



## **Lavender Cottage**

### **USEFUL INFORMATION**

#### **Attractions and Places to Visits**

You will find in the cottage a folder with Tourist Information to see and do in the area and on our website. [www.lavender-cottage-pickering.co.uk](http://www.lavender-cottage-pickering.co.uk)

#### **Breakages**

Accidents do happen so we would not normally make any charges for breakages unless there is an obvious case of unreasonable behaviour. It is helpful if you can let us know about breakages so we can put in replacements for the next customer.

#### **Car Parking**

On Road Parking is available to the front of the cottage, there is plenty of space.

#### **Fire procedure**

In case if fire please use the exits marked on the front door and back door of the cottage. You will find a fire blanket on the wall by the back door and a fire extinguisher, also a fire extinguisher at the top of the stairs outside the bedrooms.

On the back of all bedroom doors is all the information you will need in a case of you needing to call the emergency services.

Plugged in both bedrooms are LED emergency flash lights(Please leave plugged in at all times, instructions for the torches are in the cottage folder

**PLEASE DO NOT LIGHT ANY CANDELS IN THE COTTAGE OR IN THE GARDEN**

#### **Central Heating & Hot water**

The gas central heating and hot water is controlled in your cottage and heats the water. This is included in the price of the holiday. In the winter months the heating is on manual and is set to maintain a room temperature of 18 degrees,

if you would like to adjust the temperature press the white knob and turn it to the required temperature, this is at the bottom of the stairs.

The boiler is in the Utility room. There is constant hot water due to the combi boiler.

## **Electricity**

Electricity is included in the price of your cottage.

## **Children**

Children are very welcome at Lavender cottage.

Cots and Highchairs are available but, must be requested at the time of booking. If you need one, let me know.

## **Cleaning**

We aim for the highest standards of cleanliness, but if there is a problem when you move into the cottage then do let me know and I will sort it out.

The Hoover is located inside the under stairs cupboard.

If you are staying more than one week, we would normally change all the bedding, we will liaise with you on a convenient time for you.

## **Towels**

Towels are provided, a bath and a hand towel per person. At the end of your stay please place used towels in the laundry bag provided.

## **Bathroom Fan**

The fan switch for the bathroom is on the wall to the right of the bathroom door in the Kitchen.

## **Shower**

The shower has a removable shower head and is worked from the bath taps.

## **Hair Dryers**

There is one in the main bedroom.

## **Dogs**

Dogs are welcome with responsible owners. **Please do not leave dogs in the cottage on their own. Do not allow your dog to go upstairs or on the furniture please.**

We have provided a gate which is on the bottom of the stairs.

**Please clean up after your dog in the garden and put in the general waste bin.**

## WALKS

There are plenty of short walks available from Eastgate with plenty of grassy banks...Walks can be found at the back of the folder.

We have put a few walks in the back of the folder, please feel free to try them and take a directions sheet with you. We do not want you to get lost.

### Dalby Forest

For more information please go to::

<https://www.forestryengland.uk/dalbyforest>

### Eating Out

There is a list of local places to eat out or to get a takeaway attached to the notice board in the kitchen.

If you find somewhere good, then please do write it in the recommendation book or bring a menu back for our file. Some of the best places to eat are the pubs in the small villages on the Moors and in the Villages. We would recommend The Caley Arms in Allerston (5.5miles) and The Horseshoe Inn in Levisham (6.9 miles) – both are dog friendly.

### Garden

The Garden is there for your enjoyment, do use it and we won't be at all offended if you feel the urge to do some weeding!

### Gas Fire

The lounge is fitted with a Gas Coal Effect Fire, to turn on press the control knob in and turn to the left to ignite hold for a few seconds and then release and turn to the left to turn up and then right to turn down. To completely turn the Gas fire off make sure you turn the control knob to the right until the flame goes out. **(PLEASE MAKE SURE IT IS FULLY TURNED OFF WHEN NOT IN USE)**

### Hi-Fi

There is a i-pod connection on the Soundbar in the lounge and a i-pod radio alarm in the main bedroom. If you wish to bring your own CDs – these can be played through the DVD player.

### Going Home

Holidays must end a shame we know, but true. We ask that you vacate the cottage by 10am so that we can clean the cottage for the next guests.

Can you also please strip the beds used and put all the bedding in the laundry bag provided with all towels that have been used.

## Keys

**Please do remember to leave your cottage keys.** Please post them back through the cottage letterbox.

## Kitchen Equipment

### Coffee Machine

There is a Nespresso Coffee Machine in the kitchen.

The machine is simple to use:

Fill the clear reservoir at the back of the machine with water. Flick the on switch and wait for the lights to stop flashing. Open the silver lever on the top and pop in your selected pod (it can only go in one way). Place the cup on the silver tray under the nozzle. Press the desired cup size (small cup Espresso, large cup Americano). All pods are Espresso unless it states Lungo (which is for Americano) on the pod. The milk frother is in the kitchen cupboard. For cappuccinos, fill to the lower mark and press the button (this will light up red). The instruction book is with the machine, if needed.

**Cooker and Hob** - Any problems with the cooker is usually the timer, check this first. Do not use abrasive or bleach-based cleaning agents on the hob; use the cleaner we provide or warm water and use kitchen roll and a soft cloth.

**Dishwasher** - The dishwasher is straight forward and can be found in the utility room; load with pots taking care not to block the path of the rotating spray bar, set the wash program as you feel necessary, and then press the power on button. All the crockery is dishwasher safe. For those of you who have brought the dishwasher with you then the washing up liquid is located by the sink.

**Fridge** – There are no specific instructions for the fridge but it's a good place to keep your beer cold!

**Microwave** – Quite simply; set the time by pressing the appropriate power required, time required, and press start. The usual rules apply – no metal objects to be placed inside the microwave.

### Laundry

You will find a washing machine inside the utility room. There is a clothes maiden in the under stairs cupboard.

### Light Bulbs

If a light bulb should blow whilst you are in the cottage, then there are spare ones in the kitchen drawer left-hand side of the sink.

### Out of Order?

We do try to check that everything is in working order but, if it isn't then do let us know. If we possibly, we will repair or replace immediately. Even if it isn't critical to you do leave us a note or let us know so that we can take whatever steps necessary to put it right for the next guest.

## **Patio Furniture Decking**

Please feel free to use the patio furniture. If it is covered, please ensure you re-cover it after use; It prolongs its life and reduces the risk of debris from flying objects contaminating the surface.

**PLEASE BE CAREFUL IN THE WINTER MONTHS ON THE DECKING AS IT CAN BE VERY SLIPPERY.**

## **Recycling/Refuse**

**The wheelie bins are located at the top of the back garden behind the gazebo.** The green bin is for household rubbish. The blue lidded bin is for paper and card, and the red lidded bin is for glass, cans, plastics and cartons. You can also now use the red lidded bin to recycle all your plastic pots, tubs and trays, clean foil, empty aerosols and food and drink cartons. **PLEASE MAKE SURE YOU PUT THE CORRECT RUBISH IN THE CORRECT BINS**

## **Re –Booking**

We print our price list in the summer for the following year but, are more than happy to take provisional bookings in advance – Please just email or call Angela if you would like to rebook.

## **Referrals**

We estimate that 70% of our customers are repeat referral which is something we are very proud of. This is not only good for business but very rewarding to know that you enjoyed your stay enough to recommend us to friends and family. It does mean that we are booking earlier each year so please consider booking your next holiday as soon as you can to avoid disappointment.

If you recommend us, then tell them to quote your name and we'll make sure you have a 'thank you' in the cottage on your next visit.

## **Smoking**

Our cottage is **non-smoking** this also includes **Vaping**. Thank you for not smoking at Lavender Cottage.

## **Supplies**

We provide you with the basic cleaning materials and some essential supplies so you can keep the cottage as clean and tidy as you wish during your stay. You will also find in the kitchen candles and matches and a torch in case of power cuts.

Tea, Coffee, Sugar, and a pint of milk in the fridge are provided so that you can relax with a cuppa after a long journey before rushing off to the shops.

## **Television and Blu-Ray**

The cottage had been fitted with a new 43" Smart TV with built in Freeview, Prime, Netflix and Alexa App. There is also a Blu-ray DVD player which will also play standard DVDs and CDs.

The TV's signal is through our upgraded aerial; this basically means you have more channels.

You have a remote control for the T.V and Blu-ray player and the instructions booklet is with the controls in the basket.

To watch a DVD, simply place your DVD into the machine and it will automatically appear on the TV. If you have any problems or are confused, please contact me.

## **Visitors Book**

There is a visitors' book in the cottage – please do write your comments – it's interesting for us and future guests.

## **Water**

The water supply is perfectly fit to drink.

We recommend that you empty the kettle every morning and refill it for a good cuppa.

## **Wi-Fi**

Wi-Fi is available in the cottage; the Wi-Fi network name is Plusnet- NRC3GN and the wireless key mavACJPHPR7vYh

## **Shopping Guide**

The nearest shop for essentials such as milk, newspapers etc is the Co Op on Eastgate across the road from Lavender Cottage.

Co-op and Lidl are the nearest Supermarkets just off the Pickering high street. (5–10-minute walk), if you are in the car then park in the central Car Park for Co-Op, Lidl has its own car park behind. If you are planning on doing some cooking then do try the local food retailers the butchers, bakers and green grocers sell some excellent local produce.

## **Post**

The post office is on the high street and the nearest post-box is further up Eastgate towards town, outside Eastgate News, near the Car Park entrance.

## Events

There are a huge number of events on throughout the year,

For those for you are addicted to car boot sales (bless you!) there is one loosely described as Giant every Sunday on the Showground which, is on the right-hand side, about one mile from Pickering on the Pickering to Malton road.

## Complaints

If you have any problems, then please call or text us on either 07535454787(Angela)

## Emergency Contacts

We sincerely hope you won't need to use this section but just in case.

If there is an emergency where you need to contact us please call me Angela07535454787,

Doctor. Tel: 01751 471296

Police Tel: 101 non-emergencies

Dentist. Tel: 01751 477774

Coastguard 01262 672317

Chemist. Tel: 01751 472550  
693041

Casualty Dept (Malton) Tel: 01653

Vets Tel: 01751 472204