

ASHBOURNE SELF CATERING



WELCOME
to

Shiningford

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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 Shiningford!

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 or on 01335 346864.

We wish you a wonderful stay!

Ashbourne Self Catering Team

PRIOR TO ARRIVAL

Organise your stay

Directions

Google Maps will take you directly to Shiningford. If using a Sat Nav or different map system, we recommend looking at the full directions on our website, under "Your Stay - Directions and floor plans"

If you are using the app what3words, for navigation, the words `///norms.otters.farms` will take you to the property.

For guests staying in The Manor or Tack Room, continue straight ahead into the courtyard car park. For guests staying in The Stables, follow the drive around to the left, rather than straight on into the courtyard. The car park is to the rear of the swimming pool. Through the gate you'll see the hot tub and entrance for The Stables.

Please note that Shiningford lane 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 is added to your safe sender list, or check your junk folder if you haven't seen an email within 3 weeks of 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.

Contacts

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

Guest Service Team- reservations@ascvenues.com

PRIOR TO ARRIVAL

Organise your stay

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.

Transport & parking

Please note that coaches cannot reach Shiningford, please book minibuses only.

The Manor offers parking for approx. 15 cars and The Stables for approx. 6 cars.

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.

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.

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.

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.

Wi-fi & mobile coverage

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

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 tablets (to get you started)
- 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

- Iron & ironing board
- Hair dryer (x1)
- Wood for the fire (Applicable for Manor only)
- Outdoor BBQ (only in summer months)

TV & Games

- DVD player
- TV with HDMI ports
- Bluetooth speaker
- Outdoor shared play area for children



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 pool
- Charcoal & Lighter 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

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.

- **Noise restrictions**

All music & noise must be retained at an acceptable volume during your stay, no outdoor music (smartphone & iPod included) is permitted after 11pm (this applies to the grounds, terrace and hot tub & pool area).

- **Indoor music**

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

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.

- **Cleaning**

Shiningford 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 games room.
- Ensure that the kitchen, glassware, and crockery is left clean and washed.

- **Insurance**

Guests' personal belongings are not covered by our insurance.

Hot Tub 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 in your self-catering accommodation is a truly luxurious touch and will enhance your experience. For your and your guests' safety, it is essential to understand and adhere to the advice and guidelines for proper use, as outlined below:

The hot tubs 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.



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.

Pool TERMS OF USE

IMPORTANT INFORMATION

The swimming pool is an outdoor pool open to all staying at Shiningford during the summer months (School holidays in April to 31st October). Although this is unheated, it does have a solar cover that increases the temperature by up to 10 degrees on sunny days.

To open or close the pool cover you will need to use the winder. The cover does need to be pulled over the pool when not in use during your stay to retain the warmth.

Before using the swimming pool, please familiarise yourself with the safety equipment and signs that are situated around the pool side.



The pool is open for use between 8am and 7pm. Outside these times, for your safety, the pool area will be locked. All guests are given the key codes to access the pool area during the opening times.



For the safety of young children, the gate through to the fenced swimming pool area must be kept closed at all times. Children must be supervised at all times and not left in the pool area unattended.



Do not walk on the pool cover. Diving is not permitted.



Dogs are not allowed in the pool area and in the pool.



Cameras are installed on the pool area. Any misuse of the pool and the surrounding area will result in the group holding deposit being retained.



Please put the outdoor cushion back in the shed when not in use. These cushions are not waterproof.

Plastic glasses must be used when in the pool area - these are provided in the kitchen. Any glass found in the pool will result in the pool being drained and cleaned, and the cost will be taken from the group holding deposit.

Use of the swimming pool is at your own risk. The owners expect due care to be taken regarding the safety of your guests, and take no responsibility for any accidents that may arise due to irresponsible or careless behaviour.

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

BEDROOMS

The Manor

Ground floor

- The Stich Plantation Bedroom - Twin or super king
- Middle Wood Bedroom- x1 Single bed

1st Floor

- Fish Tail Creek Bedroom - Twin or super king + x1 single bed
- Shiningford Creek Bedroom - Twin or super king + x1 single bed
- Upper fields Bedroom - Twin or super king
- Stones Island Bedroom - Twin or super king

2nd Floor

- Brown Ale Bay Bedroom - Twin or super king
- Millfield Island Bedroom - Twin or super king
- North Islands Bedroom - Twin or super king



The Tack Room

- Ground Floor Bedroom - Twin or super king
- 1st floor Bedroom - Twin or super king



The Stables

- The Buzzard Bedroom - Twin or super king + x2 single beds
- Tufted Duck Bedroom - Twin or super king
- Kingfisher Bedroom - Twin or super king
- Crested Grebe Bedroom - x1 double bed
- Lapwing Bedroom - Twin or super king



Check out the floor plan on our website
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.

Rubbish & waste

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

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.

Lost property

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

Damage charge

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

Collections

Should your suppliers need to collect anything from Shiningford 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!



Hollywood House

Sleep 40

Dazzle your guests with the glamorous décor and indulgent facilities in a house like no other.

This unique venue offers 16 Bedrooms each themed after a Hollywood legend, such as Charlie Chaplin and Marilyn Monroe. The house is perfect for celebrations, with catering kitchen and large conservatory. Guests can make use of the James Bond Casino, the Artic Cabin & the hot tub.



Shepherd's View Lodge

Sleeps 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.