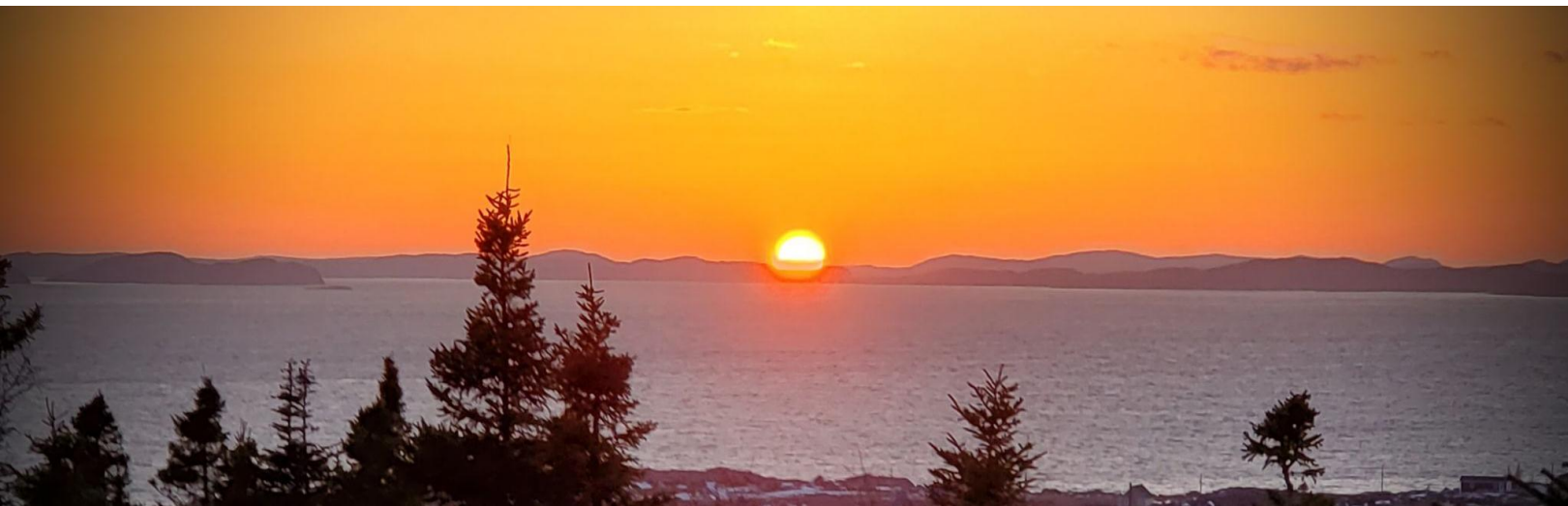


# Welcome!

**We are so pleased you chose  
to stay here!**

House Address: 0 Main Road, Open Hall, Newfoundland



We're Marc and Paula and we own these beautiful cottages. Thank you for being here, and please do not hesitate to reach out for anything (at any time) you may need during your stay. The best way to reach us is directly through the app you booked with or you can text message/call Paula at 647-444-7619. Marc can also be contact if required 905-301-0978.

We've taken a bit of time to put pertinent information into this manual. Please take a moment upon check in to look through it.

Warmest regards,

Your Hosts

*Marc and Paula*

# ARRIVAL INFO

## GETTING INTO THE COTTAGE

The front gate to the Cottages may be open or closed upon your arrival. If closed, the lock entry code is 7976. The gate can remain open during your stay.

Our cottages have keyless entries. You will be emailed a keypad code to the door lock three days prior to your check-in. You can use this code to unlock the door. You can also download the August app to unlock and lock the door using your phone. If you would like to use the app please let us know and we can send you an invitation.

Although we are working to make our cottages tech savvy, technology doesn't always work as planned in rural Newfoundland. We do have a lock box with a key as a backup. If the keypad code does not work, please contact me (any time) and I will give you the lock box code.

## CHECK IN TIME

**Check in time is 4:00pm**

We are here to make your visit as great as possible, therefore we will always do our best to accommodate early check-ins when possible. Understand that late check-outs from previous guests and cleaning schedules may not allow us to do so. Please contact me if you are looking to check in early.

## DIRECTIONS

From Gander follow the Trans-Canada Hwy NL-1E to NL-230 N (exit 26) towards Catalina/Bonavista. Follow NL-230N for ~42 kms.

From St. Johns follow the Trans-Canada Hwy NL-1W to NL-230 N (exit 26) towards Catalina/Bonavista. Follow NL-230N for ~42 kms.

Turn left on Bonavista Bay Hwy NL-235 N towards Southern Bay. Follow NL-235 N for ~22 kms.

Turn left again onto 235-17 towards Open Hall. Follow 235-17 for ~2.5kms. **This road is very rough with large potholes - drive with caution.**

Turn left into our property before the descent into Open Hall. There is a Canadian flag and the EAGLES CLIFFE COTTAGES sign. We are just before the If you pass the OPEN HALL sign. If you passed the OPEN HALL sign you have gone too far.

## PARKING INFO

Parking for the Fitz Cottage is in front of the open area across from the cottage.

Parking for the Guy Cottage is at the top of the driveway.

# WIFI Network

We are excited to provide you with Starlink Satellite Internet at our cottages. Although Starlink is state of the art satellite internet you will find that satellite internet is not as fast as cable or fiber. Our experience has been that it works well with most applications, including Netflix and Microsoft Teams calls.

To log into the WIFI Network you can scan the QR code that is posted in the cottage using your camera on you can choose:

Network: **Eagles Cliffe Deco**

Password: **whataview**

If you are having problems with the WIFI Network please contact us. Marc first 905-301-0978, then Paula 647-444-7619

The satellite dish will with move itself to find a satellite signal. Please do not attempt to move the dish.

# EMERGENCY AND SAFETY INFO

## In Case of Emergency Call

MEDICAL	911
FIRE	911
POLICE	911

**FIRE EXTINGUISHER:** Located in the dining room hanging on the end of the cupboard.

**FIRST AID KIT:** Located in the coat closet, band-aids are also found here.

**SMOKE ALARMS:** Located in the hallway to the right when you walk out the door to the cottage. Each bedroom is also equipped with a smoke alarm. There is also a carbon monoxide detector on the alarm in the main hallway.

**SAFETY LADDER:** Located in the upper bedroom in the far-right cubby. Please take time to locate the ladder so you know where it is in case of an emergency.

## LOCAL INFORMATION

Police Non-Emergency Number (RCMP)- Bonavista	1-800-709-7267
Nearest Hospital	Bonavista - 709-468-7881 (~50 min. drive) Clareville - 709-466-3411 (~1 hour drive)
Newfoundland and Labrador Healthline	24hrs - 1-888-707-2929 TTY - 1-888-709-3555

# HOUSE RULES

## THE RULES

- Smoking of any kind including but not limited to tobacco, vaping, e-cigarettes and marijuana in any form is not permitted in the cottages. There are ashtrays available in the coat closet. We ask that you do not throw butts on the ground.
- Please take your shoes off while in the cottage.
- We allow pets for a small cleaning fee of \$35. Please let us know if you plan on bringing your pet.
- Quiet time begins at 10pm and ends at 8am.
- Our cottages are set up to accommodate 4 people only (including children) – unless otherwise arranged prior to your stay.
- Please advise if you plan to have additional day time guests of more than 4 people.

# ABOUT THE COTTAGE

## ESSENTIALS

**Thermostats in the Great Room** – There are two thermostats on the wall in the Great Room. One is for the electric baseboard heaters and the other is for the gas fireplace. The one that is brown in colour is for the electric baseboard heaters.

**Water** – The water is from an artesian well. The water has a yellowish tinge, which is due to manganese in the water. The water, before filtration, is tested every year in the spring by Newfoundland and Labrador Public Health as well as Newfoundland Water Resources and has been certified safe to drink with exception (see NOTE below). The water is filtered at the pump as well as the cold water under the kitchen sink. See our website for results of the testing.

***NOTE:** Manganese is a concern for infants under the age of one who are fed powdered or concentrated infant formula. Infants given only “premixed”, “ready to use” formula or breast milk is not a concern. The water can still be used for washing, cleaning, bathing, and other household uses in connection with infants under the age of one and all other residents. The water is safe to consume for any residents other than the infants under the age of one.*

**Fire Pit** – There are two firepits in the open area across from the Fitz Cottage. Please ensure you use caution when using the fire pit.

- Firewood is not supplied.
- No fires are permitted when the direction or intensity of the wind may cause the uncontrolled spread of the fire to other combustible materials (including grass and brush)
- Please keep fires under 1 meter tall x 1 meter in diameter.
- Do not use the fire pit if a No Burn ban is in effect. You can check the status of camp fire burning at <https://www.gov.nl.ca/ffa/public-education/forestry/forest-fires/fire-hazard-map/> or give me a call to check for you if you do not have the ability to check.
- Do not use treated wood.
- Never use fire accelerants such as kerosene, gasoline, or lighter fluid.
- Never leave your fire pit burning while unattended. Always make sure children are supervised and kept a safe distance away from the fire.
- Always keep water close by in case of emergency. There is a red bucket in the coat closet for this purpose.

**The Cliff** - The cottages are located on a cliff. Please take caution when going close to the cliff, especially after a few alcoholic drinks. Children and animals should be watched carefully to ensure they do not fall over. There are also steep drop off near the firepit area.

**Furry family members** are welcome for a small fee (\$35/stay in each cottage). Guests must advise that they are bringing their pet. Please try to keep pets off the beds and furniture to help with cleaning once you have left.

**Guest Book** - Please tell us about your stay in our guest book. What you enjoyed about your stay, what restaurants did you enjoy, what excursions or places of interest do you recommend.

**Reviews** - Please write a review about your stay on our Facebook page, on Google, VRBO or through airBNB. If you are not happy with something during your stay, I asked that you please give us the opportunity to fix the issue for you and future guests before you make it public.

## OTHER INSTRUCTIONS

### **GAS FIREPLACE**

1. Open the valve on green propane tank outside the cottage
2. Underneath the fireplace pull down the grill.
3. Turn the valve to PILOT
4. Press and hold the PILOT valve in for a few seconds & then press the ignition pushbutton
5. The ignition button may need to be pressed a couple of times to create a spark.
6. A spark should be seen followed by the pilot flame
7. Continue to hold the PILOT valve in for about a minute
8. Turn the valve to ON; the pilot flame should stay lit
9. Either press the ON switch beside the igniter push button or turn on the lower thermostat to ~15. If thermostat is being used press the switch to OFF
10. At night ensure the flame is out, the fireplace valve is turned to OFF, and the pilot flame is out.

### **NOTES:**

At times a back flow of wind can blow out the flame. If this happens wait a few minutes before proceeding to relight the pilot.

### **Heater/Air Conditioning**

1. To control the heater/air conditioning, use the remote on the wall above the coffee station.
2. Use the 'MODE' button to change from Auto/Heat/Cooling. Leaving it on AUTO will heat and cool to the temperature you have set; typically, this is the easiest way to manage the temperature.
3. Change the temperature, up or down, using the 'TEMP' triangle buttons in the middle of the remote.
4. Change the angle of air flow using the 'AIR SWINGS' buttons.
5. There is a manual in the drawer of the coffee station for more help. We have remote access if you get stuck. Please call us we are happy to help.

## KITCHEN NOTES

The kitchen is fully equipped with everything you need for a comfortable stay.

Keurig coffee machine that uses both loose carafe coffee and the K-pods. There will be some single coffee K-pods left out for you to get your started. There are filters for carafe coffee, but not the coffee.

Stock Items - Please feel free to use any of our stocked items in the cupboard. The cottage is equipped with sugar, sweetener, salt, pepper, garlic mixture, green tea, black tea and herbal tea, we also have for your convenience paper towels, tin foil, plastic wrap, parchment paper and zip lock bags.

Dish Soap is under the sink and the dishwasher tabs are located under the smaller lower cupboard just to the right of the sink.

Garbage - At check out all garbage is to be left inside the wooden bin at the bottom of the driveway, by the road.

Recycling – Unfortunately, there is currently not a recycling program/pick up for plastics/soup cans etc. in the Open Hall area. We are in the process of trying to find a way to properly dispose of these items – until then these items are to be thrown in the garbage. 😞

## BBQ NOTES

The cottages are equipped with a propane BBQ. Propane is supplied. There is an extra tank left beside the BBQ if the tank runs. Don't hesitate to contact me if you need help replacing tanks.

**NOTE:** The ignitor on the GUY BBQ does not work. You can use a BBQ lighter (typically left in the coffee station drawer) to light it. There is a little hole underneath the side table on the right-hand side of the BBQ. Turn on the propane, turn the right burner is on full/high, put the end of the lighter in the hole and activate the lighter. You should see the flame on the right burner. Once you turn the rest of the burners on they will be lit automatically.

BBQ utensils will be found on the lower level of the pantry cupboard in the Fitz Cottage or in a small lower drawer in the Guy Cottage.

## BATHROOM NOTES

The bathroom is fully equipped with everything you need for a comfortable stay.

Stock items include:

Toilet Paper and tissues

Shampoo/Conditioner and Body Wash are stocked in the bathroom.

Face wash wipes are under the sink. Makeup often ruins the face clothes. I ask that you to kindly used these to wash your makeup off instead of the face clothes.

I have left a few items in a "In Case you forgot" bin in the coat closet. Please only take these items if you need them

**NOTE:** In both cottages the shower taps are reversed – hot is cold and cold is hot. For HOT water the handle should be closer to the bottom. Please ensure you test the temperature of the water prior to getting into the shower.

## LAUNDRY NOTES

The cottages are equipped with a washer and a dryer. Laundry detergent and fabric sheets are provided for you.

# Grocery/Convenience/Liquor Stores

The closest full-service grocery stores are in Clarendville or Bonavista. I would suggest you plan to pick up groceries prior to your arrival.

## CONVENIENCE STORES

### **C & D Convenience - (709) 545-2176**

Open - 9am to 9pm (may close at 7pm depending on the season), Sunday 11am to 5pm

5 Main Street, Plates Cove West

10 minutes south.

Head south on Hwy 235; it is a white house on the right side in Plates Cove West. There is a Big C & D sign on the garage door.

\*\*Sell Beer

### **Beth's Variety – 709-462-3496**

Open - 12pm to 6pm – closed on Sundays (hours may differ)

1 Main Street, Princeton

20 minutes south.

Head south on Hwy 235 towards Princeton; the store is on the left side of the road just as you are leaving Princeton.

\*\*Sell Beer

<https://www.facebook.com/Beths-Variety-1044587679002189/>

### **Taylor's Service Station – 709-477-2121**

Open - 8am to 10pm

38 Main Road, Kings Cove

11 minutes north.

Head north on Hwy 235 towards King's Cove. It will be on the left side.

### **Pye's Service Station – 709-467-5738**

Open – 7am to 10pm

Hwy 230, Lethbridge

35 minutes south.

Head south on Hwy 235 towards Southern Harbour. Make another right (south) on Hwy 230; it will be on your right side about 16kms down Hwy 230 just before Lethbridge.

<https://www.facebook.com/Pyes-Service-Station-361892380853314/>

**Dunrovin North Atlantic Convenience & Gas – 709-467-5574**

Open - Monday thru Saturday 6am to 9pm, Sunday 7am to 9pm

467 Discovery Trail, Lethbridge

35 minutes south.

Head south on Hwy 235 towards Southern Harbour. Make another right (south) on Hwy 230; it will be on your right side about 16/17 kms down Hwy 230.

*All directions are from the cottages.*

*Check operating hours of the location prior to going. Hours may change depending on the season.*

## LIQUOR SALES

The closest full-service liquor stores are also in Clarendville or Bonavista.

There are also Liquor Express outlets at

**Midway Irving – 709-462-3420**

Open – 7am to 9pm

230 Cabot Hwy, Southern Bay

25 minutes south

Head south on Hwy 235 to Hwy 230. Turn left on Hwy 230 and you should see it almost immediately on the right side.

**Dunrovin North Atlantic Convenience & Gas – 709-467-5574**

Open - Monday thru Saturday 6am to 9pm, Sunday 7am to 9pm

467 Discovery Trail, Lethbridge

35 minutes south.

Head south on Hwy 235 towards Southern Harbour. Make another right (south) on Hwy 230; it will be on your right side about 16/17 kms down Hwy 230.

*All directions are from the cottages.*

*Check operating hours of the location prior to going. Hours may change depending on the season.*

## GAS STATIONS

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Open – 7am to 9pm

230 Cabot Hwy, Southern Bay

25 minutes south

Head south on Hwy 235 to Hwy 230. Turn left on Hwy 230 and you should see it almost immediately on the right side.

### **Pye's Service Station – 709-467-5738**

Open – 7am to 10pm

Hwy 230, Lethbridge

35 minutes south.

Head south on Hwy 235 towards Southern Harbour. Make another right (south) on Hwy 230; it will be on your right side about 16kms down Hwy 230 just before Lethbridge.

### **Dunrovin North Atlantic Convenience & Gas – 709-467-5574**

Open - Monday thru Saturday 6am to 9pm, Sunday 7am to 9pm

467 Discovery Trail, Lethbridge

35 minutes south.

Head south on Hwy 235 towards Southern Harbour. Make another right (south) on Hwy 230; it will be on your right side about 16/17 kms down Hwy 230.

*All directions are from the cottages.*

*Check operating hours of the location prior to going. Hours may change depending on the season.*

# CHECK OUT INSTRUCTIONS

## **Check out time is 11am**

If you need a later check out, we will do our best to accommodate. Understand that late check-ins for the next guests and cleaning schedules may not allow us to do so. Please contact me if you require a later check out.

On check out please:

1. clean out the cupboard and fridge of any food and drink.
2. take out any trash bags to the outdoor trash bins at the end of the driveway (by the road)
3. leave the sheets on the bed unmade upon check out.
4. check under beds, closet and in drawers to ensure you have all your things.
5. load and start dishwasher
6. ensure fireplace is turned off as well as the main propane tank valve closed.
7. turn out the lights when you leave, ensure heater/air conditioning is set at 16 degrees Celsius, and if you used the baseboard heaters please ensure they are turned off.
8. lock doors when leaving. If you used the key from the lock box, please return the key back to the lock box and ensure lock box is locked.