

- We keep a printed copy of Guest Information in each building - feel free to download ahead of your visit.
- Check in is after 4pm and check out is by 10am. In rare instances we may be able to facilitate an early check-in, please get in touch to discuss
- We don't normally meet you on arrival, but we're always on the end of the phone if you have any issues, 01304 892 333 or once you've arrived you can also call us on 07842 419 687
- Alternatively a meet can be arranged but will require at least 2 weeks notice.
- 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.
 - Main entrance to Brick Barn, enter code, lock holding green shutters will release, slide to the right as far as they will go. Large glass door, which will be unlocked, can then be slid open from right to left.
 - 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.
 - Stables – Enter code, turn knob to the right.
 - Pool House – Enter code, buttons have to be pushed all the way in, then pull handle as far down as you can.
- On the left of the main entrance door to the brick barn, there is a 'Light Master' switch, this is a kill switch for all the lights in the brick barn, to save running around checking lamps and lights when you leave – there's quite a few!
- All our bins are found in the bin store area 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 outside the bin store. Dry recycling (plastics, tins, paper), Glass, Food and General waste all have their own bins in each kitchen and can be decanted into the wheelie bins as applicable.
- All rubbish should be placed in tied bin bags (apart from glass) and put in the appropriate bin
- Bin collection is at the end of your stay unless your arrival coincides with a Bank Holiday. In that instance there may be a collection during your stay.
- 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.
- Please familiarise yourselves with our noise policy, your deposit is at risk if this policy is not adhered to.

Provisions:

- 1 loo roll in each bathroom, 1 kitchen roll, some bin liners for general waste bins and food bins, tea towels, dish cloths, scourers, washing up brushes and enough dishwasher tabs, washing up liquid, surface cleaner and laundry tabs for your stay.
- Oil, tea, coffee and sugar and salt and pepper in the mills.
- A supply of compostable coffee pods for the two pod machines along with a full tank of beans in the 'bean to cup' machine.
 - If you think you will use a lot of any of these items above, I would recommend that you add them to your shopping list.
- We also provide firelighters, logs and kindling with the fire but if you think you will use a lot of logs you can order more from us and we will leave an additional supply in the car port. Please let us know, additional logs and kindling are £15 and will be left in a car port.
- There is a gas BBQ which is supplied with a full 5KG tank of gas, if more is required you will need to purchase a refill from a local garage or garden centre.

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

Thank you

The Roseyard Team