



## EMERGENCY SUPPORT

In the event of a problem during your stay you can call the number below for assistance.

This number below is an emergency number only, we will not come out for the following type of scenarios. Emergency call outs are triaged via our on call property manager.

- Blown bulbs
- Wi-Fi issues
- TV/Internet issues
- Non essential appliance failure such as tumble dryers or toasters

If the situation is an emergency we will visit the property at the earliest opportunity or send a relevant tradesman. Loss of power, heating and hot water issues will be as soon as possible.

We ask that when issues arise you give our property managers time to act. If the property manager is already on another call you may need to leave a voicemail, if so, please state the following information on the call. We ask that you stay calm and let us help you.

If you have a **housekeeping issue** you are asked to raise this as soon as you discover a problem. Staff will then come to the property to support you and deal with the problem swiftly.. You are obliged to give us the opportunity to correct any issues swiftly. No claims for compensation will be made unless we are given the opportunity to rectify any issues raised.

1. Your **name** and **contact number** (must be a UK mobile)
2. Name of the property and town / village / location
3. A brief overview of the problem ie No heating upstairs

If you lock yourself out you need to give us time to act. Some properties only have one set of keys and we may need to get a locksmith out to help or travel to our unit to retrieve keys from the locked safe. If this happens you may be liable to pay for a call out charge and the keys plus locksmith if needed.

**Accident, Illness and injury during a stay:**

If during your stay you have an accident, take ill or need other medical attention you should contact **999** if the situation is serious enough or NHS 111.

Local A&E can be found in Chelehenham, Gloucester for the large main A&E departments or you can contact the Cotswold Hospital or NHS 111 for more support.

We do not accept any claim or liability for any accidents or illness while in any of the properties we provide housekeeping services for. Every effort is made to ensure properties are clean and well presented.

Thank you

Phone: **07541 773741 ( Emergency only)**

Email: [info@cotswoldpropertyservices.com](mailto:info@cotswoldpropertyservices.com) ( **General Support**)