

## Welcome to Hartshill, Yeld Road, Bakewell DE45 1FJ

The following information explains how things work and will help you make the most of your visit

**Keys:** The key-ring contains the following keys all with labelled tabs:

- Front & Back Doors: The same key is used to lock both doors.
- Window locks (ground floor only): small key with round end
- Shed padlock: small key with oval head

*Note:* The key to the French doors is kept in the inside lock but you may add it to the key-ring if you choose

**Parking:** Please park on the block-paved driveway at the side and in front of the house or on Yeld Road opposite.

**Front and Back Doors:** These are fitted with thumb-turn locks that allow them to be locked/unlocked from the inside without a key. This feature is essential to allow easy evacuation in an emergency.

- To lock the doors: Shut the door, lift the handle up fully to engage the bolts and either turn the key (from the outside) or turn the thumb turn (from the inside).
- Please ensure that all external doors are locked before you go out.
- Please do not leave the front and back doors open simultaneously as this may cause other open doors to slam.

**French Doors:** These doors provide direct access to the patio

- Both doors lock with the same key. Please ensure both doors are locked when you go out and when you leave.
- Please take care with these doors, particularly in windy conditions. They have a stay that prevents them opening too far. If the frames should snag on each other when closing, apply upward pressure on the handle.

**Windows:** Please note the following:

- All opening windows have a two-position catch that allows for ventilation.
- The majority of windows have a trickle-vent at the top.
- Ground floor windows have key-operated window locks. Please ensure these locks are used during your visit.
- Please ensure that all windows including those upstairs are closed securely before you go out and when you leave the property at the end of your visit.
- Please ensure that windows are closed when it is raining to avoid water damage.

**Heat and Smoke Alarms:** See separate information sheet "Fire Safety".

**Security Alarm:** Please tell us if you wish to use the security alarm and we will advise you of the code.

**Heating & Hot Water:** The boiler provides instant hot water and fully adjustable heating. ***The heating controls are inside the drop-down flap on the front of the boiler.***

**Hot Water:** will be switched on when you arrive and should not require adjustment. If necessary, you can adjust the water temperature via the control knob located on the control panel of the boiler. Please do not turn the water temperature to maximum as this may cause the water to become dangerously hot.

**Heating:** The house is insulated to the latest standards and will warm up very quickly when the heating is turned on. The heating may be switched on by turning the main control knob located on the **left** on the boiler control panel from "water" to "water and heat" as indicated by the symbols.

**Adjusting the Heating:** This is done via the multi-function dial on the right of the boiler control panel as follows:

- **Time of day:** Check that the arrow on the fixed centre of the dial is pointing to the correct time on the outer dial. If not, then turn it clockwise until the right time is shown (check am/pm).
- **Mode:** Move the small white peg on the right-hand side of the fixed centre of the dial down to its lowest position for "**Off**". Move it to the central position for "**Timed**" and to its upper position for "**Continuous**".
- **Timing:** The time periods are set mechanically by flicking out the white pegs on the outside of the wheel for each period you want the heating to be on. To activate timed heating the white peg must be in the central position. **Please ask if you need any assistance in setting the timing.**
- **Room Thermostat:** This is located on the wall on the right-hand side of the opening into the kitchen. Turn this knob to adjust the maximum temperature in the house or to turn all the heating off without interfering with the boiler or radiators.
- **Radiators:** are fitted with thermostatic valves that may be used to control the temperature of each room.

**Boots, Shoes and Out-door Gear:** Please store muddy boots and other gear or equipment in the shed, using the hooks provided. Please do not wear outdoor shoes in the house. Please use the shoe rack in the hall.

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**Carpets:** All carpets have been treated with "Scotchguard". If you spill anything or make any other marks, please wipe them up immediately using a clean damp cloth. If further cleaning is necessary, please only use water. Please do not use detergent as this will adversely affect the Scotchguard. If a problem still remains, then please let us know as soon as possible and in any case before you leave.

**Kitchen:** The fully-fitted kitchen should contain everything you need for meal preparation and cooking. Please help us by leaving everything in the condition you found it on arrival. Please tell us as soon as possible if you think anything that should be there is missing, or if anything is damaged or not functioning properly.

**Vacuum Cleaner:** A vacuum cleaner is located in the cupboard on the landing.

**Cloths, bin liners, dust-pan & brush:** are located in the kitchen cupboard under the sink.

**Rubbish & recycling.** Please see separate information provided and help us maximise recycling.

**Television:** a multi-function TV and a separate "Freesat" satellite TV box are provided which work as follows:

- **To watch television** first ensure that the TV and Freesat box are switched on at the wall sockets.
  - Use the black controller to switch on the Freesat box and then the silver controller to switch on the TV.
  - After a few seconds the TV will come on and should go straight to a TV station. If it does not then press the "Exit" and "Source" buttons on the TV controller. When the blue menu appears at the top left of the screen scroll down the list using the circular buttons and select "SCART".
  - After a few seconds a TV channel will appear. Then control the channels using the black Freesat controller.
  - *Please note that if you select the menu option "TV" you will not see anything as there is no terrestrial service.*
- **To watch DVDs** press "Source" on the TV controller and select "DVD". Then feed the DVD into the slot on the left-hand side of the TV with the CD label facing towards you.

**Internet:** A dedicated, unlimited internet service is provided via the wi-fi router situated in the hall. The router id and password are printed on a card on the front of the boiler and also on a tab that pulls up from the top of the router. Please note that a parental controls filter is in operation and that you are responsible for ensuring that the service is used appropriately during your stay.

**Bathroom:** To minimise condensation, please switch on the light when you use the bathroom to activate the extractor fan. When showering please open the window to provide additional ventilation.

#### **Shower**

- A non-slip mat is provided. Please use this to minimise the risk of slipping in the shower.
- Please ensure that the shower curtain is fully drawn and that the bottom is **INSIDE** the bath before showering.
- Please note that the rail for the shower curtain is held up by a pressure spring. Please do not pull downwards on the curtain because this may dislodge the rail.
- Please mop up any water that that may get on the floor.

#### **Bedding and Towels:**

- At the end of your stay please strip the sheets from the beds (but not the mattress protectors) and put all used sheets and towels into the laundry bag provided. See also our Covid-19 Notice.
- Please contact us if you need to change the bedding for any reason or if you need additional towels.

**Washing and Drying:** There is an automatic washer-dryer in the kitchen. A clothes airer is kept in the downstairs cloakroom and a rotary clothes-line and pegs are stored in the shed. The socket for the clothes-line is located in the lawn close to the edge of the patio opposite the door to the driveway. Please replace the plastic cap after use.

**Iron & Ironing Board:** A steam iron is kept in the kitchen cupboard under the sink. The ironing board is kept in the storage recess in the downstairs cloakroom.

**Tourist Information:** The information we usually provide has been removed owing to the difficulty of sanitising during the Covid-19 pandemic. You will find some information on our website but please also do your own research.

**Guest Feedback:** We have removed the hard copy guest book owing to the pandemic. However we would still love to have your feedback. You can leave a review either by email or on our Facebook page or against our Google flag:

<https://www.facebook.com/BakewellHolidayCottages/>

<https://www.google.com/maps/place/Bakewell+Holiday+Cottages/@53.207676,-1.6771729,18z>

*Please do ask us if you can't find anything or if you need assistance. We wish you a most enjoyable stay.*

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