the elms

24, Fairmeadow Close, Herbrandston, Milford Haven SA73 3TF ///bother.butlers.funded

Please browse through the following practical information and, if you should need help, you can contact Helen directly on **07816 911 517**, or, if you are unable to get through, call Julian (*at the farm*) on 07970 969 366

Arrival and departure:

The Elms will be professionally cleaned and sanitised ready for you to arrive any time after **3pm**. On the day that you leave it would help us enormously if you could please load and turn on the dishwasher, have a quick clean-up and put the rubbish outside in the bin. Thank you!

Check-out time at The Elms is **10am**. This allows us enough time to prepare for the next guests.

Accessibility:

To help guests with limited mobility, the property has wheelchair access throughout (*the only stair in the property is a single step leading down into the conservatory*), with other mobility aids available on request.

Wireless wi-fi:

Our wireless network is called **TheElms**. . . you'll find the password written on a board below the kitchen clock. ;o)

Keys:

Could you please replace the front door key in the key box whenever you leave the property to prevent it from being lost when you are out and about!

You'll find keys to the conservatory, summer house and garage hanging in the kitchen, please do not remove these from the property.

Towels:

The towels we provide must remain in The Elms, so please bring your own towels for the beach. You'll find towelling robes for use with the hot tub on hooks in the garage (*these robes are lovely to wrap up in when getting out of the hot tub on a chilly night!*).

Infants & young children:

A highchair and travel cot are stored in the built-in wardrobe. . . and bedrails for younger children are available on request.

Ironing board & iron:

The iron and the ironing board are in the built in wardrobe in the rear double bedroom.

Bins & recycling:

Pembrokeshire County Council has strict recycling rules to protect the environment, so please follow the recycling instructions on the notice in the kitchen.

Herbrandston is a rural village, blessed with many species of birds and other wildlife, so make sure that any rubbish or recycling bags left outside are placed in the storage bins on the drive, well away from inquisitive beaks and noses!

Rubbish is collected very early on Friday morning so please put as much as possible out on Thursday evening and we will call to put it at the end of the drive.

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Smoking:

For the comfort and safety of all guests we politely request that you adhere to our strictly no smoking policy in the house, garage, summer house and hot tub area.

Safety & security:

Herbrandston is in an extremely low crime area, with no burglaries or vehicle crimes at all recorded during 2022 according to UK Crime Stats but, even so, please lock the patio and side doors at night and when you leave the property.

To avoid the risk of injury, when in the garden or hot tub area please only use the plastic plates, bowls and drinking glasses provided. (*There is a basic first aid kit in the drawer of the wash basin unit in the bathroom*)

A ROOM BY ROOM GUIDE

Kitchen:

On the kitchen table, you will find a Welcome basket with some essentials (*and a few surprise treats!*) plus milk in the fridge and a bag of ice in the freezer… which is in the garage. Aside from all the normal crockery, cutlery and appliances, there is a **hand blender** in the kitchen drawer should you need it.

The **microwave** is situated in the boiler cupboard, where you will also find a **fire extinguisher**, **fire blanket** and a file with **appliance manuals**. The switch for the countertop lighting is underneath the wall cupboard to the left of the hob.

Although the dining table has a protective cloth, please use the placemats for very hot dishes.

Lounge:

The **gas fire** is ignited by holding down the lever on the right hand side for approx 10 seconds until the pilot light ignites. Then, gently raise the lever up to ignite the fire. To switch off, pull the lever to the top position.

You will find a large selection of **DVD**s in the dresser unit along with some **games** and **jigsaws**. A large jigsaw mat is in the bottom of one of the built in wardrobes, with pens and paper in one of the dresser drawers.

We provide a wide selection of **tourist leaflets** for your information, enjoy looking through them but please leave them for future guests.

Games room:

The **table tennis** table top is bracketed to the wall. . . rest it on top of the pool table and you will find the net, bats and balls in the basket. After use, please put it back FACING the wall so that the playing surface doesn't get marked by stray darts! ;o)

Conservatory:

Please note that the conservatory door handle needs to be turned fully into the upright position each time you close the door, otherwise it will not stay closed.

Summer house:

The summer house is useable all year round and has an electric 'wood effect' stove, the plug for which is directly behind it. The switch for the interior and outside lanterns can be found inside the summer house, to the left and just above the double doors.

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Hot tub & garden:

The lights above the hot tub and around the pond will automatically switch on at dusk so please do not alter them.

Please read the safety information sign before using the hot tub. You'll also find basic instructions in your welcome folder, and posted outside on the patio doors… if, however, you need our help please just ask.

We want you to thoroughly enjoy the spa experience (*it is magical at night under the twinkling lights!*) but please remember that Herbrandston is a residential village and we politely request that you keep noise to a minimum, especially in the evening, to avoid disturbing the neighbours.

Garage:

In the garage you will find the **chest freezer** and **washing machine** (with its manual in the file in the kitchen).

Important maintenance:

We will pop into the garden a few times during your stay to service and clean the hot tub, but we'll make every effort not to intrude on your privacy and hope you understand that this is necessary to ensure your comfort and safety.

The window cleaner calls once a month and it may be during your stay. . . however, he is very nice, doesn't take long, and will disturb you as little as possible!

Whilst we always try to mow the lawns between guests, if the weather is being uncooperative then we may have to do it during your stay. If so, we will attempt to carry out the work whilst you are out and about.

SOME REALLY USEFUL PHONE NUMBERS

Accident & Emergency:

Withybush General Hospital,
Haverfordwest SA61 2PZ ///vest.ranch.gravy
Main switchboard 01437 764 545

NHS Direct Wales 111 (24 hours)

Doctors:

There are two practices based in the Manchester Square Health Centre, Milford Haven SA73 2JW ///army.quote.print

Robert Street Surgery 01646 690 690
Barlow House Surgery 01646 690 674

Opening Hours : Mon to Fri, 8.00am to 6.00pm

Out Of Hours GP Service 01437 769 811

Emergency services:

Ambulance, Fire, Police or Coastguard 999

Taxis:

Link Taxis Milford Haven 01646 695 060

Jocks Taxis Milford Haven 01646 698 818

Jones' Coastal Taxis Broad Haven 07984 696 404