

Details of 30 Colbourne Close Baiter Park, Poole BH15 1US

Thank you for choosing our house for your holiday. We hope you enjoy your stay.

Arrival

The house will be available for you by 3pm on the start of your holiday. It should be clean and tidy when you arrive. If not please let us know immediately. There should also be complimentary tea and coffee available.

Front door key Key Safe

The front door key will be in the key safe by the front door and you will receive the combination number prior to start of your holiday.

Please extract the key at the beginning of your holiday and return it to the key safe at the end of your stay.



To open the provided and

outwards. The open button is the one at the top. The front section of the key safe will come away giving you access to the key inside. Take the key and relock the safe by replacing the front section of the key safe by entering the number again and pushing the open button down as you push the front section back into place.

key safe, enter the combination number push the "open" button downwards and

If you make a mistake entering the number you can clear the error by pushing the "clear" button downwards. This is the bottom button.

PLEASE REMEMBER TO REPLACE THE KEY IN THE KEY SAFE AT THE END OF YOUR HOLIDAY.

To open the front door you will need to unlock it using the key and pull the handle down. To open the door you need to turn the key to the left. The door will lock when you close the door so please ensure you have the key with you. To secure the door properly from the outside or inside you should also pull the handle up and turn the key and then remove the key.

Departure

When you depart, please leave the house in a clean and tidy condition by 10am on the morning of your departure. **Extra cleaning charges may be incurred if it is not left clean. Sample cleaning charges:- Over £15, BBQ £10**

Inventory

On arrival please check the inventory list, which you will find in the house book. If you find anything missing please report to us immediately.

Emergencies, Security and Safety

In case of an emergency such as fire please ensure you make yourself familiar with the exits to the house and the location of the keys to the back doors.

- The mains **Gas** tap is in the cupboard at the bottom of the stairs.
- The **electricity** fuse box and mains switch is in the cupboard at the bottom of the stairs.

There is a **Fire extinguisher and fire blanket** in the kitchen.

A Fire Risk Assessment document is available upon request.

Please ensure you lock all doors and windows when going out and when leaving the premises. The front door automatically locks when you shut it so please take care. For extra security it is better to lock the front door using the key by turning it to the left.

WHEN YOU LEAVE PLEASE PUT THE FRONT DOOR KEY BACK INTO THE KEY SAFE AFTER YOU HAVE LOCKED THE FRONT DOOR.

Please ensure the windows in the bedrooms are locked if you have your children as there is a risk they could fall out if they climb onto the bed and then onto the window ledge.

PLEASE DO NOT SMOKE IN THE HOUSE.

No pets are allowed in the house.

The Backdoors

Please ensure you lock the backdoors to the conservatory when going out. The keys should be hanging up inside, just to the right of the doors
PLEASE ENSURE YOU RETURN KEYS.

Parking

Please only park in the allocated parking space in Colbourne Close (marked number 30) you may also use the visitors spaces in Colbourne which do not have numbers on and are marked **private**.

Furniture

Do not move the furniture in the house. You may damage the floor covering or the furniture.

The table and chairs in the conservatory may be used outside but should not be brought back in when wet as they will damage the laminate floor.

LCD Sony HD TV with Built-in Freeview, plus TalkTalk Youview and DVD

There are 2 controls, one for the TV and Youview box and one for the DVD.

For TV turn on TV from switch if not already on.

The Youview box is connected to an aerial for the Freeview channels and also the TalkTalk broadband router via a BT mini extender for additional channels such as IPlayer, ITV Player. If you already subscribe to other TV services such as Netflix, Amazon Prime etc, you can access these as well.

This box does not pause, record and playback.

To Operate:-

1. Press the “Box” on button on your TalkTalk remote control (top right).
2. If this does not work check both the TV and Youview box are both plugged in and switched on. Check the On/Off switch is switched on at the back of the YouView box and the button on the front of the box is on.
3. Your YouView box should now power up. When the purple light switches to solid, your TV will switch on and then you’ll see the YouView screen. Press the guide button on your remote.
4. If that doesn’t work, use the Source button on the remote and Select Mode Digital/Analogue using hand controls. Select HDMI 1.
5. Press Guide on your remote for channels available or press Menu to find other services including subscription channels such as Netflix via Apps option.
6. There is also a Help button on your TV remote if you need other help.

For DVD press “source” on your TV remote and select AV2.

DO NOT TOUCH THE WIRES AT THE BACK AND DO NOT DISCONNECT ANY OF THE WIRES FROM THE APPLIANCES.

WiFi Broadband

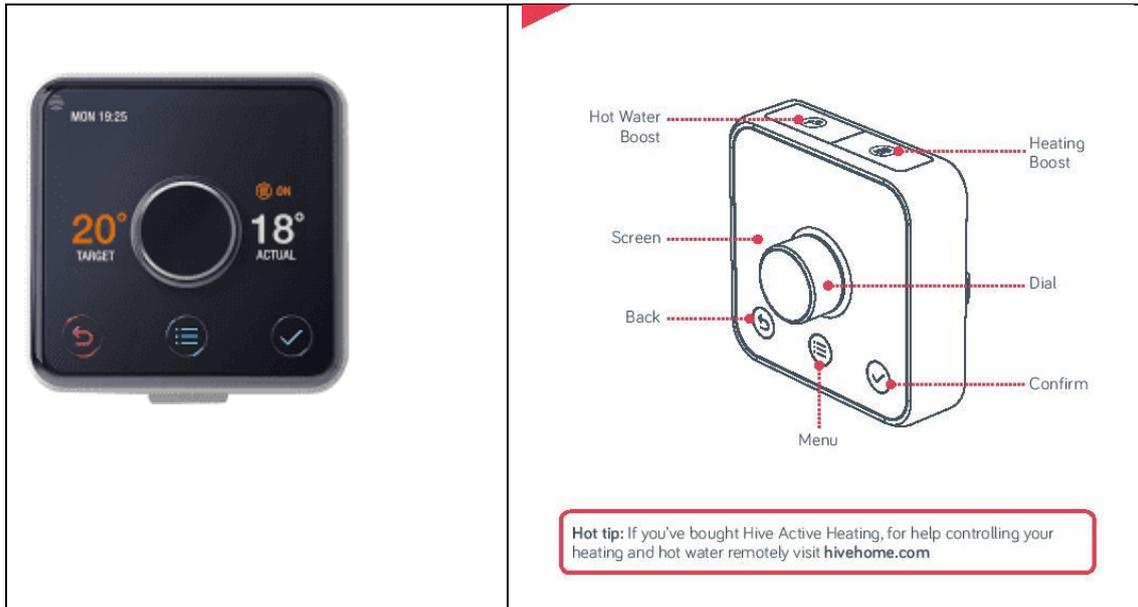
The wireless network name for the WiFi Broadband is Talktalk-013853 and the password is 6ANC3JT6 The broadband router is in cupboard at the bottom of the stairs and should not be moved or turned off.

Heating and Hot water

The house is a warm house and does not normally need heating from May to October.

From November to end March the heating will be on a timer and will come on between 7am – 9am and again from 6pm to 1030pm. The hot water is heated using the gas boiler and will come on between 6:30am –830am and 3pm- 5pm.

- If you need to change the heating and hot water schedule times or set temperature, we can control this remotely for you, just send a text to 07973 189395.
- The thermostat for the heating is by the entrance to the kitchen. You can increase or decrease the set temperature by pressing the large front button and turning the dial up or down as required.
- If you want to turn on the heating or hot water outside the above schedule, you can also “Boost” (turn on) the heating or hot water by pressing one of the white buttons on the top of the thermostat.
- The Boost button on the left is for hot water. The button on the right is for heating. Pressing one of the boost buttons turns the heating or hot water on for 30 minutes, press it again for 1 hour and so on. After pressing the heating boost button adjust the temperature required.
- When the Boost finishes your heating will go back to the schedule times.
- Please conserve energy.



Kitchen Appliances

The instructions for all the appliances can be found in the tall cupboard in the kitchen. Please put them back.

Dinning and tables

Do not place hot items on the tabletop without using the mats provided. Do not stand on the tables or chairs.

Beds

Please do not allow anybody to stand or jump on the beds otherwise they may damage the mattress or bed springs. The mattress covers must not be removed. Under no circumstances should the beds be used without sheets, quilt covers or pillowcases.

If you are staying two weeks or more, the bed linen will be changed on Saturday unless you ask us not to so in advance.

Rubbish Bins

There are two rubbish bins, The blue one for recycle and the black bin for general rubbish. These are normally located outside the back gate through the conservatory.

Please put the bins out by the road by 6am on the day of collection Tuesday (or the night before). One week it is General rubbish in black bin, the following week it is the recycle Blue bin (click here to check what you can put in the blue bin), see attached for schedule.

The correct bin should be placed by the road side to the right. Please return the bins to the back gate when they have been emptied. Thank you.

Shopping

There are plenty of shops close by. The nearest supermarkets are Sainsbury and Aldi. From Colbourne Close turn left; at the roundabout take 2nd exit, the entrance to Sainsbury & Aldi car park is approx. 300 yards on the right.

The main shopping in Poole is the Dolphin Shopping centre a 10-15 minute walk from the house. By car, turn left out of Colbourne Close, take 3rd exit at roundabout, as you go over the flyover you will see the car park on the left. Continue to the roundabout and then do a U turn for the slip road for the Dolphin car park.

Churches

See back of the house book

Hospital

See back of the house book

Contact us

If there is a problem with the house, please call David or Tricia King on Home 01929 471087, David's mobile 07973 189395 or Tricia's Mobile 0797 1041736.

Please do not telephone us before 9am and after 5pm unless there is a real emergency that cannot wait.

Thank you in anticipation of your co-operation and enjoy a wonderful holiday. We are at your disposal should you need us.

David & Tricia King