in 2010 the interior was further reworked to create the Lismore dining room to meet the growing demand for the award-winning dining experience at The Pierhouse.



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Green Matters

The Pierhouse Hotel is lucky enough to be located in such an unspoiled landscape, surrounded by community living, clean air and unpolluted wilderness.

Each of the Wee Hotel Company hotels boasts a Green Team with the aim to drive forward initiatives and ideas that align to their individual commitments.

The Green Team for The Pierhouse has set out our commitments to look after the local environment, reduce the hotel and staff footprint and to support our local community. Some of those commitments are set out below:

- To reduce the use of single use plastic – for example, our in-bathroom amenities use ethically sourced ingredients and are presented in refillable bottles; and the kitchen is working towards eliminating the use of products such as cling-film, aluminium foil and baking parchment
- To minimise our footprint by creating lasting relationships with local suppliers and a commitment to sourcing 75 percent of our food from within Scotland
- To purchase fish that is approved by the Marine Conservation Society from sustainable and reputable sources
- To cure our own meat and fish when possible and do much of the butchery work on-site to minimise wastage
- To reduce outsourcing by preparing many of our own products in-house. This includes preserves, granola, bakery and pastries, to name just a few
- To increase what and how much we can and do recycle
- We constantly review our energy consumption both at the hotel and within our staff housing. For example, all lightbulbs have been updated to LED bulbs, reducing our overall electricity consumption
- Continued use of plant based eco-friendly cleaning products
- Pre-pandemic we held a Gold Green Tourism Accreditation and we aspire to reach this level again
- To continue to support the local community through fundraising initiatives. A recent example of this would be working alongside the Appin Community Trust to raise funds to support surgery for a local resident

Marine Visitors

The Pierhouse is perfectly placed for visiting yachts and boats. From April – October we have 6 of our own moorings available for the use of hotel guests and visitors arriving by sea. Moorings are charged at £10 per night or are free of charge to boat crews who dine in our restaurant.

LAT: 56°33.196N

LONG: 05°24.955W

Minimum 3 metres at low water

Maximum capacity 20 tonnes



THE PIERHOUSE

Dining at the Pierhouse

Seafood Restaurant

Our renowned two AA Rosetted Restaurant has won a fast-growing reputation as one of Argyll's best-kept secrets. We aim to share our passion for excellent food, wine and service, with dishes simply cooked to perfection and served with unbeatable sea views.

Our kitchen brigade is headed up by Michael Leathley who joined The Pierhouse Hotel in October 2018. When asked what inspires him, he said, "I enjoy letting the food speak for itself using classic, simple techniques. The real luxury in cooking these days is making use of what is here, right now. It's a joy to use produce that's in season, available locally, with known quality and provenance, sourced wherever possible from within 50 miles of the hotel."

Quality is a watchword for us when choosing our local food suppliers. We work hard to establish long standing relationships with our suppliers, and they share our commitment to produce which is high quality, locally sourced and with known provenance. It is this investment in our local suppliers and their excellent fresh produce that lends that special ingredient to our À La Carte menu. Here is a small taster about our favourite suppliers.

Langoustines From Lochs Etive & Linnhe

Eoghan Black supplies The Pierhouse with langoustines from the waters right outside our front door. Eoghan uses the traditional method of creel baiting as opposed to the very controversial and non-environmentally friendly method of trawling (where nets are dragged along the sea floor catching anything and everything in its path).

Creel baiting is the only sustainable method of catching prawns although it requires upwards of 400 creels to be lifted for every day that Eoghan fishes for The Pierhouse. With an order of around 60kg per week, the prawns we have from Loch Linnhe are the more common orange prawns. The ones Eoghan occasionally catches in Loch Etive are a brighter red colour due to the loch's higher freshwater content.

Oysters From Loch Creran

The Caledonian Oyster Co, a family run business, have been farming oysters for more than 30 years - most recently in the clear waters of Loch Creran, a neighbouring loch just around the corner from The Pierhouse.

The Pacific oysters are harvested after 3-4 years - each oyster being picked and graded to ensure the best possible result. Judith Vajk is also well known on social media as The Oyster Lady and has an ever-growing following.



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Dining at the Pierhouse (cont)

Fresh White Fish, From West Coast Waters

Back in 1989, part time local fisherman James MacLean started Silver Sea Fish to supply local hotels and restaurants with his daily catch of shellfish. Now, over 30 years on, Silver Sea Fish still prides itself in providing top quality, sustainable fresh fish and shellfish from throughout Scotland.

As James explains 'The Pierhouse was one of our original customers, and we are delighted to be still supplying head chef Michael and his team in their award winning restaurant.' The company, based in Onich a few miles further along Loch Linnhe, has remained very much a family business with James' wife Una and sister-in-law Shona delivering in the mornings while James selects the finest, freshest produce as it is landed during the night.

Fresh Lobster

Our lobsters are also supplied by James at Silver Sea Fish and are kept fresh in creels at the end of the pier. You might see our chefs go down to the pier in the afternoons and come back with the lobsters they need for dinner. Please ask if you would like to see the creels.

Kippers And Smoked Salmon

We are very proud to say that we smoke our own salmon in-house over wood chips. Our kippers come from Letterfinlay - just a few miles north of Fort William - a family run specialist food business.

Scottish Highlands Meat

The provenance of the meat we serve is another of our top priorities. All of our meat is supplied by Mark and Morag Grant of the award winning Grant's the Butcher in Taynuilt, with the exception of our breakfast items that are supplied by Letterfinlay Foods along with our Stornoway Black Pudding and McSween's of Edinburgh haggis. Simply cooked and simply delicious, the quality of our meat speaks for itself.

Dairy

Our delicious Scottish cheeses come from I J Mellis - an artisan cheese supplier in Edinburgh, while our milk and cream are supplied by the Wee Isle Dairy based on the Isle of Gigha - the most southerly of the Hebridean Islands. Our artisan ice cream is from the Highland cows at Highland Fold in Barcaldine just 10 minutes down the road.

Other Notable Suppliers

Along with all of the amazing suppliers above it is also worth mentioning that we are very pleased to support other small producers like Blackthorn Sea Salt.



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The Ferry Bar

Warm and welcoming, the Ferry Bar looks directly out over Port Appin's pier and across Loch Linnhe to the island of Lismore and beyond. The Ferry Bar offers lunch and evening menus throughout the year, with teas, coffees and home baking available all day.

The Ferry Bar also hosts our splendid collection of malt whiskies and Scottish craft gins. Take a few minutes to choose from the shelves behind the bar. We also have a seasonal cocktail menu if that is more to your taste. If you're not sure where to start, ask your server - we're always happy to make recommendations!

Malt Whiskies

Each malt has been carefully selected to ensure we have a comprehensive range which hopefully caters for most palates, although inevitably there are so many more from which to select and scarcely a week goes by without another being added to the collection!

The Pierhouse is the only place on the UK mainland where you can treat yourself to a glass of Lismore whisky! Sourced and bottled by William Lundie in Speyside, Lismore is produced purely for export to the USA. We have special permission from the distillery to be able to offer it here.

Speciality Gins

As well as featuring our established favourite gins, there's now an exciting world of new Scottish craft gins to explore - and the Ferry Bar is increasingly the place for just such an exploration. We could wax lyrical about the exquisite Lebanese mint in Daffy's or the wonders of Shetland Reel distilled on the island of Unst - the most northerly inhabited island in the UK or indeed the 100% Scottish juniper in Crossbill. But we'll say no more and just let these fantastic Scottish gins speak for themselves.

Teas, Coffees & Home Baking

Our teas and coffees are supplied by specialists Italian Aroma of Glasgow and our staff receive barista training to bring you your favourite cappuccino, latte, mocha and hot chocolate. Add a little sweet treat with our Chef's baking - perhaps a fresh scone (fruit scone with cream and jam or a savoury cheese scone with whipped cream cheese and salmon) or a slice of the cake of the day. Ask your server for today's selection. Served all day.



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Get Up & Go

The Pierhouse is perfectly situated for you to enjoy all that the local area has to offer. There is an extensive range of adventure activities provided by specialist companies throughout the year. We would be pleased to arrange these for you upon your request, or alternatively you can contact the activity provider direct.

Here are a few of the activities listed on our website

Boat Trips

Costal Connection – Regular and chartered scenic boat trips

www.coastal-connection.co.uk

01631 565 833

Seafari Adventures – Wildlife and adventure boat tours

www.seafari.co.uk

01852 300 003

Electric Bike Hire

Appin Electric Bikes

www.appinelectricbikehire.co.uk

07935 229 667

Lismore Bike Hire

www.lismorebikehire.co.uk

07376 425 996

Explore Lismore

Land Rover tours and island adventures

www.explorelismore.co.uk

01631 760 291

Basking Shark Scotland

Wildlife tours, adventure boat tours, wild swimming, freediving, snorkelling, kayaking, SUPs

www.baskingsharkscotland.co.uk