

## **FAQ:**

**1. Does the booking for the health club for 2 days mean 2 consecutive days or can it be 2 separate days?**

Any days as long as the passes are available.

**2. What time can we arrive?**

We do allow an early check in and check out when we don't have a changeover on the day. We always let our guests know.

	CHECK IN TIME	CHECK OUT TIME
Little Canwood House	4pm	10am
Sharpnage House	5pm	10am
Hill View House	5pm	10am
Stone Cottage	4pm	10am

**3. Can we order groceries delivery?**

Yes, we have Sainsburys, Tesco's and Asda delivered in the area.

**4. Are there walks around the properties?**

Yes, there are public footpaths all around the area.

**5. Can you supply travel cot, highchair and stair gates?**

Yes, all the above are free of charge.

**6. What is there to do in the area?**

There is a lot to do in the area. There are lot of different activities and places to visit nearby. We always send a Pre-arrival information email, where we include links and description of what is in the area. Please do let us know if you haven't received this email about a week prior to your arrival.

**7. Where can I find your T&C and other documents?**

All our documents, including T&C, booking form, floor plans etc are at the bottom of our web page. We can also post them if needed.

**8. What is included in the price?**

All our properties are self-catering holiday properties. The price includes the hire of Luxury Egyptian linen, towels, welcome basket, WiFi. All our properties have underfloor heating. There is no extra charge for electricity or water.

### **9. Do you allow dogs to stay?**

We do allow a well-behaved dog to stay at a small charge. We ask owners to keep the dog off furniture and in the kitchen area/ hallway area only as we have carpets and rugs in the rest of the property. We do not allow dogs upstairs or in the bedrooms.

We do ask for a Returnable Security Deposit.

	DOG CHARGE
Little Canwood House	£40 per dog per stay
Sharpnage House	£50 per dog per stay
Hill View House	£50 per dog per stay
Stone Cottage	£30 per dog per stay

### **10. What is supplied in the property?**

Each property has a very well-equipped kitchen. Cutlery, crockery, cooking utensils, glasses, cups, mugs, tea towels, washing up liquid, dishwasher tablets, washing tablets etc. The equipment is checked at each changeover. There is salt, pepper, sugar, tea and coffee at each property. Each property has a coffee machine so our guests can bring their favourite pods.

Where there is a log burner, logs are provided.

Each bedroom has a hair dryer. Hand soap and toilet paper is provided in each bathroom.

	TYPE OF COFFEE MACHINE	PARKING	Wood burner
Little Canwood House	Tassimo	YES	YES
Sharpnage House	Nespresso	YES	YES
Hill View House	Tassimo	YES	GAS FIREPLACE
Stone Cottage	Tassimo	YES	GAS FIREPLACE

### **11. Does the property have WiFi?**

Yes, each property has fibre optic broadband.

### **12. Do you offer travel insurance?**

No, we are not able to offer travel insurance, but we do advise guests to take one out.

**13. How can I pay for my holiday?**

We currently take cheques or accept bank transfers. We are looking into a card payment option and are hoping to be able to offer this facility in near future.

**14. Does the property have fully enclosed garden?**

Yes, each property has its own, fully enclosed garden.

Please do not hesitate to contact us if you have any questions regarding your stay. We are more than happy to help. You can email us on any of these emails:

[info@littlecanwoodhouse.co.uk](mailto:info@littlecanwoodhouse.co.uk)

[info@sharpnagehouse.co.uk](mailto:info@sharpnagehouse.co.uk)

[info@longviewcottages.co.uk](mailto:info@longviewcottages.co.uk)

or text/call Andrea on 07922431817