

ASHBOURNE SELF CATERING



WELCOME  
to

*Hollywood House*

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# *A Very Warm* **WELCOME**



Thank you for choosing to stay with us! We are delighted to soon be welcoming you to Hollywood House!

In order to make your stay as smooth as possible, we have put together this booklet to provide you with everything you'll need to know prior to, and during, your stay.

Please take a moment to familiarise yourself with all of the information, but should you have any questions, please contact us by email at [reservations@ascvenues.com](mailto:reservations@ascvenues.com) or on 01335 346864.

We wish you a wonderful stay!

*Ashbourne Self Catering Team*



# Hollywood House, Longwalls Lane, Blackbrook, Belper DE56 2DE

## Directions

If you are using the app what3words, for navigation, the words ///lectured.perfect.courtyard will take you to the property.

If you are using a Sat Nav or any app on a mobile, the postcode will direct you to Holly Lane. Do not turn right into Holly Lane, but continue straight up Longwalls Lane. The twin wrought iron entrance gates to Hollywood House will eventually be located on the left-hand side.

Full directions can be found on our website under "Your Stay - Directions and floor plans".

Please note that this hill is not accessible for coaches, although minibuses & supermarket delivery vans are fine.

## Arrival & departure time

Unless otherwise agreed, entry to the property is 4pm and departure is 10am. Please respect the arrival and departure times. This is to allow enough time for the property to be fully prepared for you or the next guests.

We would ask that you please leave the property as you found it, in a clean and tidy condition - Thank you.

## Bed arrangements & checklist

We will be in touch a month or so prior to your stay, to request the bed arrangements that you would like for your group. We will also email you a checklist to fill in to confirm the final details of your booking.

Please ensure that [reservations@ascvenues.com](mailto:reservations@ascvenues.com) is added to your safe sender list, or check your junk folder if you haven't seen an email within 3 weeks of your arrival.

## Key collection & arrival arrangements

Once you have returned your checklist and bed arrangements by email, we will be able to release the instructions for the key collection a few days before your check-in date.

On departure, please close all windows, lock the property and return the key to the key box.

## Contacts

If you have any questions or wish to discuss your booking please contact :

Guest Service Team- [reservations@ascvenues.com](mailto:reservations@ascvenues.com)

# PRIOR TO ARRIVAL

*Organise your stay*

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## Food deliveries

We ask that you book any food & drink deliveries for after the check-in time of 4pm, or later if you plan on arriving in the evening.

Please organise your shopping & travel accordingly, to arrive no earlier than the agreed check-in time.

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## Transport & parking

**Please note that coaches cannot reach Hollywood House, please book minibuses only.**

Hollywood House offers parking for approx. 30 cars.

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## DJ/Music/Bands

Any amplified music must be played inside the house only, and during this time, all doors and windows must be closed.

All bands must stop playing at 11pm, and all amplified music & DJ sets must end by 12am.

All other music (Bluetooth speaker for example) must cease by 1am.

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## External power source

A generator must be booked if an electrical source is required externally. You must organise and bring this, as it is not something that we provide. The wiring of the house does not allow you to plug any external sources into our electrics, or run extension cables outside.

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## Decorations

If you would like to decorate, we recommend telling the other guests that check-in is 5pm, to give you an hour beforehand. Please use white tack rather than tape, as it damages the paint and leaves marks on the glass.

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## Bouncy castles & inflatables

Please ensure that you check there is sufficient space at the property before booking your supplier.

Bouncy castles and other outdoor inflatables must be down and out of use by 10pm. You will need a generator booked in with your supplier for any inflatables. They cannot be plugged into our sockets.

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## Wi-fi & mobile coverage

Wi-Fi is available with good speeds of up to 20MB. Mobile coverage is reasonable.

# PRIOR TO ARRIVAL

*Organise your stay*



## PROVIDED

### Bathrooms & Bedrooms

- Toilet rolls - x2 rolls per bathroom
- Bath towels
- Hand towels
- Bed linen

### Kitchen & Dining Room

- Washing up liquid
- Sponge/dish cloth
- Dishwasher (on a chemical feed so no need for tablets)
- Tea towels
- Oven gloves
- Bin bags
- Mop, hoover and cleaning supplies
- Wine glasses
- Champagne glasses
- All standard crockery and cutlery
- Saucepans and flat baking trays
- French Press/Cafetiere

### Miscellaneous

- Hair dryer (x2)
- Iron & ironing board
- Briquettes for the Artic Cabin
- Outdoor BBQ (only in summer months)

### TV & Games

- DVD player
- Three TVs with HDMI ports
- Two Bluetooth speakers
- Board games & a snooker table



## NOT PROVIDED

### Bathrooms & Bedrooms

- Shampoo & shower gel (unless you have ordered the vanity pack - £4.00 per person)

### Kitchen

- Table cloths and napkins
- All food, drinks and condiments (including tea, coffee, cooking oils, salt & pepper)
- Kitchen roll
- Foil and/or cellophane
- Specialist cocktail glasses (only high ball tumblers are provided)
- Ice or ice trays

### Outdoor & Miscellaneous

- Pool towels - please ask your guests to bring these if they wish to use the hot tub or spa pool
- Charcoal if using the outdoor BBQ
- Any cables needed (HDMI, AUX, USB).

Please note that the above lists are for your guidance only. If you have any questions or if something specific isn't listed, please email us at [reservations@ascvenues.com](mailto:reservations@ascvenues.com)

# DURING YOUR STAY

*enjoy your stay*

We kindly ask that you help us by following our house rules below

- **Behaviour**

We expect all our clients to have consideration for other people in the vicinity, with particular focus on noise levels after 10pm. If in the owner or property manager's reasonable opinion, you or any member of your party behaves in such a way as to cause or be likely to cause danger, upset or distress to any third party or damage to the property, or in any way damage the reputation and/or goodwill of the owner we are entitled, without prior notice, to terminate the occupation of the person(s) concerned. In this situation, the person(s) concerned will be required to leave the property. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination. Should we receive complaints concerning your behaviour, and specifically noise, we reserve the right to permanently withhold some or all of your refundable damage charge.

- **Cleaning**

Hollywood House is a self-catering venue. Unlike a hotel, it is the guests' responsibility to return the house as you found it. Any excessive cleaning after your departure will be deducted from the security deposit paid by the organiser.

- Before departure, all guests must strip their bedding (not the mattress or pillow protectors), and put the sheets and towels in the bags provided.
- Please empty all bins in the bedrooms, conservatory, and kitchen, taking the waste out to the large green bins by the car park.
- Ensure that the kitchen, glassware, and crockery is left clean and washed. Instructions on how to use the dishwasher and glasswasher are on laminated signs above each.

- **Insurance**

Guests' personal belongings are not covered by our insurance.

- **Noise restrictions**

Hollywood House is in a residential area and therefore no amplified music outside the main building, (this applies to the woodland, terrace and hot tub & pool area) is permitted.

- **Indoor music**

If music is being played inside the house, all doors and windows must be closed. All amplified music must cease by midnight.

It is essential to close the conservatory doors that lead onto the terrace by 10pm. If these are propped open, an alarm will sound. These doors must also remain shut while any amplified music is on in the dining conservatory.

All music & noise must be retained at an acceptable volume during your stay. A breach of these conditions could constitute antisocial behaviour & may result in a council official or police officer visiting the house during your stay. If you are told to leave the premises due to a breach of these conditions, no refund of any monies paid will be given.

## *Hot Tub & Swim Spa* TERMS OF USE

As the lead guest, you are responsible for ALL the people in your party staying at any one of our Ashbourne Self Catering properties. You are accepting that you are aware and agree to this information.

We understand that having a hot tub or swim spa in your self-catering accommodation is a truly luxurious touch and will enhance your experience. For you and your guests' safety, it is essential to understand and adhere to the advice and guidelines for proper use, as outlined below:

**The hot tub and spa pool are useable from 6am to 10pm each day - after this time they switch off, go into cleaning mode & must not be used.**

The hot tubs are regularly maintained and may be emptied, cleaned, and refilled on the day of your arrival. Therefore, the hot tubs may not be up to temperature until late evening/early the next morning.

- Ashbourne Self Catering takes no responsibility for any accident, injury or health issue resulting from the use of the hot tub or swim spa.
- The hot tub/swim spa must never be switched off at the mains. Only authorised maintenance personnel are authorised to control the mains power.
- Hot tub cleanliness is paramount. For your own safety it is essential that the water is kept clean, as failure to do so results in the water balance changing, which seriously diminishes the effectiveness of the sanitising chemicals. Our authorised maintenance personnel will check the chemical balance of the hot tub periodically to monitor the levels of micro bacteria, water balance and quality. This may be up to 2 times a day (dependent on usage). Water balance/chemicals will be adjusted as necessary, and results recorded. This procedure is a safety requirement for hot tubs in holiday properties and ensures that the chemical balance of the water remains continuously safe throughout your stay.

**If upon inspection the hot tub is found to be dirty due to misuse, it may be necessary for us to empty the hot tub and switch it off. We reserve the right to turn the hot tub off for the remainder of your stay, and charge a £75 cleaning fee or any additional damage costs.**



# IMPORTANT INFORMATION



## Hygiene

- Guests must shower and use the toilet before entering the hot tub.
- Do not wear sun tan lotions, fake tan or skin creams.
- Do not use any soaps or detergents of any type in the hot tub.



## Food & Drinks

- Never take glass into the hot tub; plastic glasses are provided.
- Food is not permitted in the hot tub.
- Any glass broken in or around the tub needs to be reported immediately.



## Proper Use

- A minimum of 2 people permitted in the hot tub at any one time
- Do not exceed a maximum of 15 minutes immersion time
- Keep all loose articles of clothing and jewellery away from the rotating jets.
- Test the water with your hand before entering to make sure it is a comfortable temperature.
- Guests should never submerge their head in the water. Hot tub water is not suitable to be in or near your mouth and should never be consumed. It is your responsibility to instruct any children of this advice.
- Do not jump into the hot tub, nor stand on or jump on the lid.
- Be aware that surfaces in and around the hot tub may be slippery with water or ice.



## Operation

- ONLY use the control panel buttons shown to you on entry (this information will be displayed in the information folders at your Ashbourne Self Catering property). Improper use can put the tub to sleep/in Eco mode, which lowers the temperature and can take up to 24 hours to warm up again, increasing the possibility of bacteria multiplying.
- Never remove the operating panel, the suction fitting, or any other part from the hot tub. This could result in breaking or damaging the hot tub/spa pool.
- No smoking is permitted while using the hot tub/Spa pool.



## Pregnancy & Children

- Risk to children – Extreme caution must be exercised to prevent unauthorised access by underage children. The hot tub cover must remain closed at all times, unless a responsible adult is present.
- No children under 5 years old are permitted in the tub, as they cannot regulate their body temperatures suitably.
  - Instruct your children to shower and visit the toilet prior to use of the tub, and inform them to keep their heads out of the water.
- Use extreme caution with all children wishing to use the hot tub, they are prone to overheating and this can be very dangerous. All children under 16 MUST be supervised at all times.

**Thank you for your cooperation and understanding. We hope that you enjoy all of the facilities at your chosen Ashbourne Self Catering property.**

# Floor Plan BEDROOMS

16 bedrooms, all uniquely designed after these  
Hollywood legends:

## Garden room

- Fred Astaire & Ginger Rodgers Bedroom - 4 Poster double bed

## Lower ground floor

- James Dean Bedroom - Twin or super king + x2 additional single beds
- James Bond Bedroom - Twin or super king + x1 additional single bed
- Humphrey Bogart - x1 Double bed

## 1st Floor

- Judy Garland Bedroom - Twin or super king
- Alfred Hitchcock Bedroom - Twin or super king + x1 single bed
- Charlie Chaplin Bedroom - Twin or super king
- Frank Sinatra Bedroom - Twin or super king
- Greta Garbo Bedroom - Twin or super king
- Sophia Loren Bedroom - Twin or super king
- Walt Disney Bedroom - Twin or super king + bunk beds
- Elvis Presley Bedroom - x1 King size bed
- John Wayne Bedroom - Twin or super king

## 2nd Floor

- Elizabeth Taylor Bedroom - Twin or super king + x1 single bed
- Marilyn Monroe Bedroom - Twin or super king + x1 single bed
- Audrey Hepburn Bedroom - Twin or super king



*"What do I wear in bed?  
Why, Chanel No.5. of course!"  
Marilyn Monroe*

Check out the floor plan on our website  
[www.ashbourneselfcatering.com](http://www.ashbourneselfcatering.com)

# DEPARTURE

*Check-out*

## Check-out time: 10 am

Unless otherwise agreed by email from Ashbourne Self Catering

### Bed linen, towels & tea towels

We ask that you strip all the beds of bed linen (leaving bed throws, cushions, mattress protectors & pillow protectors in place) and place the linen and towels in the laundry bags provided in each bedroom.

Please leave the used tea towels and oven mitts in the kitchen.

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### Rubbish & waste

We ask that all rubbish & waste is placed in the outside bins and recycling bins provided.

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### Windows & doors

Prior to vacating the property at the end of your stay, please ensure that all windows are closed and the doors locked.

Please return the key to the key box.

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### Lost property

Please email us to arrange collection or postage of any forgotten belongings. Postage and packaging fees will be paid by the guest.

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### Damage charge

We will be in touch by email within 2 weeks of departure.

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### Collections

Should your suppliers need to collect anything from Hollywood House following your booking with them, please arrange this for prior to your check-out time. If that is not possible, a collection time will need to be organised with us in advance.

Thank you for choosing to stay with  
Ashbourne Self Catering!



## Shiningford

Sleep 12 to 35

A grade II listed country manor house and converted stables make up Shiningford. Set in a beautiful gardens on the edge of Carsington Water, Shiningford offers complete privacy for celebrations, corporate events and weddings, with space for a marquee in the grounds. Guests will be able to make use of the outdoor pool during warmer months, and the private hot tubs are open all year around.



## Shepherd's View Lodge

Sleep 16

Located In a secluded private setting overlooking the Kniveton Valley, Derbyshire, Shepherd's View is our stunning eco-lodge on the edge of the Peak District National Park. It offers a modern, light and spacious Scandinavian-type barn with picturesque views of the Derbyshire countryside from the hot tub.



## Ashbourne Hall

Sleep 22

Ashbourne Hall provides spacious accommodation and communal areas for group gatherings. It is perfect for corporate events or family celebrations, with dining facilities for up to 22 people. Guests can make use of the private hot tub and games room during their stay.



## Standlow

Sleep 2 to 52

Standlow Farm nestles in the valley of Kniveton, Derbyshire. Designed to retain many original features, Standlow offers country lifestyle with the convenience of modern amenities. With a mix of cottages, some with hot tubs, Standlow caters for small families or large groups. All cottages enjoy shared use of the private gardens with children's play area, 2 fire pits and a large games room.