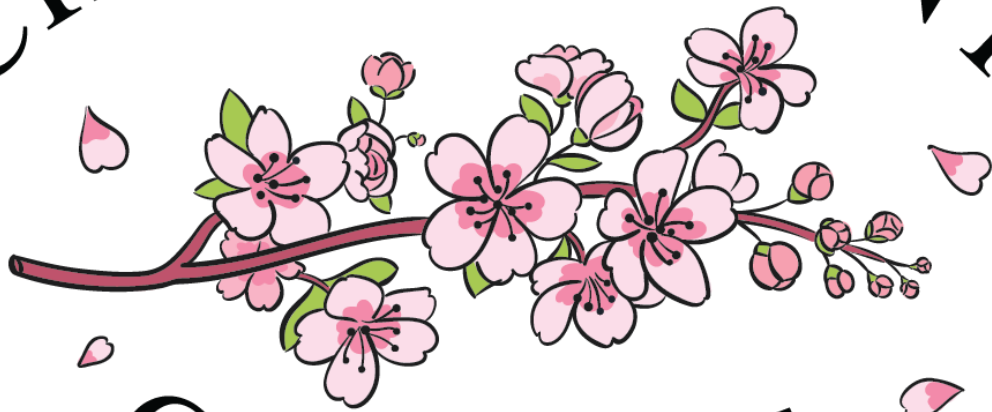


CHERRYMOUNT



COTTAGE

Guest Information

MAKING THE MOST OF YOUR STAY

WELCOME

We are delighted that you have chosen to stay at Cherrymount Cottage and we have worked hard to make sure that your stay runs as smoothly as possible. This guest information guide will, hopefully, provide you with everything which you need to know when staying at Cherrymount Cottage but remember that we are always at the end of the phone should you have any questions or issues.



EMERGENCY SERVICES

The national emergency services number in Northern Ireland is **999** This is a free call number which should work even on a phone with no roaming or network agreement . it is the number to call whenever you need Fire, Police, Ambulance or Coastguard in an emergency situation.

OTHER USEFUL NUMBERS

Police (non emergency) **101**

Western Urgent care (Out of hours medical care) **028 7186 5195**

Taxi (Diamond Cabs) **028 6632 8484**

Taxi (Krazy Cabs) **028 6632 0029**

Mobile Locksmith **078 8941 1203**

Fermanagh Visitor Information Centre **028 6632 3110**

YOUR HOSTS

We want you to enjoy your time at Cherrymount Cottage and we hope you will leave with plans to return. We both live and work less than five minutes drive from the property, but we try hard to respect our guests privacy. We are happy to pop by and say hello if you would like us to, but generally we try to stay away and allow you to enjoy your stay in peace. At different times of the year essential tasks need done and you may catch site of us carrying out maintenance such as trimming hedges and tending to the garden.

However remaining discrete doesn't mean we are not available. Our mobile numbers are below, please do not hesitate to get in touch if there's anything we can help with during your stay.

David +44 (0)7776 142 142 **Edith** +44(0)7787 125 556

Email hello@cherrymountcottage.co.uk

KEYS

Of course, the first thing you'll need when you arrive for your stay is the key to get in !

The keys are in the "igloo" key box mounted to the right of the back door. You'll most likely only use the back door during your stay as it's convenient for parking etc.

We will send you the code for the key box before you arrive, simply dial in the four digit code followed by the "padlock" symbol and then pull the front open to reveal your keys.

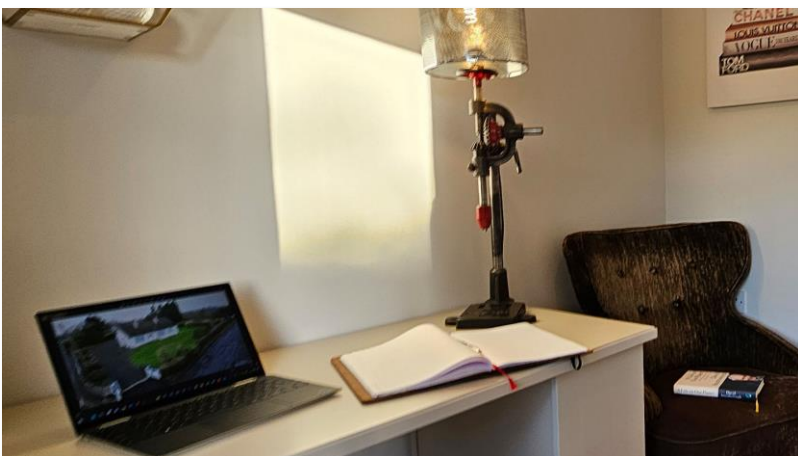


Inside you'll find two identical keys. these keys open all of the external doors (front door, back door and patio doors). We provide two keys for your convenience. To avoid a charge please ensure that both keys are locked back in the key safe before you leave.

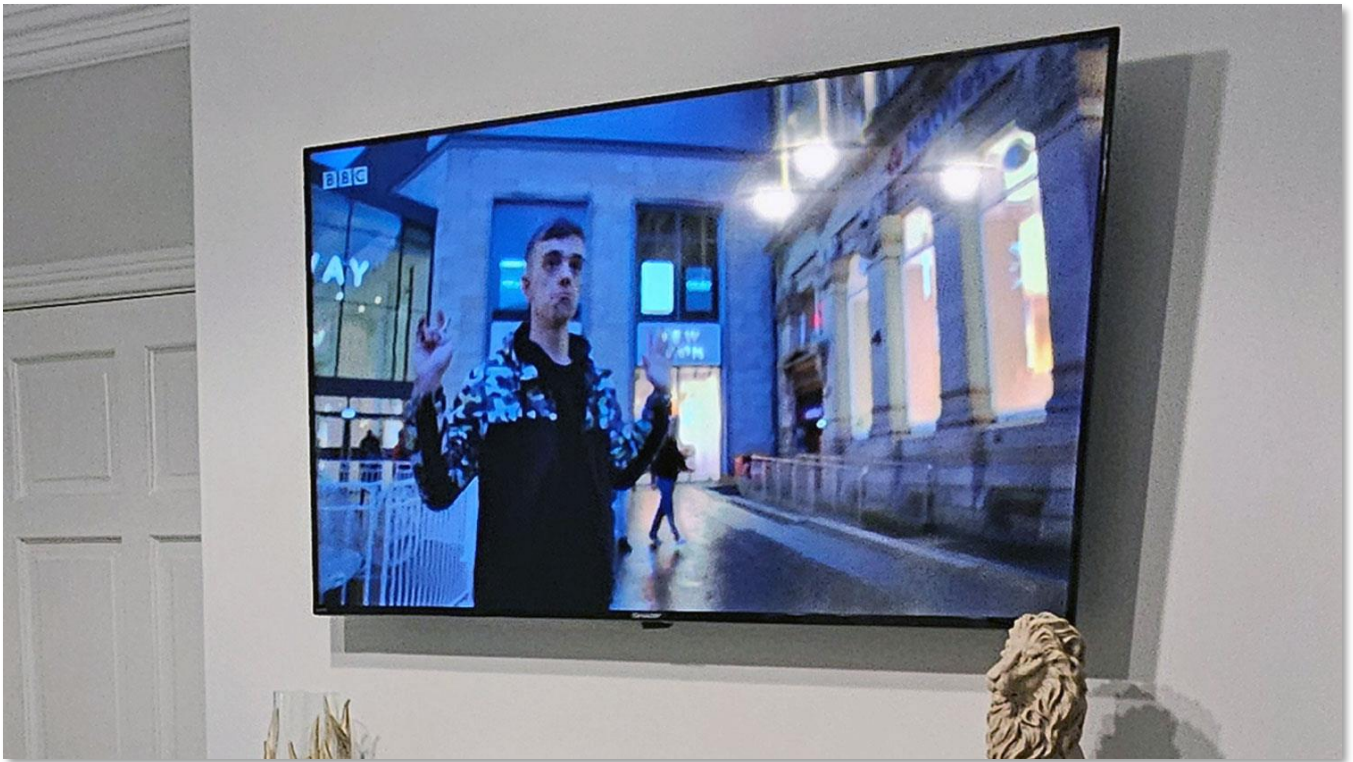
Your code is personal to you and will function from 15:00 on Check-in day until 11:00 on departure day.

Safety Tip: We recommend leaving one key in the inside of the back door lock and the other in the front door when you go to bed at night.

WIFI



The cottage is served by ultrafast fibre optic broadband provided by Fibrus. This is accessible wirelessly throughout all of the house and most of the garden. Log in on your device to the network called "Cherrymount Cottage Guest" and use the password which is provided on the little tabletop signs located throughout the property.



TELEVISIONS

We have provided two 55 inch smart TV's for your convenience. one in the dining area and one in the living room.

These are connected via the wifi and pre installed with a selection of streaming apps such as BBC iPlayer, ITV X, YouTube, . All 4 etc.

You can also log in to premium services such as Netflix, Prime and Apple TV using your own subscriptions or cast via google from your device to either of the televisions.

FIREPLACES

Heating throughout the house is provided by our oil fired central heating system. There are two inset stoves one in the living room and an identical one in the dining room. These do not provide heat they are for visual effect only, although they do create a very pleasing ambience. They can be switched on by and off pressing the button under the right side of the hood as shown here.



HEATING



Heating and hot water at Cherrymount Cottage are provided by our oil-fired central heating boiler. This is controlled with a Hive state of the art smart heating controller.

The hot water and heating operates on a pre-programmed schedule.

The schedule operates 7 days a week and ensures a comfortable temperature and plentiful hot water.

The central heating will operate from 6:30am to 8:30am and from 5:00pm to 10:00pm daily. The temperature is set to 19°C (The ideal temperature as recommended by World Health Organisation is 18°C).

Regardless of internal temperature or whether the heating comes on the boiler will still operate during these times to keep the hot water storage tank filled, this generally ensures enough hot water for normal use and batching throughout the day.

You can “boost” the heating outside these time by using the hive controller located in the hall just outside the kitchen door. Please scan the QR code or refer to the handy Hive Guide at the back of this information book for instructions on using the controller.

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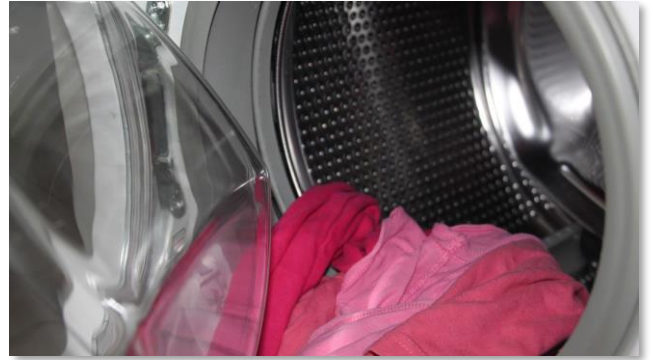
SCAN ME

WASHING MACHINE

For your convenience there is a Washing Machine located in the utility room. To get you started you will find a few detergent pods close by the washing machine, should you need to do more laundry then detergent pods can be easily obtained in Rooney's Eurospar just a three minute walk away.

There is a clothes drying rack also provided for your convenience in the cottage as well as an outdoor rotary clothesline.

There are also a pay-as-you-go industrial washing machine and dryer available a the Nicholl Fuel station just three minutes walk away.



SCAN ME

For detailed instructions on using the washing machine, please scan the QR code or refer to the washing machine users guide at the back of this guide book

DISHWASHER



liquid in the dishwasher.

The Dishwasher is located in the kitchen, you'll find it built into the right hand cupboard underneath the sink.

We'll leave you a few dishwashing pods to get you started and you can obtain more from nearby Rooney's Eurospar or other shops.

You'll also find washing up detergent the necessary utensils in the cupboard should you prefer to manually wash up. **DO NOT** put manual washing up

For detailed instructions on using the dishwasher, please scan the QR code or refer to the dishwasher users guide at the back of this guide book



SCAN ME

COFFEE MAKER

Who doesn't like a good coffee in the morning?

To help kick start your day we've provided a Nespresso Essenza Mini coffee maker and to help kick start your stay we've left a few pods.

You can buy more pods in most shops, they do a wide range of coffee types but the pods must be "Nespresso Original" or compatible pods or they will not work.



Want your Coffee to go? No problem, we've provided travel coffee cups so you can take your favourite drink with you while you go and explore.



Please scan the QR code to watch a video on using the coffee maker.

CLEANING STORE



You're not here to clean right?

But we know that you may want to clean up a little spill, or just keep the place tidy so you can get the most enjoyment from your stay. So we've provided a vacuum cleaner, mops, bucket, dust pan and brushes, cloths and everything which we think you may need.

You'll find them all in the tall cupboard in the utility room, just beside the kitchen door.

P.S. The ironing board didn't fit in this cupboard so you'll find it in one of the wardrobes in the master bedroom 😄 !!

If you are staying for more than a week we will arrange to clean the cottage and change towels and bed linen after the first week.

NO SMOKING & NO PETS



We want our home to be available and suitable to all and that includes people with allergies and respiratory illnesses. For this reason the entire cottage is a NO SMOKING area. This includes NO VAPING.

For the same reasons pets are not allowed in the property.

There are NO exceptions to these rules and Smoking in the property or bringing pets into the property will incur an additional cleaning charge of minimum £200.

You are very welcome to smoke outside in the garden, we would just ask that you extinguish your butts and dispose of them properly for the sake of all of our wild feathered and furry friends.

COT & HIGH CHAIR



For guests travelling with infants we've provided a travel style cot and a high chair. You will find these both stored in the wardrobe in the master bedroom.

You will need to bring your own bedding for the cot

FIRE SAFETY

Cherrymount Cottage has smoke detectors in the main hallways and we've provided a fire blanket which you'll find mounted in the kitchen to the left of the fridge and a fire extinguisher mounted on the wall in the utility room.



If you discover a fire only tackle it if its very small and you feel competent to do so. Don't take chances. Get out of the house closing all internal doors behind you, call the fire service on 999 and do not re-enter the property.

ROAD SAFETY



The roads around Cherrymount Cottage are well illuminated and generally have good pavements (side-walks).

However your safety is important to us and so we have provided high visibility vests for you to borrow and which we would encourage you to wear while walking and particularly at night.

Always walk on footpaths where provided and where there are no footpaths walk on the right so that you are facing oncoming traffic.

WASTE DISPOSAL



Well, somebody's gotta do it – right?

Getting rid of your rubbish is as easy as 1 2 3.

The planet is important to us and we would ask you to help by separating your rubbish. There are three large bins outside the back door and they are clearly labelled as to what can go in each. Please do not cross contaminate or else the collectors will not empty them.

It would help us and also save us disturbing you if you could put the correct bin out at the gate early on collection days or late the night before. If we don't see it out, we'll try to call by and do it.

The Blue Bin: Clean, Dry Recyclables

The blue wheelie bin is for recyclable materials which should be clean and dry before placing in the bin.

- Newspapers
- Paper
- Envelopes (not padded)
- Magazines
- Tins and cans
- Aerosol tins
- Cartons
- Cardboard
- Plastic bottles
- Tubs and trays
- Glass bottles and jars.

The blue bin is emptied on alternate Thursday mornings

it should be placed outside the gate before 7:30am or on the Wednesday evening before.

The Brown Bin: Food And Garden Waste

The brown wheelie bin is for compostable garden waste and food waste.



There is a food waste caddy in the utility room which you can use to collect food waste. there are special compostable liners for the caddy and once full these can then be placed in the brown wheelie bin.

Food waste can also be wrapped in old newspaper to be placed in the brown wheelie bin, plastic bags must not be used.

The brown bin is emptied once every two weeks on a Tuesday morning it should be placed outside the gate before 7:30am or on the Monday evening before.

The Green Bin: Clean, Dry Recyclables

The green landfill wheelie bin is for all non-recyclable waste such as nappies, plastic bags, bread bags and sweet and crisp wrappers. We like to think of this bin as the last resort!

It is for waste which cannot be put in the brown or blue bins.

The green bin is emptied on alternate Thursday mornings it should be placed outside the gate before 7:30am or on the Wednesday evening before.

BEDROOMS



The bedrooms at Cherrymount Cottage are equipped with hotel grade Respa Beds and Mattresses to guarantee you a good nights sleep. There are two pillows per guest (four per bed) and mattresses and pillows are fitted with high quality protectors for your comfort.

Each bedroom has bedside lockers, independently controlled bedside lights, alarm clock and wardrobe space. The master bedroom has two huge double wardrobes and a chest of drawers. Both bedrooms have hairdryers and all rooms have at least one wall socket with USB charging ports built in.

The luxurious padded headboards in both rooms have discrete LED backlighting, have a look for the switch on the cable at one side of the bed (left side in master bedroom, right side in bedroom 2) – it's worth finding as it creates a very relaxing ambiance in the room.

BATHROOMS



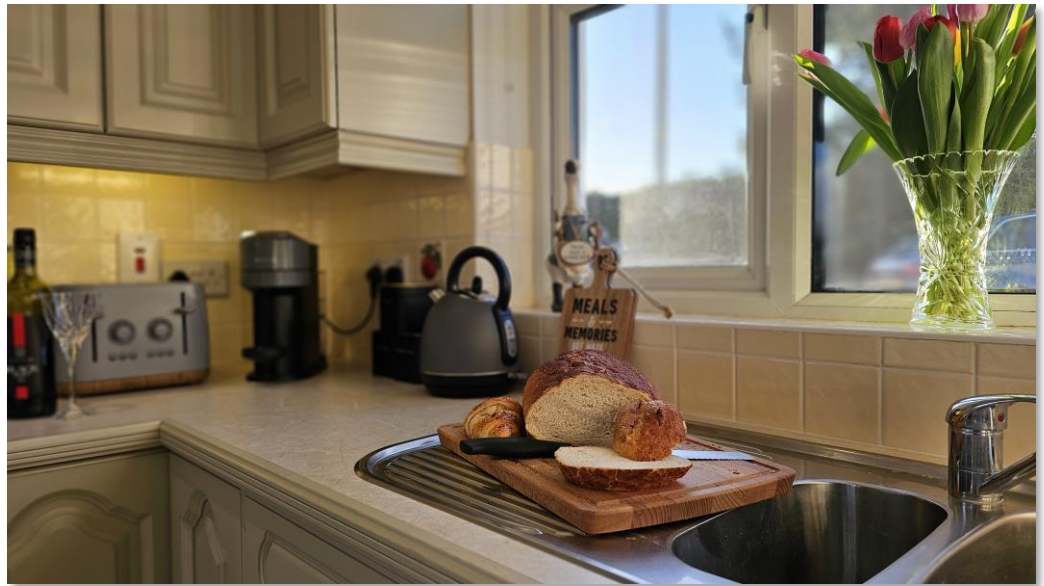
Both the main bathroom and the ensuite off the master bedroom will be provided with liquid soap / handwash.

Bath and hand towels are provided for each guest and both bathrooms have non slip bath mats for the floors.

There will be enough toilet roll to make sure you are not caught out on arrival!

PROVISIONS

Of course, Cherrymount Cottage is self catering accommodation, however we want to ensure you can settle in and relax quickly, so you can expect the following provisions to be there for you:



- Enough Tea Bags and Coffee to enjoy your first cuppa on us.
- Fresh milk in the fridge.
- Liquid handwash in the kitchen and bathrooms.
- Washing up liquid.
- Enough dishwasher tablets to get you started.
- Enough washing machine detergent to get you started.
- Starter toilet roll and kitchen towel
- Cloths and cleaning equipment.

THE WELCOME PACK



In addition to the basic provisions listed opposite, for guests staying for more than a few days we like to leave a little welcome pack.

Contents will vary, but we try to use local produce where available.

Please don't take the welcome crate with you, we need to refill it to welcome the next guests!

Relax, make yourself at home and enjoy your time at Cherrymount.

FOOD BANK

If you've bought too much stuff and can't or don't want to take it home, then please leave any unopened provisions or bathroom products on the kitchen counter and we will donate them on your behalf to a local food bank where they will be very much appreciated and put to good use.

TERMS AND CONDITIONS

AKA “the small print” OK, so it's boring but it is also important!

Please ensure you read and fully understand these booking terms and conditions. If anything is unclear, please contact us so we can explain in further detail to avoid any misunderstandings.

Bookings are subject to the following terms and conditions (bookings made on platforms such as Air BnB and Booking.com may be subject to different booking and refund terms but are bound by the same house rules):

- A contract between you and the owner will come into existence when the deposit or full payment is received, and a booking confirmation is issued showing the confirmed holiday dates.
- The deposit/full payment must be paid within 3 days of the booking being placed.
- The contract binds you (the lead booker) & all the members of the party who are part of the booking. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
- We require the names, ages, and contact details of all guests.
- A 25% deposit of the holiday cost is payable at the time of booking.
- Bookings made less than sixty days before your arrival date must be paid in full, plus a £200 refundable damage deposit (if requested).
- The balance must be paid no later than sixty days before the commencement of your holiday. If the balance is not received by the due date, then your holiday will be treated as a cancellation.
- All cancellations must be notified in writing and once received we will confirm the cancellation.
- The customer remains liable for a percentage of the booking cost when a cancellation is received, as detailed below:

Number of days before the holiday when cancelled The % of booking cost payable

More than 60 days 5% of the booking cost
45 to 59 days 40% of the booking cost
30 to 44 days 50% of the booking cost
15 to 29 days 75% of the booking cost
3 to 14 days 90% of the booking cost
0 to 2 days 100% of the booking cost

- If we are successful in getting a replacement booking, we will refund the total amount paid less a 5% booking fee and any difference in price between your original and the replacement booking.
- We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.
- If your booking is cancelled due to circumstances beyond our control, notification will be given of the cancellation as soon as possible and we will promptly refund all payments made to us for your holiday. Our liability for cancellation will be limited to payments made to us.
- If our property must close due to government restrictions or your address is put into local/regional lockdown for your holiday dates and you are unable to travel, you will be refunded in full.
- The maximum number of persons occupying the property must not exceed four (4) persons and only those listed on the booking form can occupy the property. If you wish to invite additional visitors to visit you during your stay, please ask us first.
- Please be advised that no extra overnight visitors are allowed to stay at the property.
- Bookings cannot be accepted from persons under eighteen years of age.
- The owner reserves the right to refuse a booking without giving any reason.
- We or our representatives reserve the right to enter the property at any time to undertake essential maintenance, repairs or for inspection purposes.

- Tenancies normally commence at 3:00pm on the arrival date and guests are required to leave the rental by 11:00am on the day of departure. Failure to do so may result in you being charged a further day's rental.
- You must not use the property except for the purpose of a holiday.
- We frequently let this property to guests with allergies and for that reason the property is strictly a no smoking, no vaping and no pet zone.
- Smoking (including vaping) is not allowed in the property.
- Pets are not allowed in the property.
- Pets, vaping or smoking anywhere inside the premises will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to, and any damage or extra cleaning caused will be at your expense.
- You are responsible for your dog and you will be charged for any damage caused by your dog.
- Damage deposit – In making a booking you accept responsibility for any theft, breakage or damage caused by you or any member of your party and agree to indemnify us in full for any loss that we may incur as a result. A security deposit of £200 is required and will be returned within 7 days of the end of your holiday, less the cost of damage/breakages.
- Damages and breakages – please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. If you notice something is missing or damaged in your accommodation, please let us know immediately so that we can take the appropriate action. If there has been any damage or breakages during your stay, we would be grateful if you could report them promptly, especially before check-out. The accommodation will be inspected at the end of the holiday & you may be charged for any loss, damage or extra cleaning costs. These are to be paid for in full within 7 days of notification.
- If damage occurs and the owner must cancel and/or refund subsequent bookings, the owner may bring a claim against you for any loss arising as a result.
- Please do not move any furniture from one room to another or any of the indoor furniture, furnishings or bedlinen outside.
- Please remove shoes before entering the house.
- Please lock the doors and close the windows when you leave the property unoccupied.
- Please make sure you switch off lights, heating and any electrical appliances when you go out – we're an eco-friendly holiday home.
- Please don't take any bath towels with you to the beach, the pool or sports events.
- The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.
- Please note that if any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.
- The client may in no circumstance re-let or sublet the property.
- The owners shall not be liable to you or your holiday party for loss or damage to property, however arising.
- All inventory must remain in the property and not be taken to another property.
- You are responsible for the supervision of all members of your party under the age of 18 at all times.
- Please park your vehicles on the tarmac surfaces only around the house. Ensure cars do not block access to other properties. Parking is limited to 3 vehicles.
- Please respect the community and try to keep noise levels to a minimum, especially between 11 pm and 8 am.
- We reserve the right to terminate your rental agreement with immediate effect where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others. You'll be asked to leave the property, without any refund of the rental amount paid.
- Please use the designated barbecue utensils and clean the barbecue after use.
- Fireworks, Chinese lanterns, firepits, candles and portable BBQs are prohibited.
- Check-out – Latest checkout is 11:00am, this is necessary so that we have sufficient time to prepare the property for the next guest. Please empty all rubbish into the appropriate outside bins empty bins. Strip beds and leave all linen and towels in the utility room, dirty dishes should be washed and dried. Please turn off all lights and electrical appliances. All windows should be

closed and doors locked. Both keys should be returned to the key lock box and the lock box secured (code dial scrambled)

- If you want to use the services of a third-party supplier (e.g. a chef, beauty treatments) this must be agreed beforehand. If you bring a third-party supplier without consent, we reserve the right to ask them to leave. We do not accept liability for the activities of these third-party suppliers.
- Wi-Fi – the guest agrees to reasonable and lawful usage.
- Domestic electric vehicle chargers (commonly known as a ‘granny charger’ or a ‘trickle charger’) are not suitable for use at the property and are strictly forbidden. You are liable for any damage or loss suffered by us due to your unauthorised use of domestic chargers.
- Any problem or complaint must be immediately reported directly to us/our representatives to allow us the opportunity to resolve it.
- Non-compliance with the house rules will be considered as a breach of the terms and conditions of the rental agreement. We reserve the right to terminate the booking with immediate effect and without a refund if they do not abide by the rules.
- This property is privately owned and is our livelihood. We want everyone to have a great stay with us but we expect all guests to treat the property with the same respect that they would with their own home.

PLACES TO EAT



Enniskillen has a really vibrant food scene.

Check out the chalk board in the kitchen for some of our recommendations or scan the QR code.

THINGS TO DO



Whether you're seeking outdoor escapades, lively pubs, unique shops, or historic landmarks, you'll find an array of attractions to explore in Fermanagh. Again check out the chalk board in the Kitchen or scan the QR code for some ideas.

CHECKOUT

We'll be sorry to see you go and we hope that you will be sorry to be leaving. But all good things must come to an end and remember that you have to go away in order to be able to come back again!

When checking out it would be really great if you could use the following checklist:

- ✓ Latest time to vacate the property is **11:00am** – we need time to prepare for the next guests
- ✓ Please turn off all lights and electrical devices (not the fridge !!).
- ✓ Put all rubbish in the appropriate bins outside.
- ✓ It would be helpful if you could leave towels and bed linen on the floor in either the bathroom or kitchen. Please do not remove mattress and pillow protectors.
- ✓ Ensure all windows are securely closed.
- ✓ Ensure all external doors are locked (front door, back door and patio doors).
- ✓ Place **BOTH keys** in the key lockbox and close it ensuring the code is scrambled to lock it.

We hope to welcome you again.

Next time, for the very best rates, why not book directly with us at:

www.cherrymountcottage.co.uk

Thank you for making our home your home

David & Edith x

