



Pine Cottage: Helpful Information Pack

Welcome. We hope you have a fantastic holiday. This Information pack should cover most queries. Please feel free to ask any questions. As some of our facilities (including the cottage's heating and sewage services) may not be familiar to all our guests it is essential that you familiarise yourself with this information pack on arrival.

Aircon

This is operated by the remote control on the RH side of the bed. It is a heat exchange unit which operates from 18-30 deg.

Alarm

This is worked from a fob on your key ring. Lost fobs are charged at £50, this is the cost incurred by us from our alarm company for a replacement.

Arrival and Departure times

We welcome guests from 3.30p.m. Early arrivals are accepted if the cottage is ready and if it is a lovely day as the garden is beautiful to sit in whilst you wait. We do need over four and a half hours to thoroughly clean the cottage on changeover and our previous guests will have left at 10.30a.m. We would appreciate notification of your estimated arrival time. This is to ensure somebody is available to show you into the property.

Departure times.

We ask our guests to vacate by 10.30a.m. This allows us to prepare the cottage for the next guests.

Attractions

All brochures can be found in the box on the nest of tables.

Here are some of our favourite Norfolk attractions, all within easy reach:

BeWilderwood

An award-winning forest of fun and outdoor adventure with treehouses, zip wires and lots more.

Bure Valley Railway

Norfolk's longest 15-inch gauge line between Aylsham and Wroxham. An 18-mile round trip through the picturesque Bure valley following the river and stopping occasionally at small country villages.

Cromer and the Pier

There has been a pier or jetty at Cromer since 1391! The current pier, opened in 1901 is 495ft long and hosts all the usual seaside attractions as well as the RNLI Lifeboat Station and Pavilion Theatre with its famous seaside shows.

Seaside

The seaside bucket-and-spade towns of Great Yarmouth and Cromer are only a short drive away, or you can head north to discover North Norfolk's salty marshes, miles of golden beaches and stunning coastal paths.

A Trip on the Norfolk Broads

Whether it's for relaxation or to celebrate a special occasion, a trip on the beautiful Norfolk Broads is a delightful experience at any time of the year.

Ranworth is a pretty Norfolk village with the 14th Century St Helen's Church offering spectacular views from the tower. Learn about the Broads and spot wildlife at the nearby Norfolk Wildlife Trust Visitor Centre complete with a lovely boardwalk perfect for exploration. We are half an hour from the Norfolk Broads, Britain's Magical Waterland, where you can hire a range of craft to get out on the water and enjoy the unique landscape, renowned for its wildlife.

Roy's of Wroxham

Shopping in a unique way. Quaint but memorable. Virtually all the shops are run by the same family firm.

Wroxham Barns

Great for all with a wide range of individual shops and studios including traditional and contemporary crafts, gifts, food & drink. Also a junior farm, mini golf and seasonal funfair. Watch craftsmen at work and sample the delicious home-made cooking in the restaurant.

Countryside

We are surrounded by beautiful countryside, farmland, winding lanes and pretty villages and those famous wide skies studded with iconic Norfolk windmills.

Norwich

We are also just 8 miles from the medieval City of Norwich, steeped in history alongside a wide range of modern shopping opportunities and eateries.

If you have energy to spare, Norfolk is perfect for walking, sailing or cycling, but if you're looking to slow the pace of life then just wander around the pretty market towns and quaint seaside villages or find your chosen view and sit and watch the world go by.

Babies

High chair, cot (without linen) and a stair gate for the Cottage are available on request free of charge.

Bathroom

The fan isolator is above the door. It is kept on to remove steam and comes on with the light. If, during the night, you wish to switch it off we ask you to remember to switch it on before you bath or shower.

Bedroom

The light switches for table lamps and ceiling lights operate from outside and inside the bedroom door. Table lamps can also be switched off from the bed.

Bedding

The bedding is all cotton, the duvet is duck down and dual tog. Alternative bedding is available for allergies.

Bicycles

We have two cycles for free hire, subject to availability. There is also a bicycle carrier and two helmets. These are all hired at your own risk. We have them regularly serviced at Halfords. You will be liable for any damage. However, our contract does allow for free labour on punctures, only the inner tube needs to be paid for.

Cash Machines

These free ATMs are near:

Coop, Horsford,

Tesco, 28 NORWICH ROAD, NORWICH

Barclays Bank and Santander, Market Place, Aylsham. - FREE to use

Central Heating

The oil fired boiler is in the utility room. The timer clock is set to operate in the morning and evening but can be boosted by 1hr.

Contact details

Alan and Linda Dean

Pine Lodge.

01603754861

The intercom (telephone) connects to us. Press the central button on the telephone and scroll across one. This rings in the main house.

If we are not in please ring 07580309455.

Eating out

Local pubs/ restaurants

The Marsham Arms. Hevingham, Norwich, Norfolk. NR10 5NP 01603 754268

Go to the Holt Rd and turn right, it's about a mile up the road on the right.

A Coaching Inn named after the family that built it.

The historic past of the Inn is rooted in the stories of the local area and the family of Robert Marsham. Opening Times: Bar open 11am - All Day. Food Served Monday - Friday: 12pm - 2.30pm and 6pm - 9pm. Weekends: Food is served all day from 12pm - 9pm.

The Fox, Hevingham.

A140, turn left at the end of the road. It's on the right. Open 11.30 a.m.- 11p.m.

It's a 17th century coaching inn. In winter, there's a roaring open fire. It has a wealth of beams and a traditional country inn atmosphere. Also on offer is a lunchtime senior citizen's menu with a choice of one or two courses and a sandwich, baguette and salads menu.

The Chequers Inn.

10, Stratton Rd, Hainford, Norfolk, NR10 3AY

Go to the A140, turn right and take the second left. It's about 1/2 mile down the road on the left. tel:01603891757

Recruiting Sergeant

Norwich Road, Horstead, Norwich, NR12 7EE

Luxury Eating booking in advance is essential!

The Gunton Arms

Cromer Road, Norwich, NR11 01263 832010

A well known eating place set in a deer park. It's really worth a visit.

Morston Hall

Morston, Holt, Norfolk NR25 7AA tel 01263 741041. Run by Michelin starred chef, Gordon Blackiston.

Good afternoon tea, no booking needed.

The Blakeney Hotel with its quayside location has magnificent views across the estuary and salt marshes to Blakeney Point, which has been designated an Area of Outstanding Natural Beauty.

Fishing

Seaside, Blakeney, Cromer and other seaside towns. Taverham Mills Fishery

Taverham Mill, Costessey Road, Taverham, Norwich. the 01603 861014

Crabbing at Blakeney and Cromer. Sea fishing is available locally.

Garden

You have your own private area leading to the rest of our garden. You are welcome to explore.

Gardens, Trees, Animals and Wildlife

Copious areas are near to us. We can recommend Strumshaw Fen, Horsey Beach, Blakeney Marshes, Easton Hall,

Golf Courses

Costessey Park Golf Club, Costessey Park, Parklands, Norwich, 01603 746333

Dunston Hall Golf Club, Ipswich Road, Norwich, 0871 222 4683

Wensum Valley Hotel Golf and Country Club, Beech Avenue, Taverham, Norwich
01603 261012

Sprowston Manor, A Marriott Hotel & Country Club, Wroxham Road, Norwich 01603
410871

Historic Houses and Sites

Blickling Hall National Trust

Felbrigg Hall National Trust

Sandringham House

Horse Riding

Pine Lodge School Home of the Equine String Festival and Lusitano Horse

Pine Lodge School of Classical Equitation

Pine Loke, Upper Stoke Holy Cross, Norwich, Norfolk. NR14 8NR (not us!)

Easton College Equestrian Centre, Easton College, Norwich. NR9 5DX

Hairdryer.

This is in the dressing table drawer.

Hot tub

We ask all our guests to read hot tub guidance and follow the recommendations.

Please note, the hot tub is not available on your departure day. As this allows us to clean, sterilise and re-heat ready for the next guests.

Instructions

Appliance instructions are in the first box on the nest of tables.

Iron and ironing board.

These are in the utility room. If you would like a king size ironing board just let us know.

Key Safe

This is on the R.H. side porch wall. The code is usually the last four digits of your mobile phone

Medical

Hospitals

Norfolk and Norwich University Hospital, Colney Lane, Norwich. NR4 7UY

Accident and Emergency

Tel: 01603 286286

Cromer and District Hospital, Mill Road, Cromer, NR27 0BQ

Walk in clinics

Timber Hill Health Centre, Castle Mall, Norwich.

Tel: 01603 286286 Mon - Sun 9.00am - 7.00pm

Cromer and District Hospital, Mill Road, Cromer, NR27 0BQ

Doctors

We use:

The Market Surgery, 26, Norwich Road, Aylsham, Norwich, Norfolk. NR11 6BW

Good parking, next door to Tesco.

Telephone: 01263 733331

Website: www.themarketsurgery.nhs.uk

The closest however is:

205, Holt Road, Horsford, Norwich, Norfolk NR10 3DX

Parking available

Dentist

We use All Saints Green Dental Practice in Norwich

Tel: 01603 623936

55, All Saints Green, Norwich, NR1 3LY. Just up from John Lewis.

However the closest is

Taverham Dental Health Clinic

Tel: 01603 865666

230 Fakenham Road, Taverham, Norwich. NR8 6QW

Mobile Phone and Landline

The reception in this area is variable, hence we provide a landline for your use.

This is restricted to 59 minutes and to landlines only. If you want to talk longer than this, hang up and ring again.

Newspapers

These can be purchased from Buxton, Horsford or Alysham.

Parking and Security

There is ample space for your car. We ask you to close both sets of gates if you arrive back after 7.30p.m. and you are not going out again.

Police.

The local number and the police emergency number.

Phone 999 in an emergency

101 for everything else.

Pop up TV. and DVD

The controls are on the RH side (looking at the door) of the bed. The up control stops automatically, at this point the TV. switches on to channel 1. The remote control on the LH side of the bed can be used to change channels. There is a DVD Blu Ray player under the LH side of the bed and is operated by the remote control.

Post office.

The local office is in Buxton, Horsford or Alysham.

Recycling and waste arrangements

All waste must be separated and placed in the main bins on Wednesday night, unless there has been a change due to bank holidays.

What you can put in the recycling bin?

Paper and cardboard

All types of newspapers

Magazines & catalogues

Junk mail (without the plastic wrapping)

Clean wrapping paper (without adhesive tape, ribbons and glitter)

Clean cardboard

Food and drink cans - rinsed out

Empty aerosol cans

Plastic bottles - milk, squash, shampoo, washing up liquid, detergent etc.

Plastic food pots, tubs & trays including yoghurt pots, margarine tubs and meat & fruit/vegetable trays

Glass bottles and jars

Food and drink cartons including juice, soup, milk & smoothies containers

Aluminium foils and trays

Shredded paper and envelopes including those with windows

Please note: Please rinse all plastics and cans out before recycling them in your bin.

Safe

This is in the utility room. The default code is 0000. The instructions to change this are next to the safe. It is essential that you put in your own code.

Shopping for local produce

Aylsham Farmers' Market: First and third Saturdays monthly. Location: Market Place

Produce: Meat including Aberdeen Angus, organic lamb, pork, free-range chicken, ducks, sausages, vegetables, cakes, jam.

White's Butchers Aylsham

Roy's, Wroxham.

Norton's Dairy

Swannington Farm to Fork

Award winning butchers and farm shop with the emphasis on quality, taste, animal welfare and food-miles. Farm to Fork & Fish at Horstead sells top quality meat plus fresh local fish, deli items, seasonal produce and ready-to-cook meals.

North Walsham Farmers' Market: last Saturday in the month

Smoking

All areas of the cottage are non-smoking. The designated smoking area is clearly sign posted under the lamp post. Smoking is restricted to areas 25ft. or more from buildings and oil tanks.

Storage and hanging.

The wardrobe is on the landing. There are 6 wooden hangers per person, two polyester pillows and half of a dual tog feather duvet.

Supermarket deliveries

Waitrose, North Walsham

Asda, Norwich

Tesco, Aylsham.

Swimming

Riverside Leisure Centre

<http://sportspark.co.uk/> UEA.

Theatre, Opera and Cinema

Norwich theatre, Theatre St.

Cromer cinema

Vue, Norwich,

Odeon, Wherry Rd., Norwich.

Toilets

All of our waste goes into our own septic tank. Only human waste and non-quilted toilet paper can be flushed down the toilets. Cleaning products that are kind to septic tanks are used. We avoid bleach which kills the kind bacteria in the tank. If you do flush extra items down the toilets, we have to charge you for their removal. It's also less than pleasant job! Disposable bags are provided by each toilet.

Please place them in the bin after use.

Transport We offer one lift to the local pub or restaurant during your stay.

Taxi numbers are:

1st Goldstar Taxis, Drayton Industrial Estate, Taverham Road, Drayton, Norwich
01603 700700

Abbey Cars

01603 868899 2, Riverdene Mews, Taverham, Norwich, Norfolk. NR8 6XX

Norwich Airport Taxi Association

01603 424044 Terminal Building/Amsterdam Way, Norwich, Norfolk. NR66JA

Local Buses

All buses leave from Horsford or outside Stratton Strawless Hall.

Car Hire

Enterprise Car Hire the Boundary, Norwich.

Walking

Local maps of walks and the area are in the coffee table drawer.

Wood burner

Ours is a wood burner only. No other fuel, including rubbish can be burnt as it raises the temperature in the flue. This is dangerous. We offer one large basket free of charge and then ask for payment of £5 for subsequent baskets. A word of warning! Hot air obviously rises, we advise you to close your bedroom door unless you like a really hot bedroom!

Worship

Aylsham Community Church, Jubilee Family Centre, Norwich Road, Aylsham, NR11 6JG

Stratton Strawless St. Margaret's Church, open daily. At the A140 go straight on for a mile. Coffee, flapjack and books. This church also has a fabulous exhibition and memorials to the Marsham Family. C. of E.

Aylsham Emmanuel Church, Bure Vally School in Hungate Street Aylsham, as formed when White Hart Street Baptist Church and Cawston Road Brethren Church joined.

Costessey, Our Lady & St. Walstan's Roman Catholic Church, Townhouse Road,, Norwich, Norfolk, NR8 5AA. Roman Catholic

Synagogue, non advertised

Norwich Ihsan Mosque & Islamic Centre, 17 Chapelfield.

Jehovah's Witnesses, The Boundary, Norwich.

Wifi

We provide free Wi-Fi in the cottage subject to reasonable usage. Code:

Arrival and Departure times

We welcome guests from 3.30p.m. Early arrivals are accepted if the house is ready and if it is a lovely day as the garden is beautiful to sit in whilst you wait. We do need over four and a half hours to thoroughly clean the cottage on changeover and our previous guests will have left at 10.30a.m. We would appreciate notification of your estimated arrival time. This is to ensure somebody is available to show you into the property.

Departure times.

We ask our guests to vacate by 10.30a.m. This allows us to prepare the cottage for the next guests. In the event that you are late vacating the property, an extra care taking charge of £30ph is payable so the cottage can be ready for the next guests.

Booking Information

Here are our booking conditions, together with some useful information about your stay. Please contact us if you have a question or wish to make a booking.

Weekly bookings run from Friday to Friday.

Short breaks are usually available Mon.-Fri. and Fri.- Mon. in low and mid seasons. They may also be offered in high season on a last minute basis.

All prices are in Pounds Sterling and are fully inclusive of electricity, heating, bed linen and towels.

A deposit of 30% of the cost of the holiday is required at the time of booking. The balance is payable six weeks prior to the arrival date. If the booking is made within six weeks of the arrival date, the full rent is payable immediately.

Bookings are provisional until a deposit is received and are held for 48 hours. Non-payment of the balance of the rent on or after the due date may be construed as a cancellation of the contract by the client. Any cancellation made by the client for whatever reason shall be in writing and sent to the address on the website.

On receipt of the notice of cancellation we will seek to re-let the property for the period of booking. If a re-letting is achieved, we will refund money already paid by the client less rent for any part of the period which was not able to be re-let and less an administrative charge of £30. We strongly advise that you have travel insurance to cover you if you need to cancel.

Payment

We are happy to accept cash, cheque: payable to Pine Lodge or electronic transfer of funds for payment of the deposit and the balance. Please ring us on 01603754861. A condition of staying with us is that you look after the holiday home as though it were your own. We request a security deposit of £100, which must be paid with your balance payment. The cost of any damaged or missing items or exceptional cleaning will be deducted from this deposit and the remainder returned to you. We reserve the right to invoice the person booking the holiday for any replacements and additional costs incurred.

Terms and conditions

Contract

The contract is for a short-term holiday rental of Pine Cottage between the client and the owners Linda and Alan Dean, binding from such time that booking is made and inclusive of all the following conditions.

By making a booking you contract on behalf of yourself and all those in your party that you have the authority to accept these conditions on behalf of and binding upon all guests in your party.

Bookings are accepted on the understanding that the property is taken for holiday purposes only and that, excepting babies, the number of people will not exceed 2.

Right of Entry

Whilst respecting your reasonable privacy, we reserve the right to access all properties at all times, if necessary for repairs and emergencies.

Care of the Property

You shall take all reasonable and proper care of the property and its furniture, pictures, fittings and effects in or on the property and leave them in the same state of repair, condition, cleanliness and tidiness as at the commencement of the rental period.

Breakages or Damage

You are required to inform us of any damage or breakage in or around the property promptly so that it can be repaired and replaced for the next client. You are bound to reimburse the owners for replacement, repair or extra cleaning costs where reasonably demanded by the owners for damage caused by you. This will be deducted from your security deposit.

Outdoor footwear

You are asked to remove outdoor footwear before entering the house

Rules and Procedures

You are required to observe the rules and familiarise yourselves with the procedures contained in the information folder provided in the property.

Pets

Only assistance pets are allowed in the cottage.

Smoking

There is strictly no smoking within the cottage. A surcharge will be made for cleaning fabrics on evidence of smoking in the cottage.

Liability

We are not liable for any loss or damage to any client's property or any property belonging to a member of the client's party howsoever caused.

You or members of your party cannot hold the owners liable for any personal injury/death howsoever sustained where we and/or our employees have used reasonable skill and care; and/or where caused by the fault of the person(s) affected or any member(s) of their party; and/or where caused by the fault of a third party, and/or where caused by an event that could not have been reasonably foreseen or avoided.

Force Majeure

Your booking is accepted on the understanding that the cottage will be put at your disposal on the date agreed with us. Should this not be possible, the rental you have paid will be returned to you in full and you will have no further claim against us.

Any problems, please speak to us immediately and we will work to overcome this as soon as possible.

A selection of what you will find at Pine Cottage:

A deep supportive mattress with a memory foam topper

A comfy duck down dual tog duvet and soft feather pillows- alternatives are ready in pillow bags

High thread count cotton linen home laundered

Warm throws

Big soft bath towels, hand towels and flannels for each guest

Shower gel and hand wash

Hair dryer

Comfortable sofas and chairs with plenty of cushions

TV, DVD and music player

Well equipped kitchen with plenty of cookware if you want to be creative

Tea towels, oven gloves and dish cloths

Range of cleaning products including washing up liquid

Dishwasher tablets - one per day

Iron and ironing board

One basket of wood and fire lighters for the wood burner. Extra baskets are available at £5.

Plenty of books

Maps

Safe

Starter toilet rolls and kitchen roll.

Starter laundry tablets

We suggest you bring:

Clothes

Wellies or boots for country walks

Flip flops or croc type shoes for walking to the hot tub

Torches are useful

Your food

Personal toiletries

Please feel free to order online groceries – Asda, Tesco and Waitrose will come here - but please make sure that you are here to receive it!

If you would like to be pampered we can provide your breakfast pack and meal platter.
Please see our extras list.

Accessibility Statement

If you have any specific requests or questions that you would like to discuss with us, please telephone or email. We welcome assistance pets. Guest welcome information are available in large print on request. Dietary requirements can be catered for.

Introduction

Pine Cottage was newly converted in 2015. It has a pretty private garden and private parking is the perfect base for a couples to explore all that Norfolk has to offer.

Pine Cottage sleeps 2 people and a baby. It has 2 floors with the bedroom and a bathroom upstairs on the first floor. The bedroom has a King-size bed. The bathroom has a corner bath and walk in shower, wash basin and WC. On the ground floor there is a separate WC. and washbasin.

The cottage has been fully equipped and refurbished to a high standard to make it a superb home from home.

We look forward to welcoming you. If you have any queries or require any assistance please phone us. 01603753861

Pre-Arrival

Some of the key points are summarised below:

The cottage is entranced by two disabled friendly doors, making it suitable for wheelchairs for weight bearing people who need a wider door. Please note there is one step into the lounge and the upstairs is only reached by stairs.

The parking area has a gravel surface with a paved path. You can drive very close to the front door. It is well lit.

There are no steps to the front door which is approached from a gravel driveway. The floor covering inside the entrance is jute matting.

There is one step up to the ground floor.

The front door hall, stairs and landings are well lit using a combination of ceiling lights.

The porch covering is a short pile 'foot-wipe' carpet.

The stairway covering is short pile carpet.

The staircase to the first floor is of standard incline with a handrail to one side.

Lounge/Diner

If you're looking for a relaxed and friendly rural retreat with a touch of luxury - somewhere you can take a deep breath and relax following a day out

exploring the delights of Norfolk - then Pine Lodge Cottage is the place for you.

The lounge/diner is situated on the ground floor.

The room has a mixture of seating with sofas and dining chairs.

Furniture can be moved.

There is a widescreen digital television with remote control and a Blu-ray player.

Lighting is natural daylight and by night with overhead lighting used as well as standard and standard lamps around the room. There is a daylight reading lamp.

The flooring is high quality cushion, Karndean type flooring which professionally laid and with a short pile rug in the lounge area. The dining room is situated on the ground floor integral to the lounge with level entry from both the hallway and the kitchen area.

The dining table (moveable side to side) has legs in the middle.

There is free space around the table.

Chairs (all moveable) – 4 chairs with padded seats that have no arms.

Lighting is natural daylight as the table is by the window.

The kitchen is situated on the ground floor with level access from the lounge / dining area.

There are no door openings to the kitchen from the lounge / dining room.

The door of the oven drops down and the handle is ###mm above the floor.

The hob is ###mm above the floor.

Worktop and sink are ###mm above the floor.

Fridge freezer is available.

Glasses and crockery are located in a wall cupboard in the kitchen wall.

The kitchen is lit with halogen spotlights above work surfaces and halogen plinth lights

Flooring is high quality cushion flooring.

On the first floor there is 1 room with a King-size bed, reached by stairs only.

The height of the King-size bed from the top of the mattress to the floor is ###mm.

Lighting is natural daylight and at night overhead lighting and bedside lamps are also in the room, accessed from three points.

All bedrooms offer good colour contrast between the floor, walls and doors, short pile carpet, non-feather bedding is available on request.

There is a toilet on the ground floor with step free level access situated off the front entrance hall.

The door opening is ###mm wide.

Toilet is ###mm high.

The wash basin is ###mm high.

Bathroom

The bathroom is situated on the first floor.

Door opening is ###mm wide.

There is a bath with hand held showerhead. Height from floor to top of bath rim is ###mm. The shower is walk in.

Toilet is ###mm high.

Wash basin is ###mm high.

Well lit with overhead light, up lights and a fluorescent lit mirror.

Natural wooden plank looking flooring.

Garden

The cottage has a gravelled patio area which can be accessed from the front door along a paved path.

A quality day bed is available on the decking. A picnic table is on the gravelled area. The hot tub is under a pergola on a raised decking.

A BBQ under a grillzebo is available on the gravelled area of the garden.