

BAILLE HILL HOUSE

WELCOME PACK AND INFORMATION

WELCOME NOTES

Welcome to Baille Hill House. We really do hope that you have a great holiday and that your memories of a stay in York and Yorkshire will be as happy as ours.

The house is furnished to make for relaxed and fun family holidays. We hope that we have left things in such a way as to make your stay as comfortable and as easy going as possible. You should find the house fully equipped. If anything is not as you would expect or seems wrong then please contact Maggie Graydon (07730 455417) who looks after the house or Helen Thompson (01242 285755) who handles the bookings and they will try to sort it out as soon as they can.

All we ask of you is that you treat the house with the care you would give to your own home and you leave it as you find it. You should find a number of basic food and cleaning items, please feel free to use these and just replace anything that runs out whilst you are here. You will find instruction booklets in the kitchen drawer where these are available, plus a few tips below which you may find helpful.

LOCKING UP AND KEYS

Your key works the front and the back door and is the only one you need. Please set the alarm, lock and bolt the front door and make sure all windows are locked shut and downstairs doors shut whenever you go out.

When you leave please return the key to the key safe outside the back door.

STRICTLY NO SMOKING

We are pleased to offer a non-smoking house. In order to ensure the house is always clean and fresh for our non-smoking guests, please note it is a condition of your rental contract that there is no smoking either in the house or anywhere on the property including the gardens. Please respect this requirement; we regard any breach of this request to be a very serious matter.

Unfortunately in the past a few guests have chosen to ignore this and we have found it is time consuming and expensive to carry out the specialist clean necessary to bring the house back to its original standard. So in the event we find any evidence of smoking we will have no alternative but to withhold the security deposit to cover these additional costs.

PARKING

There is parking for 3 cars, which is very good for a York city centre property. But there is no space for any more than 3 cars. Please do not park in the area reserved for next door or in the other areas around Bishops Wharf (where you may be clamped). Please also leave the access route clear for guests next door to drive cars into their parking area.

In the event you have a 4th car, you will find on street parking which is not controlled if you drive about a mile or so along Bishopthorpe Road away from York centre.

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NOISE

Baille Hill House is in a residential area. Please be considerate to our neighbours. We would ask that you keep noise down after 10.30pm and, especially in the summer are mindful of how much noise can carry if you have windows and doors open or are using the balcony. If music can be heard outside the house then it is too loud!

HEATING AND HOT WATER

The boiler is in the first floor bathroom. It is a continuous flow boiler that heats the water as you need it so that you won't run out of hot water. The boiler pressure should be around 1.5 bar, when the boiler is running.

Bath water can be made hotter by slightly decreasing the flow from the tap. Wait 30 seconds for hot water. If flow is reduced too much, the boiler may cut out and water will run cold. Increase the flow to get more hot water. The hot water may also run slightly cool if several hot water taps are used at once.

Please do not touch or alter the heating times and controls. The heating is set to come on twice a day, morning and evening. If you are in the house during the day and you are cold, then press the 'Override' switch and this will turn the heating on.

At night the heating goes off around 10.30pm; if you are up late and need more heat then press the 'Boost' button and the heating will come on for one more hour. If the heating is not on when you think it ought to be, the most likely reason is the thermostat in the downstairs hall is set too low.

The central thermostat is at the bottom of the stairs. The radiators have individual thermostats, which you can use to adjust individual room temperatures. If you are in the house and need heating then 18 or 20 C seems to do the trick. When you leave, please turn the thermostat in the hall to 10C.

KITCHEN & DINING ROOM

To make your stay easier, we have left some basic cleaning items in the cupboard under the sink. All we ask is that if you finish any of the items, you buy a replacement and leave it for the next guests. Thanks!

DINING TABLE

The dining table has had its surface recently restored and we would ask that you use all the mats in order to protect the wooden surface, especially from hot plates and pans.

POTS & PANS ETC

You will find a well equipped kitchen to make life easy. Please use the wooden or silicon implements in the non stick pans to avoid scratching the non stick coatings.

DISHWASHER

There should be some dishwasher tablets and rinse aid in the cupboard under the sink.

It is simple to operate – put the tablet in, press the button to choose the programme, and press the on off button to start then shut the door and it will start.

MICROWAVE

To operate, turn the dial to set the time and start to start and stop to stop.

HOB

This is electric and the controls are self-evident.

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OVEN/GRILL

There are full instructions in the folder in the bottom kitchen drawer.

BREAKAGES

If you should accidentally break an item, please do not purchase a substitute of a slightly different design, just leave a note for Maggie when you leave and we will sort it out.

WASHING MACHINE AND TUMBLE DRIER

We have left out the instruction books for you, if you feel unsure of how to operate this machine.

RUBBISH

The bin is at the back of the courtyard and is shared with next door. The big bin is for household rubbish and the smaller wheelie bin is for GLASS ONLY for recycling. The bins are usually emptied on Monday or Tuesday.

RECYCLING

Glass is collected for recycling from the house – please put glass items into the small wheelie bin labelled 'GLASS'. This bin is only for glass recycling not ordinary rubbish. For other items to be recycled they need to be taken down to the parade of shops where there are various different containers.

TV/DVD PLAYER

On the wall in the corner is a TV & DVD player – the instructions are in the bottom kitchen drawer if you need them.

STEREO

The Panasonic stereo on the wall is an FM/DAB radio, CD player and also works with Bluetooth input so you can play music from your own gadgets. The instructions are in the bottom kitchen drawer as well.

BATHROOMS AND LOOS

FACE WIPES, WET WIPES ETC

Please put face wipes, wet wipes etc and any sanitary items in the bins provided in the bathrooms and bedrooms so that we don't get any blockages.

HOT WATER

All hot water is supplied on continuous flow, so it does not run out. The 1st floor bathroom has an electric continuous flow shower; all other hot water is supplied from the gas boiler.

The shower in the 1st floor bathroom is electric, you need to make sure the power is on by pulling the string pull near the shower enclosure.

LIVING ROOM

TV, MUSIC, LIGHTS

The TV has Freeview as well as terrestrial so there are any number of channels! Please use the main power switch and remote control. Please help us conserve power by not leaving any TV on standby.

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There is a compact Sony music stereo with Ipod dock and CD player on the small cupboard. This will also work as a Bluetooth device using the Bluetooth plug which is plugged in behind the stereo and into the 3.5mm line in socket on the front of the so you can play music from your own tech gadgets. The instructions are on a separate page.

The side lights in the lounge have individual switches on the top of each pair of lights so if they seem not to work with the main switch please try these individual switches.

CARE OF THE LAMINATE FLOORS

The only really key thing to note is that it is important to not to soak these floors. Please wipe up any wet spills immediately. If you feel the urge to mop, it should be damp only, not wet.

BEDROOMS

MATTRESS PROTECTORS

There are washable cushioned mattress protectors on all the beds. Please leave these on the beds underneath the bedding. Only if necessary, the protectors and covers can be put through the washing machine. The protectors can also be dried on a gentle tumble.

The triple bedroom lights above the beds have individual switches on the lights themselves so if they appear not to work please try these switches.

TELEPHONE & INTERNET

Telephone (01904 656684): The phone directories are in the kitchen drawer. The phone line is call barred for all except free phone (0800 and 0808) and emergency numbers.

Incoming calls: you can receive calls if people call 01904 656684.

Internet Access: The router is in the bedroom on the ground floor.

WIRELESS ACCESS – set your PC/phone to view available networks; our network is called **SKY60983** and the password is **TTSFSEAC**

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SHOPS AND SERVICES

You will find most of the shops you need in Bishopthorpe Road. (Turn left out of the front door and walk for 1-2 minutes) There is an excellent butcher, a CostCutter grocery store, small Sainsburys, newsagent, off licence, chemist, hardware store and several cafes, takeaways & restaurants including fish and chips, Indian, Chinese and Dominos pizza.

Major Supermarkets:

M&S You can walk to this, it is in Parliament St. Walk over the river on the bridge, cross through the castle gardens and past Cliffords Tower, and follow the signs to the Jorvick Centre. Go past the Jorvick centre through the shopping arcade walking up Coppergate (ignore the 1st M&S you see, it has no food), turn right when you reach the street and you will M&S food hall straight ahead.

Sainsburys on Foss Island. You need to drive over Skeldergate bridge, keep following the inner ring road that follows the line of the medieval city walls, go past the Barbican Centre, after driving past an industrial area, you will come to Sainsburys and Homebase which sit within an island created by a 1 way circle of roads, you need to drive around these to find the entrance for cars.

Tesco Extra. Drive up Nunnery Lane following the medieval city walls without crossing the river. When you come to the traffic lights by the Bar Convent turn left and proceed down the Mount and onto Tadcaster Rd, driving past the racecourse and following signs to the A64 in the direction of Leeds and Tadcaster. You will see the Tesco Extra on the right before you reach the A64.

Butcher: If you can, go and get your meat from the butcher in Bishopthorpe Rd. It is clean, the meat is high quality and the service is 1st class.

Chemist. There is a pharmacy in Bishopthorpe Rd. Also, **Boots** is in Coppergate just past Cliffords Tower.

Doctor; Health Centre. Go out the back of the house turn right down Cherry Hill Passage and go over Clementhorpe and you will see it straight ahead on Cherry St 01904 646898.

Dentist: We have never needed a dentist in York but there are lots in the Yellow Pages such as one fairly close by at 25 Mickelgate (01904 624 043)

Taxi: Fleetways 0808 144 2727 (you can use the house phone for this, it is a free phone number)

Post Office: Unfortunately the Post Office on Bishopthorpe Road closed, so the nearest is the main Post Office in York.

Fuel for your car: Follow the directions to Tesco as if leaving York and going to the A64 towards Leeds. There is a petrol station at the Tesco Extra.

Public transport: Local Bus information can be obtained 01904 551400. Trains on National rail enquires on 08457 48 49 50 or Virgin on 08457 222 333.

Tourist Information

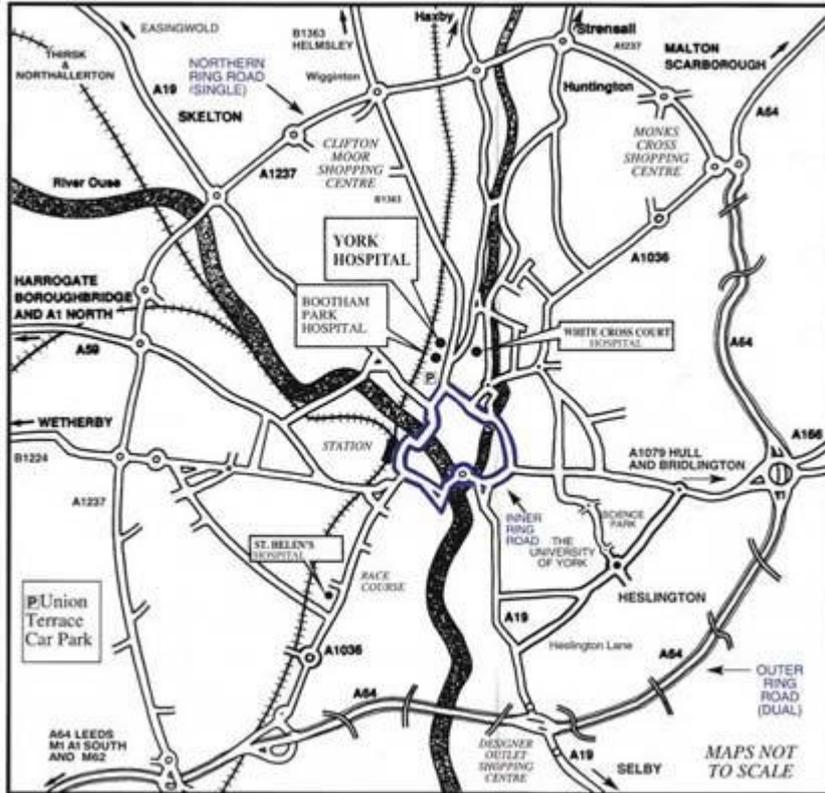
There are tourist information centres in the rail station and in The De Grey Rooms Exhibition Sq St Leonards Place. 01904 621 756.

You might also want to contact

- Ghost walks 01759 373 090

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- York Tour 01904 641737 – get to see what York has to offer
- York Walk 01904 622 303 – guided walks
- Jorvik Viking Centre 01904 643 211 – a very popular journey through Viking York (with added smells)
- **York Hospital:** Wigginton Road, York, YO31 8HE, Tel : 01904 631313



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OUT AND ABOUT

There is a fantastic amount to do in and around York, it is no wonder that York was voted **European Tourism City of the Year in 2007**. There is a range of local information which is in the cupboard in the lounge to whet your appetite.

The best source of information is the **York Visitor Guide**. You should find a copy of this in the house but sometimes guests take them away so you can get another copy at the tourist offices. The guide is also on the web at www.visit-york.org In the meantime you'll find some suggested things to do and see during your stay in York. This list is by no means exhaustive and things are in no particular order so feel free to pick and choose whatever takes your fancy!!

York Pass – if you plan to visit many of the City's sights it might be worth your while to buy a York Pass which gives admission to the attractions & lots of other discounts for a fixed fee. You can get them at the tourist offices.

City walls Have a wander into the centre via the walls, you can pick them up at Bailie Hill opposite the house or you can walk over Skeldergate bridge to the Fishergate Postern where you can see the northern section of the city walls. And check out the historic city, call into the Minster - walk up the tower, the view from the top is amazing. Also just over Skeldergate bridge is the excellent Castle Museum and Cliffords Tower is a must for all the family

York's open top buses 01904 655585 are a great way to see the city.

Riverside walks, go down to the river, walk along to the Millennium bridge and back up the other side and then finish with a drink by the riverside on the King's Staith at the Pub that floods watching the boats go up and down and soaking up the atmosphere.

Parks and playgrounds on the way to the Millennium Bridge along the riverside, Rowntree's park offers an excellent children's playground, most attractive walks and the local skater park and tennis courts.

York Minster On Sundays you can start the day by going to one of the services in the York Minster. Sundays are also quieter in the city and much easier to walk around to appreciate its unique beauty especially the medieval streets of the Shambles or Stonegate.

National Railway Museum The Railway Museum was a huge hit with my nephew. It's a fantastic free day out in York with three giant halls full of trains and railway legends including Mallard the world's fastest steam locomotive and the iconic Japanese Bullet Train. It's close to the train station so within walking distance of the house.

The York Dungeon – this is what they say about it! - The York Dungeon brings more than 2,000 years of gruesomely authentic history back to life.....and death. As you delve into the darkest chapters of our grim and bloody past, recreated in all its dreadful detail, remember, everything you experience here really happened.

Yorkshire Museum - Set in beautiful gardens in the heart of York, the Yorkshire Museum is home to some of the most fascinating archaeology and geology in the region. There is a wide range of exhibits there including Roman sculpture, mosaics, jewellery and pottery, and usually some special exhibits on too.

Cinemas: there are two cinemas close by The Odeon Blossom St 0870 505 0007 or the City Screen, Coney St 01904 541144, there is also a Warner Brothers a short ride away at Clifton Moor. All film times can also be found on the [thisisyork](http://thisisyork.com) website.

Pickering Take a ride on the **North York Moors Railway** 01751 472508. Pickering itself has a castle and is picturesque market town. You can also go further on into Goathland (Heartbeat Country) where you will

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find excellent country pubs and superb walking options from relaxing valley strolls to more demanding hikes onto the Moor.

Castle Howard one of the UK's top Stately homes.

You can try one of the **Ghost Walks** – Try the Ghost Trail of York 01904 633276 for a spooky, entertaining tour.

Museum Gardens St William's College and the promenade along the River Ouse or a relax in Museum Gardens, provides a quieter break from the city crowds or after a tiring trip around the historic sights such as York Minster

Riverboat cruises 01904 628324 with York Boat or self drive red boats from the King's Staith just over the river bridge near the house. These run all day and there is a floodlight cruise leaving at 8.45pm each evening. Or you can get a boat trip to the pub for either lunch or dinner; this goes from just outside the house between Skeldergate bridge and The Bonding Warehouse.

Water World a short drive away in Monks Cross - you can shoot down the flumes or relax on the lazy river Tel 01904 642110 **Monks Cross shopping centre** is close by and open till 8pm.

If you want to go to the coast - about 1 hour's drive away **Scarborough** has all the seaside delights you could want -donkeys, amusements, parks and the **Sea Life Centre**. You can travel over the moors to picturesque **Whitby** - the historic town, which provided a setting for Bram Stoker's "Dracula". We also love the delightful beaches of nearby Sands End or the smugglers' cove like **Robin Hoods Bay**.

York has two excellent **Theatres** - The Theatre Royal 01904 623568, and The Grand Opera House 0870 606 3595

Leisure Centre - Barbican Centre (entertainment and swimming pool) 01904 628991

Shopping – York is well known for it's distinctive shopping and recently featured on the BBC's Mary Queen of Shops programme. The tourist office publishes 'Five Routes to Shopping Heaven' – there should be a copy in the box of information in the lounge.

Other useful links:

www.visitork.org

www.thisisyork.co.uk

www.yorkshirenet.co.uk

PLACES TO EAT AND DRINK

There is so much choice in York it is difficult to know where to start as you can't go 100 yards without finding a café or restaurant! Guests often recommend restaurants so have a look in the visitor's book.

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INSTRUCTIONS FOR THE LIVING ROOM BLUETOOTH ADAPTER

The Sony compact system is made Bluetooth compatible using a Bluetooth Plug. This is a music receiver that will enable you to stream music wirelessly using Bluetooth technology. It can be used to stream music from your phone, mp3 player, tablet or any other Bluetooth enabled device, to your stereo, Hi-Fi, docking station or speakers.

With a transmission distance of up to 10m, the music can be controlled from anywhere within that range, whether in the same room, or from another room.

Instructions

1. The Bluetooth Plug will automatically turn on and enter pairing mode automatically when plugged into a standard AC socket. Unplug it from the power socket and plug it in again to make it enter 'pairing mode'.
2. Make sure the Bluetooth function on the device you are streaming from (e.g. phone, mp3 player, tablet...) is turned on and searching for all Bluetooth devices.
3. Select "Bluetooth Plug" from the list of devices to pair.
4. Make sure the Bluetooth Plug is connected to the stereo with the 3.5mm to 3.5mm audio line
5. Select 'AV in' on the stereo and you should be able to start streaming your music.

Troubleshooting

Issues connecting / streaming audio. Make sure that the Bluetooth Plug is turned on and in pairing mode. The pairing mode will last 2 minutes, it will enter standby mode automatically if overtime. Disconnect the receiver and socket, and reconnect them, after the receiver turned on, it will enter pairing mode automatically.

Make sure the Bluetooth Plug and your device within 1m of each other whilst pairing. They can be moved further apart once connected. Make sure the Bluetooth function on your phone is on and set your phone to search for all Bluetooth devices within range.

Lost connection. If the phone and receiver are over range (10m), the receiver will disconnect and enter standby mode. It will connect automatically once the phone and receiver are back into available range within 5 minutes. If you don't want to wait, simply select "Bluetooth Plug" from the Bluetooth devices shown on your phone.

Device won't automatically re-pair. If you have exceed the transmission range, the device should repair within 5 minutes of being back in range. If it's been over 5 minutes, you can re-connect by selecting Bluetooth Plug from the devices within your Bluetooth Settings.

Asked for Password. If asked for a password or PIN number enter "0000" and press "YES" or "Confirm". If prompted by your device to connect, select "Yes".

The Bluetooth Plug didn't remember one of my devices. The transmitter can remember up to 8 paired devices. When the paired devices exceed this, the first paired device will be replaced by the latest and so on. Each time the Bluetooth Plug is turned on, it will automatically connect to last paired device.