

## Frequently asked Questions about the cottage

We will send you a welcome note of key information

There is a so blue folder in the cottage with lots more useful information

What time is check in	Anytime from 3pm. It would be great to get an arrival time so we can ensure the heating is on, if required, but you can arrive any time.
What time is check out	1030am
Will someone meet us at the cottage on arrival	No, you will be sent a welcome note with a code for the key safe. It is all pretty straightforward.
Will someone check us out at the end of our holiday	No, that could cause you to have to hang around. Just leave the keys on the table and ensure that all lights are switched off, and doors and windows closed and locked. Please ensure that all washing up is done and the bins and recycling are taken out.
Is there a hairdryer	Yes
Is there an iron	Yes and ironing board
Is there a washing machine	Yes
Is there somewhere to dry clothes	Yes airer in the garden
Is there a smoke alarm	Yes on each floor and a carbon monoxide one by the boiler
Will someone go through the entire inventory	No, we trust you with the property and to tell us if you break or lose something. Also most guests would consider this a hideous way to start their holiday !
Is there wifi	Yes, we will leave the wifi code in the cottage
Is there TV	Yes
Is there a DVD player and DVDs	Yes a good range both for kids and adults
Do we need to take towels	You will be provided with bath towels and tea towels so do take towels if you plan to go to the leisure centre
Do we need to take sheets and pillowcases	Not unless you prefer your own. Beds will be made up. Recommend you do take your own sheet for the baby cot so it is familiar
Are there duvets for the colder nights	Yes
Where can we park	Directly in front of the cottage is our designated space. To the side of that is visitor parking.
Where are the nearest / best shops	<p>There is a Coop at the top of the street open 6am to 10pm daily which should serve most needs</p> <p>In terms of food shopping, Rothbury has some renowned specialist food shops like a baker and butcher so worth a wander around.</p> <p>A number of the big supermarkets will deliver if you want to prebook this - please do not give them access to the cottage when you are not there. The postcode will get them there. ASDA, Tesco, Sainsburys and Morrison's should all be an option, Waitrose and Ocado are not currently available.</p>
Where are the best restaurants	This one is quite subjective but we will leave you a list in

	the cottage - please add to it
Is there a swimming pool nearby	Yes Rothbury has a pool - we will leave details in the cottage
If I am ill, what should I do?	There is a Boots pharmacy on the High St. If not urgent, call 111. Otherwise 999. There are details in the cottage
Where do we take the bins?	The blue bin is for recycling (not glass) and green bin for everything else. Can you leave these outside the cottage by 7am Monday for collection. We will let you know where to take glass
What should I do if I break something?	Please let us know. We need to replace things for future guests.
What if something is not working?	About everything is new so hopefully this won't happen. We will leave all instruction manuals. If still no joy, please text us.
Can we use a BBQ eg a disposable one?	If you take your own and dispose of it appropriately
Are there detailed terms and conditions?	Yes, these will be sent to you with the booking form
What if I have other questions before we go?	Let us know