



Some information to help make your stay as comfortable as possible...

ARRIVAL

Arrival time is after 4:00pm but if you do arrive to the area early Charmouth beach is just 2 miles away! Please come to the farmhouse door in the courtyard to pick up your key, if we're not available the key will be left in your cottage door. The immersion heater will have been turned on before your expected arrival and heating if required. Early check in/late checkout may be available, at £40 (not available at peak holiday times). Please email your request, within 14 days of arrival.

CAR PARKING

Each cottage has a designated space. Please drive up level with the railway sleepers. If you have packed 'the kitchen sink', park by the double gates on the roadside to unload.

GROCERIES

The nearest supermarket is 6 miles away so it's best to shop on the way. There are lots of fabulous farm shops in the area, the nearest being 1 mile away, Felicity's Farm shop is on the A35 at Morcombelake www.felicitysfarmshop.co.uk, you will find a great range of local produce, cakes, pies, desserts etc. You can also have lunch/coffee here and enjoy a seaview! There are small grocery shops in Chideock and Charmouth which cater for most things. If you need a bigger shop there is Waitrose and Morrisons 6 miles away in Bridport and Tesco in Axminster, 8 miles away. They do online deliveries here, give them the name of your cottage/ Berehayes Holiday Cottages DT66RQ. You must be on site to at your chosen delivery time.

Forget something?

There is an honesty cupboard in the passageway which contains:- Toilet rolls – Bin bags – Washing powder – Dishwasher tablets - Firelighters – Kindling - BBQ coals etc. Please put 50p per item into the charity box on the side of the cupboard. BBQ coals are also there for sale. There is a hairdryer in each cottage.

WIFI

Free high-speed broadband WiFi is available in the cottages and all around the complex, scan for **Berehayes 1** or **Berehayes 2**. To get the strongest signal every time, check which is stronger before you log in. Same password :- **happyholidays**

Tip: If you go to the centre of the courtyard, log into one, then the other your device should find the strongest automatically on every occasion. The walls are thick so its best near the windows. Please be mindful of other users by not streaming high quality content. For the best mobile phone signal go to the middle of the courtyard or better still at the top of the car park.

Quiet Please

Please be mindful of your neighbours, noise travels easily around the cottages and courtyard and out to our quiet village. No loud music is to be played inside or outside, other noise should be limited after midnight

BABYSITTING/DOG CARING SERVICES

Is available locally subject to availability, please ask for details.

DOGS

Well behaved dogs are welcome at Berehayes. For muddy paws there is a hose located by the washing line/bike shed. Please do not use our towels for wet dogs, dog towels may be requested from the farmhouse. For the

consideration of future guests please keep dogs from bedding, furniture and carpeted areas. Do not leave dogs in the cottages alone, there is a dog cage available on request.

Please do use our paddock (found up the lane through the car park) to walk your dog but please keep them on a lead at all times as there are Alpacas, Ducks, Chickens and other guests children that scare easily! Pick up anything left behind!! Some small children are frightened of dogs so please keep your dog on a lead at all times, especially in the courtyard. Plus you know what else an unaccompanied dog can do in the courtyard, and that children like playing with the stones!

WOOD BURNERS

Found only in cottages; Cider, Apple, Honeypot, Smugglers and Dairy. Your first basket of logs is free and can be found in the bike shed together with kindling. Further baskets can be purchased for £5 each (just pop it through the farmhouse door). Matches/firelighters can be found in your cottage. To start, open the air vents at the bottom. Light a fire lighter under a few sticks of kindling, wait until all sticks are burning well before adding a small log every few minutes. Once roaring you can then and only then close the doors. Please do not leave your fire unattended at any time (we have a thatched roof!). Any fire must be dampened down and extinguished before the cottage is vacated and at the end of the evening. Logs and baskets must be kept more than 2 metres from the fire.

Electricity and saving our planet (arrivals from September 1 to June 30 only)

We still burn increasing amounts of fossil fuels and pollute our planet. We have recently invested over £12,000 in an Air Source Heat Pump to cut electricity consumption at Berehayes.

Some cottage companies just add on £40 or £50 per week for electricity and include it in their cottage price. We believe this is not helpful in reducing energy consumption as there is no incentive to use less.

On your arrival day we check your electricity meter which you can then compare on your departure day. You will find it in the wooden cupboard above head height (read black digits only). To share the cost with you, each unit of electricity costs us 19p/unit but we will only charge you 10p/unit. During the colder months the average is £15/week for a small cottage and £25 for a large. No charges are made for July & August arrivals. 25% of all electricity payments go to the National Energy Action charity (NEA) which is a registered UK charity (No 290511) that aims to eradicate fuel poverty for the poor and vulnerable. www.nea.org.uk

Please do your bit by, turning out lights and boiling only the water required. It is probably best to leave the hot water tank switched on continuously and the heating if it's really cold. The bathroom radiator will come on automatically from 7-9am and 5-7 pm. It can be overridden on the control box outside the door.

DRAINAGE

We do not have 'mains sewerage' in the village and so the waste pipes are very small in your cottage, it is VERY IMPORTANT you do not put sanitary items etc down the toilet as this will cause a nasty back-flow in your cottage immediately! Sanitary bags are provided. 'Wet wipes' which claim to be 'flushable' are not 'flushable' here in the west country. Berehayes will not be responsible for the smell and cost of clearing this up. There is a large bucket and mop available!

SMOKING

We provide ashtrays for outside use as there is a non-smoking policy inside cottages, the games room and passageway. Raining - try the bike shed! Please be conscious of the thatched roofs.

FIRE

If you see a fire and it is small please use an extinguisher to put it out and raise the alarm by smashing the glass on the box across from the pool door (if safe to do so). Call 999. All family members should go to the carpark (not through the pool passageway) and stand by their car park space to be counted. If we are not on site

call our mobile. If required, instruction for silencing the alarm are shown on the box in the passageway. Please do not leave electrical items on or plugged in when not in the cottage.

DUSTBINS/RECYCLING

The way in which recycling is collected is unique in Dorset (like many other things!) ie Plastic bottles with tops on will be rejected, as will black bin bags.. Please collect rubbish in these 4 groups and dispose of it in the separate marked bins in the car park:-

Paper/Card & Plastic bottles (**remove lids**) - Glass - Food - Other waste

SWIMMING POOL

Open times are 7am to 8pm. Adult only sessions 7-8 am & 7-8 pm.

First users in the morning can remove the pool cover (it takes 2, one at each end of the roller).

For safety and convenience please observe the following rules:

1. A minimum of two people in the pool complex (no lone swimming)
2. Children under the age of 12 must be supervised by an adult who can swim.

Parents are responsible for their children.

3. For **your safety** there is to be **no running** in the pool complex.

4. For **your safety** jumping or diving into the pool is **forbidden**.

5. We do not accept responsibility for any loss or damage to personal belongings left in the pool or games room area.

6. No glass or cups/mugs in the complex please.

6. Entry to the pool is gained by pressing the code **C2345Y** and turning handle clockwise.

7. Please ensure that the main door is closed at all times, preventing entry by small children.

8. If you wish to take a sauna it takes just 30 minutes to warm up, please follow the instructions in the changing room.

9. The jacuzzi operates by the buttons on the wall (please press again to turn off after use). It runs from 7am to 8pm and is set to run at a higher temperature from 8 to 11 am and 5 to 7pm and lower at all other times.

Recommended usage time is **10 minutes**. Not to be used by children under 16 (& pregnant women) as there is a high risk of overheating and becoming very unwell.

10. **No food or drinks are allowed in pool complex.**

11. The pool closes at 8pm which is when chemicals are added to the pool. It is then unsafe to use for several hours.

12. These facilities are provided for the exclusively enjoyment of our 'registered' guests and not visitors.

Non compliance with these rules may result in you being asked to leave the pool complex (for your safety!)

Please note: Guests using any of our facilities do so entirely at their own risk.

For your comfort we recommend you bring a dressing gown and flip-flops to go to and from the pool.

FIRST AID

There is a first aid kit on the right as you walk into the pool area. Please let us know what items are used so as we can replace them.

GAMES ROOM 8am to 11pm

- Children under the age of 14 should be supervised by an adult.
- The use of the equipment is at the guest's own risk.
- The pool table can be converted to a table tennis table with the supervision of an adult.
- Board Games such as Monopoly, Scrabble, Cluedo etc can be requested from the farmhouse.
- We like to keep the Games Room supplied with items for your enjoyment, please help by tidying away after use.
- No ball games in the courtyard please, there is space on the grass at the entrance.

BOOKS/DVDS

There are books and dvds in the passageway and the Games Room. Please feel free to borrow these. If you haven't finished a book at the end of your holiday we are happy to swap for one of yours that you have finished.

CHILDREN'S PLAY AREA

Only to be used by children under 12 whilst under the supervision of a responsible adult. There is a bigger playground behind the 'Old School'.

LAUNDRETTE

Charges are £2/use for the washing machine and £2 for the tumble dryer per use (£1 coins only). Please do not overload them – they are only small and will jump around and flood if overfilled! You will also find an iron and an ironing board there for your use. A vacuum cleaner can be found in the coal shed in the courtyard. Please do not hang up towels etc in the Courtyard. They will dry easier on the rack inside the pool door by the dehumidifier . There is also a clothes line by the Swimming Pool.

COTTAGE CLEANING

Bed linen and towels will be provided, please bring beach/pool towels. If you require towel or linen change during your stay prices start at £1 per item. An extra clean of the cottage can be provided at £15 per hour (subject to availability). Stays of 2 weeks will be offered a clean free of charge mid stay.

BBQ Fire hazard -thatched property

There is a gas & charcoal BBQ located on the lawn near the car park, which is the correct distance from the thatched roof! A slot can be booked on the sheet on the notice board, booking cannot be taken before your arrival. The grill and coal tray can be found in the bike shed, please bring back clean. Small bags of charcoal and disposable BBQs are for sale in the honesty cupboard (for Air Ambulance). Gas BBQ - a donation for the gas can be put in the honest box.

PADDOCK

The paddock is up the slope at the top end of the car park. Please feel free use it for games, picnics, BBQ's etc. Children should be accompanied. There is an electric fence around the pond, please DO NOT TOUCH! Be aware there is a pond with a bridge over to Duck Island, please do not go over this bridge, it is very unsafe!

ALPACAS AND DUCKS

Please visit our amusing pets :- Dorcas (larger white one), Camilla (brown one) and Betsy Buttercup (smaller white one) They like you to be calm and will come and investigate you but will always keep their distance. Please do not feed them anything other than grass, cut up apples or carrots, there is a bowl by the farmhouse door, if there is food in it (only a small amount is enough) please feed them and return the bowls. Please do not feed the ducks bread, it can make them ill and encourage rats! They love sweetcorn, peas, oats and bird-food, there is a bin of food by the pond which you can feed them with. The chickens like vegetable peelings but not onions or leeks. Just a handful for any animal is enough as over feeding can be harmful.

EXPERIENCES TO BOOK LOCALLY

To help you get the most out of your stay, we have compiled a website with some of the local area's best offerings. You can find more information and book these experiences at www.tobooka.co.uk/berehayes

HOLIISTIC MASSAGE

If you'd like to treat yourself to a relaxing holistic massage in the comfort of your cottage during your stay please contact our Massage Therapist, Sarah.

Price list:-

- 90 minutes - £75
- 60 minutes - £55
- 30 minutes - £35 (available only for groups of 3 people or more)

To make a booking, please contact Sarah directly on: (advance booking recommended)

Mob: 07928 113 616 Email: sarahleboff@gmail.com

BEAUTY TREATMENTS

If you would like to enjoy a fabulous pamper session in your cottage please contact Tracey on 07968 219404 for an appointment (advance booking always recommended) full list of treatments are shown on our website under the Pool/Spa tab.

GROUP BOOKINGS ONLY

A damage deposit of £1000 is held and returned 7 days after departure less the cost of any damage.

A reminder - Berehayes is quiet venue!

Also groups tend to move crockery between cottages (when doing the washing up together!), please replace it how you found it (items are colour coded and there is an inventory list to help you). Also furniture should be replaced to how it was found. There is a £15/ hour charge for us to sort items.

DAY OF DEPARTURE

Please vacate your cottage by **10.00 am** to enable us to prepare it for our next guests. Please empty your bins (recycling and general waste bins located in the car-park) and the dishwasher and do the washing up before you leave. It would be much appreciated if you could let us know of any broken/missing items, we don't get a lot of time on changeover day to notice everything! If you are intending to leave before 9am please come to the farmhouse the night before to say goodbye.

CONTACT

If you need anything during your stay please ring the bell at the farmhouse kitchen door. Generally available from 9.30 am-7pm or call us on 01297 489093 or mobile 07860 249443 out of hours or in an emergency.

Thank you for staying with us, we very much hope you enjoy your holiday, any comments would be gratefully received on the short questionnaire found in your cottage.

Kevin & Hayley (Proprietors)

Jul 2018



Berehayes Holiday Cottages, Whitchurch Canonorum, Dorset, DT6 6RQ.

For accurate directions: type **berehayes** into google maps.

Tel : 01297 489093 Mobile: 07860 249443