

ARRIVALS INFORMATION

Hello,

We hope you are looking forward to your holiday! Not long to wait now...

We have a few things to tell you about your stay. Please read it carefully before you set off and let us know if you have any questions or concerns. The information will help you prepare for your trip and includes useful directions and contact information to bring with you.

It would be great if you could let us know your approx arrival time so we can look out for you. We will also need an address for our register at some point if not already provided.

We wish you a safe journey and look forward to meeting you soon!

Thanks and best wishes,

Kay and Andy

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- We have been asked by the council to keep a guest register so will need an address at some point. If you are uncomfortable sending this information ahead of arrival then we will ask for it when you arrive.
 - You are welcome to arrive any time from 3pm and our postcode is CA16 6TH - sat nav will usually bring you right here but tends to choose the narrowest lanes so we advise using these routes to find us: <http://www.scalebeckholidaycottages.co.uk/files/Directions.pdf>. When you arrive one of us will usually be here to greet you. If for any reason this isn't possible we will provide additional information about our key safes.
 - We have installed smart TVs so you will be able to access streaming services such as Netflix and Amazon Prime as well as catch up series. You will need to log in to your own accounts to use streaming services but live TV is free to watch as usual.
 - We have a shared games room which is kept unlocked and you are welcome to use at any time if no other guests are using it. There are some disinfectant wipes in there if you wish to clean anything before using it.
 - If you need to do washing during your stay, let Kay know and she will clear, clean and disinfect the laundry for you prior to use.

- We need to inform you that outside spaces are shared and will not be routinely cleaned but you are welcome to use them. There are cleaning products and cloths under the sink for you to use if you wish to clean any of the outdoor furniture before use.
- To help you with packing this is a list of things we provide: Olive oil, salt, pepper, washing up liquid, dishwasher tablets, cleaning supplies, kitchen roll, cling film, foil, hand soap, shampoo, conditioner and shower gel. We also provide a starter supply of loo roll, tea, coffee, sugar, milk but it is unlikely to be sufficient for you whole stay. Bed linen, towels, and tea towels are provided and there is a hairdryer in the bedroom. Feel free to ask if there is something else you'd like to know.
- We no longer provide paper tourist information leaflets in the cottages but you can collect them from the Tourist Information Offices when you arrive. We advise using the internet to plan your days out since they will have the most up to date information about opening hours and prices. Useful sites are:
 - <https://www.facebook.com/ApplebyTIC>
 - <http://www.visiteden.co.uk>
 - <https://www.visitcumbria.com>
 - <https://www.yorkshiredales.org.uk/plan-your-visit/>
- Our mobile phone signal is poor to non-existent inside the cottages although most providers have a signal outside and a short distance along the drive. However we do have super fast broadband so we strongly advise activating wifi calling features or downloading whatsapp if you have smart phone. This will allow you to make calls and stay in contact with friends and family. We do have a voip phone you can borrow to make calls if you don't have a smart phone. Let us know sooner rather than later if you wish to use it since we only have one of them.
- On check out we will ask you to do the following before you leave:
 - Remove all personal possessions and left over food items
 - Empty the rubbish and waste bins and take them to the bin bay with any recycling
 - Open all the windows to ventilate the cottage before we enter
 - Strip the beds and put the duvet covers, pillow cases, sheets, towels, and kitchen cloths in a coloured laundry bag (it will be under the hairdryer when you arrive).
 - Please leave the key on the kitchen counter when you go.

If you need to contact us during your stay:

Knock loudly on the farmhouse front door
 Call 017683 51006 or 07713 350690
 Call or Message us via WhatsApp
 Use Airbnb messaging or TripAdvisor messaging

If you need medical attention or advice:

Use www.nhs.uk if possible or else call 111
 Appleby Medical Practice: 017683 51584
 Penrith Hospital: 017682 45555
In an emergency call 999