



GUEST HANDBOOK

Welcome to Coastguards, our beautiful beach house.

To enjoy the house to its full potential I have set out everything that I can think of that you might need to know during your stay. If I have forgotten something, please do call me any time between 8am and 11pm.

Alison **07967 028938** or Jim **07767 376920**

However, if it's a real emergency, then just call me any time at all.

Reminder - For the enjoyment of all guests this is a strictly non-smoking house.

It brings us great joy to share our collection of art and sculptures with you during your stay. Each piece has been carefully curated to enhance the beauty and ambiance of our home, and we hope they add to your enjoyment and relaxation.

The WWII gun sight binoculars are there to be used by all, we hope you enjoy searching for pirate ships on the horizon!

However, please refrain from touching the other pieces of art and sculptures. These pieces are delicate and valuable, requiring careful preservation. You are welcome to admire and enjoy the artistry from a respectful distance. Let me know if you have any questions or need additional information about any of these items

Damages will be charged for any mishandling or accidental harm to the collection. We appreciate your understanding and cooperation in this matter.

Thank you for your respect and appreciation of our beautiful home and its treasures.

We hope you have a most enjoyable and memorable stay!

Contents

| Page | Subject |
|------|---|
| 1 | Welcome, Contents, WiFi Code |
| 2 | First Aid, Heating, Water Supply & Drainage, Electricity |
| 3/4 | Mobile Phones, Security, Local Facilities, Kitchen, Rubbish |
| 6 | Lounge, Master Bedroom, En Suite, Children's Bunk Room. |
| 7 | 1 st Floor Bedrooms, Family Bathroom, Utility |
| 8 | Power Outages, Outside, Hospital, What 3 Words Locator |
| 9-12 | Hot Tub Usage, Safety & Disclaimer |
| 13 | Doggy House Rules |

If something is not working or found to be damaged on your arrival or during your stay, please let me know immediately, so that I have every opportunity to during your stay.

WiFi Code: Coastguards3124

First Aid Kit

Located in the kitchen, in the drawer under the oven, please make an entry in the accident book if you have an accident or injure yourself in any way.

Heating

The electric radiators are set to operate in the mornings from 8am until 11am and again in the evenings from 4pm to 11pm. You can set the temperature in each room to suit via the sliding control situated on the top of each radiator, but please only use the radiators in the rooms that you're using.

Hot Water

The hot water is stored in a 300-litre tank and will constantly replenish. If you completely drain the hot water tank it can take approximately 30-40 mins to re-heat.

Water Supply

The water is a mains supply and is safe to drink from the tap.

The mains water supply **Stopcock** is in the understairs walk in cupboard and is clearly marked. If there is a major leak in the house, please immediately turn off the water supply via the stopcock and then call me.

Electricity Supply

The main fuseboard is in the walk-in cupboard under the stairs, each zone is further protected via an RCD. If you do lose power, please check this fuseboard first and reset any trips which may have turned off. If this doesn't solve the issue, please call me.

We are committed to offering a comfortable and environmentally conscious stay for all our guests. As part of this commitment, we have established a **Fair Use Policy** for electricity consumption during your stay. This policy helps us manage energy resources efficiently while ensuring all guests have access to the amenities they expect.

Electricity Fair Use Guidelines

- **Standard Allocation:** Each booking includes a reasonable electricity allocation based on typical usage patterns for the property during that season. This allocation is designed to cover normal use, such as heating, lighting, cooking, and using electrical appliances inc the Hot Tub.
- **Meter Reading:** Our housekeeper will take a meter reading before your arrival and again after your departure. This allows us to monitor electricity consumption accurately.

- **Excess Usage:** Should your electricity use exceed the fair use allocation of 35 kwh during the summer and 55 kwh during the winter (per day) additional usage will be charged at the current rate. This ensures that energy costs are fairly distributed and encourages mindful consumption.

Tips for Efficient Energy Use

1. **Turn Off Unused Lights and Appliances:** Make a habit of turning off lights and appliances when not in use to conserve energy.
2. **Adjust Heating:** Use the radiators sensibly, ensuring windows and doors are closed when in operation.
3. **Hot Tub:** If you intend to use the hot tub most days, then just leave it on. If you use it once and think you won't use it again, then just turn it off.

We appreciate your cooperation in helping us maintain a sustainable environment. Should you have any questions about this policy or require assistance during your stay, please feel free to contact us. Thank you for your understanding and support.

Sewage/Wastewater

Due to the mains services restrictions in our wonderful location, we do not have mains drainage. All the wastewater and sewage flow into a tank. Therefore, we cannot allow any female products, wipes or nappies to be disposed of down the loos. Please use the bins or dustbins for such waste items. Also, please use the blue paper towel to remove excess food and grease from pans before washing.

Winter – Slips & Trips

The “draw bridge” decking may become slippery when frost settles, please take care.

Mobile Phone Coverage

Due to our location, Mobile phone connectivity can be very limited in Bigbury-on-Sea. If you activate ‘WiFi Calling’ within the settings on your mobile phone, this will allow you to make and receive calls and to send and receive text messages.

Security

Please ensure all doors, windows and Velox windows (over the stairs) are closed/locked when leaving the house unattended.

Don't forget to close and secure the **Velux windows in the roof** when going out, as the wind can catch them and they will then fully open, if it should rain, it will pour straight in!

Local Facilities

- **Mini Market and Post Office**
 - Holywell Stores, St Annes Chapel TQ7 4HQ
Shop Hours: Mon- Sat 7am – 7pm, Sunday 8am – 5.30pm
Nisa Local at Challaborough – 10 min walk
Open every day til early evening.
- **Supermarket** – Morrisons in Totnes, or Exeter/Plymouth have a good selection.
- **WiFi Code:** Coastguards3124
- **Supermarket Delivery Service** – Waitrose and Morrisons will deliver to Bigbury-on-Sea.

Kitchen

The kitchen is well equipped so you should find most things you will need during your stay.

- **Fridge** - There may be items left by the last guest for you, if you don't want those items then please just dispose of them.
- **Dishwasher** - Just place a dishwasher tablet into the grey holder located inside the door, switch the dishwasher on via the lefthand on/off button and then press the start button. The wash programme defaults to 'Auto', this works well.
- **Hob** - This is an induction hob and will only work if you place a pan on a similar size circle. Press ON/OFF symbol, then the corresponding circle to select which plate you want to use and then the + or – symbol to select the heat required. Press the ON/OFF symbol after use. Main switch is on the wall. Please clean the hob after each use to prevent staining of the hob occurring.
- **Upper Oven** - Press the long vertical button to pop it out, it will illuminate red (if it doesn't show red, push back in and out until it does) turn one click to the right, use the round knob to set the desired temperature and press 'start'. **(keep an eye on the start light, it has been known to turn itself off) if you open the oven door to check your food it will need to be started again by pressing that button again**
- **Lower Oven for Conventional Cooking** - Press the long vertical buttons to pop them out and then turn accordingly as the indicated symbols dictate their function. Use the pop out round button to set desired cooking time.
- Please clean any cooking mess after use. **If any excessive burnt on mess is left in the oven, a charge of £150 will be made** to cover the cost of an oven cleaning contractor to make good for our next guest.
- **Dolce Gusto** pod coffee machine, plus cafetières are also in the kitchen.

More in-depth guides on how to operate each appliance in the house is available at

the back of this information pack.

- **Elm dining table** - If you're serving dishes or pots which are hot then please use the wooden trivets to sit them on. Please always use the table mats provided.
- **Cupboard Contents** - Shelves have been labelled with "help yourself", so please use any of those items and leave any items you might have purchased and don't want to take home with you.
- **Bose** speaker can be controlled via your own devices via Bluetooth, the kitchen speaker is called 'Kitchen'.

Rubbish

When your kitchen general/mixed waste bin is full, please tie the top and take the bag to the bin store, we have our own bin to put these small bags into. All waste goes in just one bin (no recycling at this point) Just put any glass into the small glass bin. You will find these bins inside the double wooden doors (not locked) you can see from the front door over to the right.

We have a private contractor to empty these bins.

Lounge

- **No shoes, boots or dirty/wet pets are permitted on the carpeted areas.**
- **Bi-fold Doors** – Ensure they are closed when leaving the house or if it looks like it might rain.
- **The dimmer light switch controls the wall lights and lighting circuit.**
- **TV** - Is switched on via the remote control, the Bose sound bar is switched on with a separate remote control. The TV is connected to the soundbar by an optical cable. There is a long HDMI cable to the rear of the TV which can be used to connect to your preferred device for streaming content, or a Roku/Kindle Fire Stick may be plugged into the HDMI and/or USB socket in the rear of the TV.
- The property does not have a TV License. Therefore, no terrestrial or satellite TV channels are programmed into, or available on the TV.
- **Bose** speaker can be controlled via your own devices via Bluetooth, the lounge speaker is called 'Tower'.
- **Wi-Fi** – We now have good WiFi provided by Starlink; the WiFi Access Code is Coastguards3124
- **Pets are not permitted to sit on the sofas.**

Master Bedroom

- **No shoes, boots or dirty/wet pets are permitted in the bedrooms.**
- **Patio Door** – leads out to the hot tub and courtyard.
- Hair dryer is stored in the dressing table.
- The light on the dressing table is on the lighting circuit, operated by the main light switch.
- USB B and C sockets are in the bedside double sockets. One of the double sockets acts as a WiFi extender, please do not press the button on this, as the result may be reduced WiFi access.
- Travel cot is kept under the bed, high chair in the understairs cupboard.

En-suite

- Don't forget, all the wastewater and sewage flow into a holding tank and will block quite easily. Therefore, we cannot allow any female products, wipes or nappies to be disposed of down the loos. Please use the bins or dustbins for such waste.
- The mirror has a demister, which comes on with the main light.
- The towel rail can be switched on from the wall outside and will automatically turn off after 1 hour, you will hear it click on or off when pressing the button to activate.

Children's Bunk Bedroom

- The door to the external courtyard is permanently locked, this is for the safety of your children whilst they are staying in the property.

1st Floor Bedrooms

- **No shoes, boots or pets are permitted in the bedrooms.**
- **Window Blinds** - To lower the window blinds, gently pull the plastic chain at the side to desired drop level.

Family Bathroom

- Don't forget, all the wastewater and sewage flow into a septic tank and will block quite easily. Therefore, we cannot allow any female products, wipes or nappies to be disposed of down the loos. Please use the bins or dustbins for such waste.
- The mirror has a demister, which comes on with the light in the shower room.
- The towel rail can be switched on from the wall outside and will automatically turn off after 1 hour, you will hear it click on or off when pressing the button to activate.

Utility room

- The Washing machine and tumble dryer are in here, along with the iron and ironing board. The iron will need the water tank filling if you require steam, please empty after use.
- Washing machine is self-explanatory.
- **Please wait for the cycle to finish before trying to open the door.**
- **The emergency lantern is also stored on the windowsill.**
- Please do not interfere with the cables in the under-sink cupboard, these are for the TV aerials for the other 3 houses.

Power Outages

- In the event of a short power cut, you can call the National Grid on 105 to find out how long the outage will last.
- An Emergency Lighting Lantern may be found in the utility room.

Outside/Shower

- If you, your pet or equipment are sandy, you can shower and wash them with the outdoor shower which is adjacent to the hot tub in the rear courtyard.
- The gas BBQ is available for you to use during your stay, please turn the gas off at the bottle when finished, also advise me if you swop to a new bottle, so we can replace it. (Spare bottle under the sun deck)
- There are two sunbeds on the raised deck, please use towels when laying on these sunbeds.
- The sea and surroundings can be dangerous, please always take extreme care when enjoying the outdoors. Do not take the beach house towels onto the beach.

- Guests are required to take care around the water. The beach has rock outcrops with natural risks and hazards. You are reminded of the higher degree of slips, trips and risk in this coastal environment, and it is therefore your responsibility to always take care of your own and the safety of the members of your party. Some local beaches are patrolled by lifeguards during the high season.
- If you venture into the Devon countryside, we would also like you to remember the country code when out and about.

Call 999 and ask for the Coastguard if you get into difficulty when in or on the sea

What 3 words location for this house is: `///video.respond remainder`

Nearest Accident & Emergency / Hospital

Derriford Hospital

Derriford Road

Plymouth

PL6 8DH

Tel: 01752 202082

If you require Fire / Police / Ambulance / Coastguard – Dial 999

Hot Tub

The hot tub will need to be turned on if you wish to use it, just press the button on the door frame in the master bedroom, it will take approximately 5 hours to heat up. If you are going to use it regularly during your stay just leave it on. If you feel that you won't use it then please just turn it off after use.

- **No make-up, tanning creams or similar products to be worn when in the water** – they will make the water dirty and scummy! Please shower before use to avoid making your water yucky! There is an outdoor shower situated adjacent to the hot tub.
- **You MUST always test the water quality before each use** by dipping one of the chlorine test strips into the water and compare the colours to the corresponding colours on the side of the test strip container. You will probably find that the water may be low in chlorine. If this is the case, sprinkle about a tablespoon worth of chlorine granules into the lid of the container and then put that into the grey surface filter in the center of the hot tub, then activate the jets to circulate it. If it is low in alkaline then follow the same procedure using the alkalinity booster and same procedure for pH balance. Chemicals are on the shelf adjacent to the hot tub. ***Please keep all chemicals out of reach of children.***
- **If you accidentally spill a large quantity of chemicals into the hot tub, DO NOT USE IT** until such time as it has been tested by a professional person and they have drained and cleaned the hot tub for re-use, as otherwise you may be at risk from burning your skin! Looking after the water is simple, do not be afraid of it, just try not overdose it!
- **No Glassware** to be used when in the hot tub, we have plenty of plastic glasses and tumblers that you can use when drinking in the tub. (If you were to break a glass when in the water you must get out immediately and not use the hot tub until it has been drained, cleaned and refilled to prevent risk of being cut by any glass shards.
- The main power switch for the hot tub is located inside the locked rear storage room. If you are concerned about the safety of the hot tub, please contact me immediately.
- Before use, ensure the hot tub is at 38 degrees centigrade (this is displayed on the control panel in red LED's).
- We will refresh the water between each set of guests, the water takes about 5 hours to get back to 38 degrees, so the water may not be warm enough to use immediately on your arrival if there has been a same day turn around.
- **Prolonged immersion in water above body temperature can lead to delayed shock. The warm temperature of a hot tub could pose a risk of ill health to users who are pregnant, have cardiovascular problems, diabetes, low or high**

blood pressure or are susceptible to 'fits'. People taking medication for cardiovascular and nervous system conditions, and those with physical disabilities, should seek medical advice before using a hot tub or spa pool. Limit soak time to 15 mins, cool off for 15mins before re-entering.

- People with skin, ear, genital or other body infections, open sores or wounds should not use the hot tub due to the possibility of spreading infection or further irritating your condition.
- Never use the hot tub whilst using narcotics or other prescription or non-prescription drugs that may cause sleepiness, drowsiness or raise / lower your blood pressure.
- No smoking in or around the hot tub.

Important - Hot Tub Disclaimer

To ensure the safe and enjoyable use of the hot tub that is provided at the house we ask that you read through and adhere to the rules of this safety section.

- During pregnancy soaking in the hot tub may cause damage to the fetus, contact your doctor for advice before commencing your holiday with us, to ensure it is safe for you to use the hot tub.
- People with skin, ear, genital or other body infections, open sores, or wounds should not use the hot tub because of the possibility of spreading infection or irritating your condition.
- Never use the hot tub while using narcotics or other drugs that may cause sleepiness, drowsiness or raise / lower your blood pressure.
- Do not try and adjust the temperature settings as you may adjust the operating mode instead!
- Do not immerse your head in the hot tub water. This increases the risk of infection and can heighten the dangers of drowning due to suction below the water line and hair being sucked into filters.
- Never use the hot tub alone. Take care when entering and leaving the hot tub. When leaving the hot tub leg muscles may be unusually relaxed as to make you unsteady.
- Never use glass near or in the hot tub, as broken glass can cause a risk to people in bare feet and is very difficult to see within the hot tub water. If glass is broken in the water, you must immediately get out and not use the tub until it has been drained, cleaned and refilled. Call Alison as soon as possible to arrange this.
- Do not use any electrical appliances near or in the hot tub.
- If any fault or damage occurs with the hot tub, please contact Alison ASAP
- Persons with heart disease, diabetes, low or high blood pressure, or any serious illness should not enter the hot tub without prior consultation with their doctor.
- Parents are advised that the hot tubs are not suitable for children under the age

- of 4 years and to warn their children not to allow water into their mouths as this can cause infection and illness.
- The heat of the hot tub water may speed up the effects of alcohol and can cause sleepiness, dizziness and unconsciousness.
- Shower with soap and water before and after using the hot tub. Showering before use washes away many of the common skin bacteria and removes lotions, deodorants, creams, etc., which reduce the effectiveness of the chemicals which disinfect the water.
- Make sure fake tan is removed before using the hot tub as this reacts to the chemicals and reduces the effectiveness of the chemicals which maintain the quality of the water. It may also colour the water and mark the waterline of the hot tub.
- Never allow children to use the hot tub unsupervised and when not in use ensure the hot tub cover is fitted and is secured.
- Avoid using the hot tub immediately after a large meal.
- Avoid entering the hot tub water immediately after exercising as the water temperature can affect the heart rate.
- Take care on the decking / hot tub steps as water from the tub can cause it to be slippery.
- If any allergic reaction occurs, leave the hot tub and rinse off in the shower. If the reaction persists, contact a local Doctor or A&E. There is a list in the information pack in your accommodation.
- You will hear the hot tub start several times a day /night to run the cleaning cycles.

Additional Notes for Hot Tub users and Parents

The safety and health of you, your family and friends are important. Please practice safety and always supervise the hot tub when it is in use, in accordance with these safety guidelines.

When you booked your accommodation, you agreed to our terms and conditions and these hot tub safety requirements, confirming that you agree to abide by the rules and take care in the use of the hot tub for yourself and your family or friends.

A copy of this document can also be found as part of our Terms & Conditions on our website.

Please Note:

For Health and Safety reasons we are required to clean and refill the hot tub before each set of guests commence their respective stay with us. Therefore, when you arrive your hot tub may not have reached the optimum temperature for use. You do not need to do anything as the hot tub will be switched on and set to the correct temperature. We are sorry if this causes any inconvenience, but it is important that

your hot tub is properly prepared for your use.

We hope you enjoy your stay with us and get the most from your hot tub while you are with us.

Doggy House Rules

- Dogs must be over the age of 1 year at the time of your stay.
- You may not leave the dog unattended at any time, either inside or outside of the property.
- You may not leave the dog unattended at any time, either inside or outside of the property.
- Your pet must not cause any kind of nuisance to the neighboring properties.
- Pets are not permitted in the bedrooms, on any of the furniture in the house.
- Pets must be clean before entering the house, a shower is located by the hot tub if needed.
- You must clear up any fouling by your dog immediately and **dispose the bag/s in a public dog waste bin** (the closest dog waste bin is situated in the public carpark opposite to the property).

We reserve the right to fine up to £150.00 for any non-compliance of the above rules.

Strict adherence to these rules will allow me to continue to welcome pets to the house.