

Jamie's holiday disaster

In February, we stayed in a self-catering apartment in the Scottish Highlands, booked as part of a whale-watching tour. On arrival, the building was unlit, unstaffed and unwelcoming. When we were finally led to our apartment, we discovered a number of faults: doors would stick; drawer handles would come off in your hand; electrical switches would buzz when you tried to use them. At its lowest, the bedroom reached 5 degrees Celsius, so at night we wore all the clothes we had brought for the trip. It was so awful that we found it hilarious – and, to make matters worse, our whale-watching trip was cancelled the next morning due to a boat fault.

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