

# ARRIVAL AT TOTTERGILL FARM

## *Orchard House*

On arrival please make yourselves at home. If we are not there to meet you and show you into the cottage we will try to meet you on our return. If you need anything please ring the doorbell at the farmhouse or if we are not at home you can phone the home number which will be diverted to the mobile of one of us who will be on-call: **01228 670615**. If you can't reach us that way, you can usually reach us on our mobiles directly: **07796 693904 (Tracey) 07736 154569 (Barnaby)**.

### ASHES

Leave the ashes at the bottom of the stove as they will help to light it more easily next time the stove is used. Even when you leave at the end of your holiday, you do not need to empty the grate. However, if the stove is lit often and ash build-up is preventing air flow, then remove some of the ashes. When **COLD** empty ashes into a plastic bag, tie the bag and leave it by the outside wheelie bin overnight to ensure completely cold before putting in with general waste.

### BARBEQUE

There is a barbeque in the garden for your enjoyment. You must provide your own charcoal. Each cottage has its own barbeque utensils. Do not use the plastic utensils which are in the kitchen for use with the cooker, as they will melt.

**COLD** barbeque ash can be put in the general waste bin.

### COOKING

Please use the cooker hood when cooking because the smoke alarms are sensitive and may go off when the cooker is in use.

### HEATING AND HOT WATER

The water is heated by a gas boiler and should always be hot as it is heated as it comes through. There is no hot water storage tank. To get hot water, turn on the tap fully to ignite the boiler for about thirty seconds and then reduce the flow to maintain the temperature. If you still have no hot water, please ask us to help you.

The heating is also heated by a gas boiler. To adjust the temperature in the rooms, each radiator has a thermostatic valve for you to alter to your desired temperature.

The heating is controlled by a programmable room stat at the top of the stairs. This will normally be on all the time with different minimum temperatures for daytime, night time etc..

To turn the central heating on or off, press and hold down the bottom left button for 3 seconds.

To change the temperature, press the up or down arrows on the right of the control panel. The temperature displayed is the current room temperature. The first press of the up / down buttons

displays the current boiler cut off temperature. Subsequent press of the up / down arrows increase / decrease the boiler cut off temperature. The temperature will revert back to the pre programmed temperature at the next time zone change.

We advise that you do not allow the upstairs temperature to heat up too quickly by turning off or down some of the radiators). This is because the room stat is upstairs and if the upstairs heats up too quickly the heating can be turned off by the room stat before the downstairs gets up to temperature. If this does occur, the downstairs rooms can be heated by turning the boiler cut off temperature up to a higher value than the displayed current room temperature and turning off the upstairs radiators.

### **COTS AND HIGH CHAIRS**

Cots and high chairs are available upon request, but you must provide your own cot linen. However, we do have some cot linen available in case of emergency.

### **DISHWASHER**

**Always** scrape off excess food into the bin, as this will clog up the filters and the dishwasher cannot work properly. Refer to information in your cottage for the dishwasher settings. Never run the dishwasher without any dishwasher tablets in it, and **never run the dishwasher with washing up liquid** or laundry tablets instead of the correct tablets. If your cottage has run out of tablets, please ask and we will be happy to provide you with some. Please take the plastic wrapper off the dishwasher tablet before using

If your dishes and glasses are not washing properly and are cloudy or still have food on them, please let us know in case there is a problem.

### **EXTRA GUESTS**

Orchard House is for six people only (plus cot if needed). You may not invite extra guests to stay in sleeping bags on the floor. Our fire regulations and insurance will not allow it. Any extra people will be asked to leave.

### **FUSE BOX**

The fuse box for Orchard House is in the utility room.

If your lights or sockets trip the switch, go to the fuse box. Inside the fuse box, the switch which has been tripped will be out of line with the rest of the switches. Flick it back over into place. If none of the fuses are out of line, then there may be a power cut.

### **IN CASE OF FIRE**

Please note where your exits are from your cottage when you arrive, and tell children where they are.

### **PARKING DISK**

Most areas in Brampton, some in Carlisle and the surrounding area have 'disk zone' parking. Please display a parking disk in your car windscreen when parking in these areas. Disks can usually be obtained from local shops but we endeavour to always have one in your cottage. Please leave these for use by future guests.

## **REFUSE AND RECYCLING**

We would really appreciate it if you could help us as much as possible to reduce the amount of waste that goes into landfill. In your kitchen is a bin with a list of the materials we can recycle. Please could you rinse out and sort the recyclables into the bins in the 'Log Store & Recycling' shed in the end of the agricultural building.

At the end of your stay it would be helpful if you would leave any unwanted, unopened food items in the fridge or on the worktop.

Please put general waste in bags in the bin by the door.

## **PETS**

Pets are welcome at Tottergill in some cottages, with a maximum of two per cottage. It is best for your pets to go to the toilet in the field in front of the cottages. There is a gate beside the water wheel, or you can go to the first cattle grid and through the gate there. Please watch your pets if there are sheep in the field. Please clean up any mess which your pet may leave on the lawn outside your cottage so that it is safe for children which may follow you on their holiday. Pet mess should be put in a tied plastic bag and put into the normal rubbish bin.

We ask that pets do not go on the furniture or into the bedrooms, and please never leave your pet unattended in the cottage at any time. You must take them with you, unless you have a pet cage to leave your dog in and your dog is unlikely to bark.

## **SMOKING & VAPING**

We ask that you do not smoke inside the cottage.

## **PHONE**

A 'Pay-as-you-go' mobile phone is available for loan during your stay.

There is a public phone box on the village green in Castle Carrock.

## **Wi-Fi**

Wireless broadband is available free of charge. Search for network 'Tottergill Guests', there is no password. Alternatively you may get better signal with 'Orchard House', the password for this is 'tractor1'.

## **CHECKOUT**

On your day of departure it would be helpful if you could remove the pillow cases, duvet cover and fitted sheet only and place them in the bath with any dirty towels. Leave any clean towels in the bedroom as you found them. You do not have to do this but it would be helpful.

**You must vacate your cottage by 10.00am** at the latest so that we have enough time to get the cottage ready for the next arrivals.

## WOOD BURNER

### LIGHTING THE STOVE

To light the stove, scrunch up some newspapers and place about half a dozen small kindling sticks on top of the newspapers. Put a couple of logs on top of them, not too big or they will be difficult to light. Open the small holes at the bottom of the stove. You can use firelighters but often, they are not necessary. Light the newspaper and close the doors. When the fire is drawing well, you can put on more logs and close the holes at the bottom of the stove.

### WARNING

Under no circumstance should you stack logs on top of the stove or tightly around the sides of the stove. Someone has done this and the logs caught fire. We only stopped the cottage going up in flames because someone in another cottage heard the smoke alarm and warned us. The stove had been lit with wood stacked around it tightly, and the people then locked the cottage and went out. The whole cottage was filled with thick black smoke causing a lot of smoke damage. Also **DO NOT** light the stove if it is very windy as smoke may come back into your cottage down the chimney.

Please **DO NOT** use the stove to dry anything on top of.

**ALWAYS** use the stove with the door shut when lit. This is how they are designed to be used. Sparks from the wood can jump out and cause a fire when the doors are open.

We hope you enjoy your holiday with us, and please ask if you need anything at all.

*Tracey & Barnaby Bowman*