



Frequently Asked Questions

Where is Voe House and how do I get there?

Voe is a picturesque village nestled in the heart of Shetland, approximately 18 miles north of Lerwick on the A970. Voe House is in lower Voe. When approaching Voe on the A970 turn left on to the B9071 and drive down the hill into lower Voe. There is a left turn off just before getting to the Voe pier, sign on the corrugated shed gable, turn off left here and drive up the small road / track, continue past 2 local residences to the left and up through the gate and trees. You are now in the Voe House grounds, car park area on the right, continue straight ahead to get to the house.

Can I use the Voe House Grounds for additional accommodation?

We cannot accommodate more than 14 persons at Voe house, and do not permit increasing the numbers above this without prior discussion and approval. Examples are tents or camper vans to provide sleeping for more than 14 people. This will be considered for an additional charge.

Is the Spa area still available?

No, the spa area is now closed in preparation for future development.

Can we provide a concierge style service?

No, Voe House is self-catering only, we can assist guests by providing contacts for other services.

What is Voe House?

Voe House (1862) is a 7 bedroom all en-suite house set in approximately 2 acres of wooded grounds. It is fully equipped with kitchen, dining and laundry facilities for guest use.

What are the kitchen details?

Voe House has 2 adjoining kitchen areas, the breakfast kitchen and the main kitchen.

Breakfast Kitchen:

6-person kitchen table and chairs
Larder fridge and freezer; Microwave oven
Kitchen sink and dish washer
Toaster
Crockery and cutlery storage
Ample cupboard space for food storage.

Main Kitchen:

Under cupboard fridge



Kitchen sink and dish washer
2 x double ovens and grills
2 x 4 place induction hobs
2 x warming drawers
Coffee machine
Cooking utensil storage
Ample cupboard space for food storage

What is included in the price?

Services and Facilities include:

Free super fast FTTP fibre optic wireless Internet connection in all areas of the property.

All utilities/ bills.

Fully equipped modern kitchens, Washer/ Dryers.

Smart Televisions with Freeview.

Shetland Soap company soap in shower room dispensers.

What parking is available?

There is parking for approximately 10 vehicles. About 3 up at the house, approximately 8 in the car park and there is additional public space at the pier area below Voe House

How do I get access to Voe House, and will I be met on arrival?

You will be met at Voe House and given keys and a tour of the property with all the explanations necessary for your safety and stay.

What happens if there is an emergency?

Use the emergency services if applicable or contact us, we are available to help anytime
+44(0)7900707744

Is there internet access?

We provide complimentary high speed FTTP fibre optic wifi in all areas.

There are internet access points on the ground, first and top floor of Voe House. The network SSID's are Voehouse and Voehouse 2. The passwords for both are Voehouse.

Can I use streaming TV apps.

At Voe House all bedroom and living areas have Sony smart TV's. Guests can access their own subscribed services during their stay if they wish.

The TV's are set up and connected to the internet ready for use. Guest who wish to log on to their personal accounts may do so.

When the guests stay is over it is their responsibility to ensure the accounts have been logged out.



How accessible is Voe House for those with disabilities, and access & mobility requirements?

Voe House is equipped to cater for those with disabilities, access and mobility needs.

There is a disabled parking space at the entrance to Voe House

Wheel chair access ramp to the front door.

The primary living areas are on the ground floor, living, kitchen and dining rooms.

The communal toilet on the ground floor meets the accessible doc M standard.

There is twin bed room on the ground floor. The adjoining en-suite for this room is equipped with a wheelchair accessible shower and toilet.

The first and second floors are only accessible by stairs.

If you would like to talk to us about access and mobility at our buildings, please do not hesitate to contact us, and we will do all we can to help.

Can you provide baby cots and high chairs?

Cots and high chairs are available free of charge.

What time is check-in and check-out?

Our standard check-in time is 3.00pm on the day of arrival. On your departure day, check-out time is 10am. Subject to availability, early check-ins are sometimes possible, but additional charges may apply. Luggage may be left if required, please contact us to arrange this. We cannot accommodate late check outs due to housekeeping and maintenance requirements.

Can I bring my pet?

Pets are not permitted. Guide and assist dogs are welcome but pre-arrival notification is required, consideration has to be made for the wellbeing of staff and other guests, who may have allergies. We reserve the right to ask for proof to ensure the dog is a trained genuine assistance dog.

What are local amenities?

There is a local shop, Tagon Stores, a few minute's drive from Voe House. There is a good selection of foods and wines, diesel and petrol are also available.

There is a larger COOP store approximately 7 miles north in Brae if required.

The Voe Bakery is in front of Voe House, fresh bakes available.

Shetlands first and only dedicated Soft play and Café, is in Voe. They can cater for a variety of kids/adults parties, group bookings and special events such as christenings, baby showers, small weddings and outside catering events.

Can I charge my electric car at Voe House

Yes, there is an external electrical service enclosure on the wall close to the Voe House front door. A type 2 charger is provided. If further info required please contact us. There is no charge for this convenience.