

Dear Guests,

Welcome to Amy's House and thank you again for choosing to stay in our cottage.

This compendium aims to help you make the most out of your stay by providing a quick reference. If at any time you have any questions please feel free to call or message us on 0408492281.

We hope you have a great and relaxing stay.



YEV, EMMA & ANASTASIA AZZOPARDI

## **EMERGENCY TELEPHONE LIST:**

If you need assistance at any time please don't hesitate to call the B&B manager on 0408 492 281.

EMERGENCY – 000

POLICE – 8842 2711

VICTORIA RD MEDICAL CLINIC – 8842 1000

CLARE HOSPITAL – 8824 6500

VET – 8842 1074

GARAGE, AUBURN SERVICE – 8849 2388

RAA, BP IN CLARE – 8842 2172

## ENTERTAINMENT

The cottage is equipped with a digital flat screen TV which can be used to view TV, AUSTAR or DVDs. A selection of books and DVDs are provided for your convenience.

**TV.** To use the TV ensure that the power switch is turned on. This is located on the bottom right hand side of the TV facing the ground.

To view TV channels, press the **source** button on the TV Remote and scroll and select TV from the on screen menu. Other Inputs will allow you to select DVD and Foxtel Channels (Amy's 1 &2).

**FOXTEL Pay TV.** Ensure TV source is set to the Foxtel input. To view the FOXTEL program guide press TV Guide on the remote, use the scroll up and down buttons to peruse the channel guide then simply press the select button to view the program of choice.

FOXTEL has a wide range of music channels which can be selected by entering the TV Guide as above and selecting option 8 (Music and Radio). To get out of the music area, press the Austar button.

**DVD.** After turning on the DVD player, ensure the TV source is set to the DVD input. Then use the DVD remote for further functionality. Once the DVD is in it should display a menu on screen. Follow the menu to start watching the movie. A selection of DVDs are provided for your convenience. Please do not remove from the cottage. An inventory is taken after every stay.

## BREAKFAST

Some packages include breakfast. The breakfast provisions provided will depend on the distributor used to purchase the package and the option selected. The provisions will be left at the cottage. For longer stays over 4 nights a top up may be requested.

## OTHER PROVISIONS

Matches, BBQ Wipes, Cooking Oil/Spray, Insect Repellent, Dish washing Liquid, Torch, First Aid Kit, Fire Extinguisher and Fire Blanket are located under the sink.

### BATHROOM:

Please feel free to enjoy a spa bath by candle light. Please ensure candles are extinguished once finished.

If you are using the bath or shower please be careful when exiting due to wet floor so please use the bath mat provided.

The Hot water system at Amy's House is an 'off -peak' system and the hot water will be replenished overnight so please be mindful when using hot water so as not to run out. If there are any problems please call.

As Amy's House is on an Enviro-Cycle System, we ask that only toilet paper if flushed. Bins are provided for sanitary disposal.

### CANDLES:

Always use candles with extreme caution as they can pose a serious fire hazard. Never place candles on carpets or soft furnishings. More candles are located under the kitchen sink.

### WOOD HEATER:

The fire place can be used in winter months. Only use hardwood for the wood heater. A basket of fire wood will be left near front door and can be purchased for \$15. We are sometimes able to accommodate extra supply depending on housekeeper availability. Firewood may also be purchased from the IGA supermarket on the main street.

Please do not leave anything especially candles or matches on top of the combustion heater. Use extreme caution when handling the wood heater. Only use a couple of logs at a time as the cottage can become uncomfortably hot. The surface temperature of the wood heater is extremely high and can cause severe burns if touched. Please ensure the wood heater is off if using the sofa bed. It is not recommended to use the wood heater when young children are present.

### SMOKING:

We respect your right to smoke and trust that you will respect our policy of no smoking inside the cottage. We have made provisions for those who wish to smoke outside on the veranda.

We ask that you do not discard your cigarette butts in the garden due to the fire danger it creates and for aesthetic reasons.

BUGS AND INSECTS:

Many insects are attracted to light in the warmer months so to minimise their presence we suggest keeping lighting to a minimum. Feel free to use the mozzie coils provided but these are only to be used outside.

For your convenience and comfort during your stay, we have provided personal insect repellent and fly spray, located under the sink.

LAUNDRY:

Iron, Ironing Board, Washing Machine and dryer are available in laundry. The laundry can be accessed through the back door. Washing powder is provided with our compliments and can be found under the sink in the kitchen.

BBQ:

Please feel free to enjoy the BBQ area. In the interest of other guests, please clean up after each use and smear a light amount of oil on the surface to avoid rusting. **Failure to clean the BBQ will result in a cleaning surcharge.**

INTERNET:

WI-FI Internet is available at the cottage for your convenience. The password is located on the inside cover of this compendium.

MASSAGES:

There are a number of providers in the area, some are able to come to the cottage. Since these providers are constantly changing please search via google or similar.

BIKE HIRE:

Bike hire is available at \$25 per bike per day or \$35 for up 3 days.

DEPARTURES:

**Check-out time is strictly by 10:00am.** A late checkout fee will apply if guests do not depart by the designated time. This is to cover the housekeeper time and is charged at \$25 per half hour.

When checking out, and if the housekeeper is not around, please leave the key on the outside of the door.

**FINAL WORD:**

We really appreciate your decision to stay at Amy's House. We hope you have had a very comfortable and relaxing time and that you've experienced the well renowned hospitality of the Clare Valley region.

Please share your positive experience with your friends and family as we would be delighted to host them as well.

Warm Regards

Yev and Emma Azzopardi

# **RISK MANAGEMENT POLICY**

This business is very aware of its duty of care to all of its customers. With this in mind it promises, to always be mindful of potential risks and hazards.

Management and staff are aware of their responsibilities, and have made the commitment to the business not only to complete their daily tasks safely but also to be watchful for any problem which may arise.

In the event of an accident or incident the details will be reported and recorded, with a view to prevent recurring.

.....  
Signature of Proprietor  
On behalf of all staff

.....  
Date

## **EMERGENCY, EVACUATION AND FIRE DRILL**

In the unlikely event of a fire or the smoke alarms have been activated  
please take the following steps:

- Evacuate ALL people from the cottages.
- Contact the country fire service on 8849 2000 (or 000) from your mobile phone, neighbours phone or telephone box.
- Contact the owners on 0408 492 281 to advise of emergency.
- Assemble at the front of the cottages on ELDER Street and remain together.
- Await instructions or the all clear from the CFS

\*In the event of a small fire use the extinguisher and blanket in the kitchen cupboard but only if you feel confident in its use and contact the owners as soon as practical.