

- We keep a printed copy of Guest Information in each building - feel free to download ahead of your visit.
- Check in is 4pm and out is 10am. Early check in or out is sometimes available upon request. Charges may apply please see our Terms and Conditions.
- Due to current Covid restrictions we won't be able to meet you on arrival, but we're always on the end of the phone if you have any issues, 01304 892 333.
- Supermarket deliveries are a brilliant way to organise your food in advance, please make sure you book a supermarket delivery slot to arrive after you do.
- There are no keys at Roseyard, we will set an entry code and advise you by email. The pool house code will be different from the rest; adults are advised to keep this code from any young children in the group for safety.
 - Cart Lodge – Enter code, turn knob to the right. Please note this is a stable door, the bottom half will be open. You are able to bolt the bottom half which you are welcome to do if you wish.
 - Pool House – Enter code, buttons have to be pushed all the way in, then pull handle as far down as you can.
- All our bins are found in the bin store which is in the walled garden closest to bedroom 'Bramley'. You can store glass recycling in the white plastic containers in the kitchen or utility room and decant to the larger wheelie bin in the bin store. Dry recycling, Glass, Food and General waste all have their own bins in each kitchen and can be decanted into the wheelie bins in the bin store
- All rubbish should be placed in tied bin bags (apart from paper recycling) and put in the bin store.
- Heating is a mix of underfloor and wall radiators, there are controls in or just outside most rooms. Set between 18 and 20 for your arrival.
- All new windows have integrated stays and external doors have 5 point locks, which if opened will need to be locked from the inside.
- The pool house has to be kept 1 degree warmer than the water temperature. This means this is a warm environment and to maintain correct temperature and not affect humidity levels it is important that the door is not left open overnight or when not in use.
- Please let us know how you'd like the beds made up i.e. all as doubles or any as twin? See our floorplans [here](#). The information must be with us no later than one week before arrival or all beds will be left as doubles.
- The drains are sensitive and as such we ask that you are very careful about what goes down them. We politely request that you use the laundry, dishwasher and cleaning products provided rather than bringing your own.

Finally, and most importantly, we hope you enjoy your stay at Roseyard.

Thank you

The Roseyard Team