**ACABANES IMPORTANT INFORMATION – please read as it affects the return of your £500 security deposit**

Acabanes is a self catering home**. Arrival time is from 5pm & departure is no later than 9:30.** Please respect these times to ensure our high standards are maintained for the following guests. Acabanes is fully booked throughout the year with back to back bookings

**ON ARRIVAL**

* If you could check in on Facebook or Instagram to let me know you have arrived safely that would be really helpful. If this isn’t possible then a text is great**.**
* Contact Tracey on 07834 638242 if you find any equipment broken/faulty to enable necessary repairs for your holiday & that of future guests
* **WIFI –** SFR\_3D68 & password is teriontuspo9rptoryll
* **KEY BOX** – located next to kitchen steps & holds the spare front door key/ green gate next to drive/ black gate which joins the covered terrace to the pool area/ pool cover if wish to swim with cover on/ sauna & gym/ 4 bike locks/ Suzie’s Fairy & Heart cupboard on landing (our caretaker Sue advertises her art here)
* **RUBBISH** – all rubbish must be in plastic sacks as the bin men will not remove loose rubbish. You will find white Brabrantia sacks in the drawers in the chopping table in the kitchen.
* **RECYCLING** - All glass recycling to be taken to glass recycling in Thenac as top of hill, opposite the Chateau. There is no other recycling.
* **POOL & POOL COVER** – on arrival the green cover will be across your pool. To keep temperature as high as possible for enjoyable swimming & for safety reasons keep this across when not in use. To swim with the cover off you will need an adult each side of the low end & push back slowly right to the end. To swim with the cover on you will find the key in the key box for the door at the high end
* **CLEANING CUPBOARDS X 2** – one is located in the kitchen & one under the stairs where you will find 4 clothes airers, hoover & mop & bucket
* **OUTDOOR SOFT FURNISHINGS –** place in storage boxes & close parasols when not in use. This is necessary as sudden storms are common in the Dordogne - this avoids costly replacements
* **BATHROOMS –** bathroom stools contain everything you need to clean during your stay, including nappy sacks and bathroom bin liners. Feminine hygiene bags are supplied in each bathroom. Nappies & wet wipes to be placed in nappy bins in nappy sacks & never flushed down the toilet, as there is a septic tank system in operation, which is costly to repair.
* **PLEASE REFRAIN FROM MOVING EQUIPMENT**
* **FAKE TANS** - can cause damage to bed linen, towels & pool
* **FIREWOOD –** please do not store in the house as the termites will enter the house beams and demolish the structure of the building

**DEPARTURE DAY – please follow the few simple courteous steps below. This respects the next guests so that they are able to have access on time to start enjoying their holiday**

* Leave house as you found on your arrival
* Ensure all the keys are stored safely in the Key Box in the kitchen
* Empty all bathroom bins before your departure and place used towels in bath/shower
* Bedrooms – no need to strip beds
* Used infant equipment **–** clean all equipment & leave in kitchen for inspection by our caretakers. Dismantle travel cots
* Kitchen **–** place your breakfast dishes in the dish washer & empty kitchen bininto wheelie bin on drive
* Do not leave your glass recycling & take to facilities in Thenac village at top of hill
* Gas BBQ **–** burn off food residue from your last BBQ & clean with “brush cleaner” in bbq drawer.
* Dogs **–** pick up their little presents so that next family don’t have any nasty surprises
* Key **–** leave in post box next to wheelie bins or hand to Sue or Rachel, our caretakers who arrive at 9:30