

ROTHLEY LODGE

IMPORTANT INFORMATION - GUIDE TO THE PROPERTY

We hope the details below will help you get the most out of your stay in Rothley Lodge, but if you have any questions, please do feel free to get in touch. We've listed information about everything you need to know about your home for the coming days. If you can't find what you're looking for within this document, please get in touch using the details below:

CONTACT DETAILS:

Email: rothleylodge.northumberland@gmail.com

Web: www.rothleylodge-northumberland.co.uk

During your stay, if you require our assistance for any matter, most of the time we will be located within our office/accommodation within our retained land near the entrance to Rothley Lodge or contactable on the details above.

INTERNET – WIRELESS SETTINGS

Wireless SSID: **Visible before arrival**

Wireless Key: **Visible before arrival**

ARRIVAL & DEPARTURE:

Arrival & Key Collection: Normal check in time is 5pm as stated within the holidaylettings.com property details or as otherwise agreed with the owner. We will most probably meet you at the property to give you a brief tour of the house, explain important information and answer any questions or queries you may have.

Departure: Normal Departure time is 10am or otherwise agreed with the owner. Please ensure that all electrical appliances and lights are switched off, remove any rubbish and recycling to the bins noted below and ensure that the property has been left clean and tidy in a decent/similar condition as on arrival.

We will either meet you at the property at the requested departure time or you can drop off the keys at our office/accommodation as you leave. If we are not at home, please drop the keys in the white post box on the left-hand side of the timber barn, opposite the cabin.

Please remember to lock the doors and windows whenever you leave the property.

Security Deposit – Damage/Good House Keeping

We respectfully ask guest to refrain from wearing their outdoor shoes in the property, this is due to the high cost of professional cleaning of the carpets and rugs. (Please leave your shoes in the porch / utility room).

We always intend and aim to return the security deposit to guests, however, expect all guests to fully understand and respect the importance of good housekeeping and protection of the furnishings within the property.

If any items of furnishings are damaged or items removed from the property and not included within the inventory check after departure, your security deposit may not be returned.

Likewise, if the property is not clean and tidy in a decent/similar condition to arrival, which results in extra cleaning time, some or all of your deposit may not be returned. We do not expect a full deep clean before your departure, although a certain standard of cleanliness is required. Please remember this holiday is self catering.

We provide basic cleaning products and a vacuum cleaner to keep the property in a decent state of cleanliness, please respect the property and spend a little time each day and prior to departure.

We very much appreciate your time and efforts for your assistance in this matter and ensure your deposit will be returned with many thanks.

We fully understand that minor breakages and accidents do occur as normal, however please inform the owner of any breakages such as drinking glasses, crockery etc to enable us to replace for follow on holiday guests.

OWNERS DOG CONTROL

Strict Dog Policy - Pets maybe allowed by prior arrangement with owner, however dogs must be kept under strict control and on lead at all times within the grounds and not left to run free, due to property bordering onto sheep country and our free roaming poultry within the grounds.

Pets must also be kept under strict control whilst in the property and strictly must not be allowed on furniture or in the bedrooms or past the dog/child gate at the base of the stairs. Dogs must not be left in the property alone; they must be under strict control at all times. Owners must bring their own pet beds and must sleep in the rear utility room or the kitchen to protect the property furnishings.

Guests with pets must also thoroughly vacuum before departure to remove all dog hairs etc.

We charge a supplement of £10 per night for each dog's stay. This cost is not a cost to cover the extra deep clean required to ensure the property is free from dog odours and hairs for follow on guests who may have allergies and removal of dog poo from around the property and in the grounds, this is the dog owner's responsibility.

If the property owners and or cleaners have the need for additional cleaning, the full security deposit will not be returned. If you feel you can't accept or fulfil these terms, we therefore kindly suggest you choose not to book.

Poultry & waterfowl

Please be aware, we kindly request all guests not to feed the poultry, ducks and geese with bread or any other food other than the bags of floating pellets we provide in the feed box next to the pond. We will provide 'one' bag of pellets per day in the feed box if you wish to feed the ducks. This is to ensure the ducks are not exceeding their daily healthy allowance.

Our goose 'Gabriella' is currently going through the breeding season, so her gander is very protective over her. We therefore kindly ask guests to keep a safe distance and give the geese space.

RUBBISH AND RECYCLING: (INFORMATION LEAFLET WITHIN THE HOUSE FOLDER)

The rubbish and recycling bins are located outside the entrance gates to Rothley Lodge.

Household waste – GREEN BINS: Household waste only please **(NO GLASS PLEASE)** (Monday Collection)

Recycling – BLUE BINS: paper/cardboard, plastics, metals etc **(NO GLASS PLEASE)** (Monday Collection)

Glass/Bottles: Please put all your bottles and glass in the plastic bins/boxes located in the Log store at the rear of the house for the owner to dispose of at the local recycling location after your departure.

HEATING & HOT WATER:

The heating/hot water is set and timed based upon the time of year, Autumn/Winter or Spring/Summer. The actual set heating timings are noted below known as (**Comfort Periods**). Each comfort period is set to maintain an average comfort temperature for that period of the day/night. The shaded periods in the table below are set to increase in temperature with the un-shaded periods set to maintain a minimum temperature.

| Heating Clock | | | |
|----------------|---|----------|----------|
| | | ON | OFF |
| Comfort Period | 1 | 23:59:00 | 06:00:00 |
| Comfort Period | 2 | 06:00:00 | 08:00:00 |
| Comfort Period | 3 | 08:00:00 | 09:30:00 |

| | | | |
|----------------|----|----------|----------|
| Comfort Period | 4 | 09:30:00 | 13:00:00 |
| Comfort Period | 5 | 13:00:00 | 16:00:00 |
| Comfort Period | 6 | 16:00:00 | 17:00:00 |
| Comfort Period | 7 | 17:00:00 | 18:00:00 |
| Comfort Period | 8 | 18:00:00 | 19:30:00 |
| Comfort Period | 9 | 19:30:00 | 21:00:00 |
| Comfort Period | 10 | 21:00:00 | 23:59:00 |

The Thermostat controls are located on the ground floor hall near the entrance door to the large double bedroom.

Guests do have some functionality over the heating controls but must be advised to only use the functions as detailed below to be sure that you don't switch off, delay or minimise heating comfort periods for your own comfort.

The thermostat has 3 functions – '**COMFORT (+)**' – '**STANDBY**' – '**AWAY**'

COMFORT (+)

You can increase the temperature (Boost) by pressing & holding the **COMFORT (+)** button for 5 seconds until the LED light starts flashing. Please, only press this once in any comfort period or you may actually switch off the heating.

If you have put the heating into standby mode, you can press the **COMFORT (+)** button once to resume the current comfort period.

STANDBY

If you find you are too hot you can put the heating into standby mode by pressing this button once and the thermostat will only maintain a minimum temperature.

Press '**COMFORT (+)**' once to resume the current comfort period.

Away

Please don't press this button; you will shut the heating and hot water down.

LIGHTING: BE ECO FRIENDLY & CONSERVE ENERGY & COST

We ask all guests very kindly to respect and be aware of energy usage during your stay, firstly for the environment and secondly to avoid any un-necessary cost of running Rothley Lodge.

Please always remember:

1. Switch off lights when rooms and hallways are not in use.
2. Switch off appliances when not in use.
3. Switch of all lighting and appliances when you leave the property for whatever reason day or night.

Washing Machine: BE ECO FRIENDLY & CONSERVE ENERGY & COST

Please only use the washing machine when the weather dictates otherwise, there is a rotary washing line located in the garden.

FIRST AID KIT:

The first aid kit is located in the cupboard under the sink in the kitchen. This must not be removed from this location unless required for first aid situations.

If there are any first aid kit items that are required but not supplied within the onsite kit, please contact the owner who will try to be off assistance.

If more serious first aid or medical attention is required, please contact the owner who will try to assist with any means of local contact.

EMERGENCY FIRE:

There are a number of 'FIRE EXTINGUISHERS' located around the property. Please ensure all guests are aware of the fire extinguisher locations.

1. Fire Extinguisher – Rear Porch/Utility Room
2. Fire Extinguisher – Kitchen
3. Fire Blanket – Kitchen
4. Fire Extinguisher – Stair Well Landing

Please, do not use candles in the property to avoid damage to the furnishings and more importantly to avoid the risk of potential fires. There are many decorative candle holders within the property which are for decoration only.

ELECTRICAL POWER FAILURE - FUSE BOX:

There are two main fuse boxes to the property, both located within the cupboards above the washing machine/tumble dryers in the rear entrance porch/utility room.

Please note: we are in a remote part of the country and can at times have power cuts if the weather is bad.

If there is a power failure "Please Don't Panic", **FIRSTLY** – Contact the owner on site or by using the contact details above, who will personally come to the property to inspect the cause. If the cause is a regional/location power cut, it is normal for the engineers to rectify the problem within a few hours or so and simply required to be patient and wait for the supply to return.

Please be aware: If there is a power failure within the property, please be cautious and careful when inspecting the fuse boxes to avoid serious injury. If possible, always contact the owner first who will himself inspect the cause of the power failure.

In the event of a power failure, there are emergency lighting units plugged into the 240v sockets in the hallways on the ground floor and first floor. These emergency lighting units will automatically light up in the event of a power failure. These also act as a night light with a PIR sensor. The torch unit comes out of the holder and then can be used as torch if required in the event of power failure only.

HOUSEHOLD BOOKS

All the books within the property are for the use by guests but must not be removed from the property (all books are the property of Rothley Lodge).

Please note: there is a complete inventory of all household books which will be checked on departure.

APPLIANCES

Kitchen:

The instruction manuals for the appliances below are located within the House Folder

1. Combination Oven / Microwave
2. Dishwasher (place the tablet in the bottom tray as tablets get lodged in the dispenser) Dishes won't be clean.

AGA Cooking Range:

The AGA is set by the owner for the correct cooking temperature; please don't alter the settings of the oil control unit. If you intend cooking for a long period of time using all hot plate and ovens, please inform the owner who will advise and change the settings to suit.

Heat Plate Lids – Please keep the lids down at all times when the hot plates are not in use, otherwise the temperature of the oven will be affected.

When the hot plates are in use and in the upright position, please always use the 'SPLASH BACK GAURDS' to avoid un-necessary damage to the inner lids. The 'SPLASH BACK GAURDS' are located within the island cupboard adjacent to the AGA.

Please also wipe clean the AGA enamelled surface (damp cloth – not scouring pad) around the hot plates whilst and after use to avoid un-necessary damage to the enamel surface.

Please do not put wooden chopping boards / cheese board in the dishwasher, the heat cracks the wood and then they have to be replaced.

Cooking utensils: If you require any other utensils other than what is supplied in the kitchen and utility room, please ask the owner who will check to see if your specific item request is available.

DRAWING ROOM – LOG BURNER

Free bag of logs are supplied as per your booking details with a bag of kindling to get you started with the log burner.

The logs will either be in the basket by the open fire or in the log box located in the front entrance porch/sun room.
On departure - There is no need to empty the ash tray, this will be carried out by housekeeping.

Please inform the owner on arrival if you require extra bags for use during your stay at a cost of £5 per bag. The bags of logs supplied are from the grounds (hard wood) and only cover the cost of fuel, preparing and making the bags up. The cost is far more cost effective than purchasing externally from a local fuel station for example.

Paper and spare lighters are in the under stairs cupboard.

IMPORTANT:

Please do not try to use any other open fires in the property, these are decorative only.

Coal is strictly NOT TO BE USED.

BEDROOMS & BATHROOMS

Help us to be ECO FRIENDLY and help us conserve energy. Please leave any unused towels in the cupboards to ensure we don't wash un-necessary items.

If any bedrooms or beds are not required, please leave unused to help us minimise the amount of work and cleaning for follow on bookings.

Please do not put cotton wool or wet wipes down the toilet, these items are not biodegradable and can damage the sewage system.

OUTDOORS - Garden and Grounds

Guests have 5 acres of grounds for their exclusive use. A map of the grounds showing the area exclusive to guests and the area retained by the owners are shown on the ordinance survey plan attached.

There is an unfenced pond and river in the grounds, with some significant drops in certain areas of the grounds of the property, so care needs to be taken with young children. However, the property is typical countryside yet still very much an adventure playground for children but care and supervision are necessary.

The owner offers all guests the option of a guided walk around the grounds to ensure you're familiar with the location, footpaths, riverbank walk and areas where care is needed. The owner would normally give a tour of the grounds the morning following arrival. Please Ask.

Please take care whilst walking on the paths & steps, these can on occasions become slippery due to wet weather.

Remember to bring your wellies or walking boots!

If the garden furniture is to be used on the timber decking, please remember to re-cover when not in use to avoid the covers from getting wet.

If you use the BBQ, please remember to wash and clean after use, ready for follow on guests.

Ground Maintenance: We try to avoid doing any maintenance, grass cutting or tree work etc while guests are present, however weather dependant this can't always be avoided. If there is any maintenance works required whilst guests are present, the owners will advise and arrange with guests a suitable time and keep the works to a minimum to avoid disturbance.

HELP US IMPROVE

We welcome open and honest feedback good or bad, to aid our aims to achieve 100% perfection for guests. We would thoroughly appreciate your feedback and any queries or improvement suggestions you feel we could make to improve our service.

WHEN YOU LEAVE:

Please...

- Switch off the lights
- Make sure electrical appliances are switched off at the mains
- Lock all doors and windows
- Take out the rubbish
- Feel free to sign the guestbook
- Check you have all your belongings
- Vacate the property by 10 am (if a later departure time is required, please ask the owner)
- Make payment for other bought services
- Help us improve suggestions
- Please leave a review on the holidaylettings.com website

We hope you enjoyed your stay at Rothley Lodge and would love to welcome you back at any time.

Have a safe journey home and hope to see you again.

Rothley Lodge

Damian & Lorraine