



## INFORMATION FOR KORU VISITORS

### WELCOME

Thank you for staying at Koru Cottage. We hope you enjoy your holiday in Northumberland. These pages contain details on how to get there, how to use the appliances and other useful information. If you have any further questions or encounter any problems, please call or text me on 07776 270 749. If you are unable to get me, you can call our local housekeeper Rach, on 07432 662 647.

### DIRECTIONS

**From the south:** Take the A1 north. About 25 minutes north of Alnwick take the right hand turning off the A1 signposted to Bamburgh on the B1341. Follow this road for about 7 minutes. A couple of minutes after crossing the railway tracks you will come to a small hamlet called Glororum (you will see a sign for Glororum Bed and Breakfast). Take the turning to the left just after the buildings (signposted 'caravan park'). Turn into the last driveway on the left. Koru is within the set of four cottages called 'The Granary' - second from the left.

**From the south coast route (from Seahouses, Beadnell and Bamburgh):** Make your way into Bamburgh, past the castle on your right. Take the left fork when you get to the village green, drive past the pubs on the left and go straight on past the Mizen Head (on your right) on the B1341. About a minute up the road you will get to a crossroads at Glororum. Turn to the right towards the caravan park. Turn into the last driveway on the left. Koru is within the set of four cottages called 'The Granary'. It is no.2 which is second from the left.

**From the north:** From Berwick take the A1 south. Take the first turning left signposted to Bamburgh. Once in Bamburgh, turn right just after the Grace Darling museum, then right again onto the B1341. About a minute up the road you will get to Glororum. Take the turning to the right (there's a sign to a 'caravan park'). Drive into the last (third) driveway on the left. Koru is within the set of four cottages called 'The Granary', it is no.2 - second from the left.

Main parking for two cars is through the gate in front of the property or visitors' cars can be parked in the area just outside. Camper vans are not allowed on the site.

### KEYS

Front door key is in the lock box on the right hand side of the door. We will send you the code via email. Input the code and then pull the small black lever down to release the box then scramble the code. Please return the key and scramble the code again when you leave. To lock all doors, pull the handles up so that they click before turning the key.

The key to the back door and garden cupboard are hanging up just inside the front door. The key for the upstairs balcony is in the door upstairs. Please replace these when you leave.



## 'HOME FROM HOME HOUSEKEEPING'

A local company, **Home from Home Housekeeping**, help us to look after Koru and they are a little closer if you need anything. If you have any issues with cleanliness or maintenance, and you are unable to get hold of me, please contact Rach on 07432662647. They have kindly prepared subsequent sections on useful phone numbers, local activities and places to eat in the Visitor Information Folder. They also have a Facebook page at 'Home from Home Housekeeping' if you would like further information about them.

### RUBBISH AND TOILET WASTE

General rubbish goes in the **black bin** in the wooden bin enclosure at the front of the property. **Cardboard, paper and plastic bottles** can be placed in the **blue bin** (the small pedal bin in the kitchen is for recycling). Please **do not put GLASS** in the **blue bin** as Northumberland Council does not collect it. You can use the recycling centre in Seahouses or leave any glass bottles or jars under the sink and we will recycle them for you.

**Please redo the latches on the bin enclosure as occasional strong winds can easily break the lids and doors. We (or our local helpers) will do our best to put out the bins during your stay (for your information the dates and bin colours are in the table attached).** There may be times when we can't get there to bring them back in, so we would be very grateful if you could pop them back if they are still out in the evening after the rubbish collection. Thank you very much. Our bins have No. 2 on them.

The cottage is on a septic tank system, so please **do not flush anything other than toilet paper**. There are small bags available in the bathroom for other things.

### HOT WATER

**Summer months** (March to October) - the water is heated primarily via solar tubes on the roof - you will sometimes hear the pump working. There should be enough hot water for daily use, but if it runs out you can turn the electric hot water on at the switch labeled 'hot water' in the cupboard in the utility room. **Please do not turn off** the switch that says 'solar water'. The hot water in the kitchen **can be very hot in summer**, so please take care.

**Winter months** (November to February) - on arrival, the hot water should be on. If for any reason it is not, the switch is located in the cupboard within the utility room labeled 'hot water'. Please turn this off when you leave. **Do not turn off** the switch that says 'solar water'.

The 'boost button' is only needed if the hot water tank is empty and you need some more quickly.

**Shower** - the shower is operated by the chrome dual controller. The left hand knob controls the flow and the right controls the temperature. There is an automatic stop on the temperature, but you can make it hotter by pressing the button as you turn the knob.



## HEATING

**Heated towel rail** - the control for the bathroom towel rail is on the right of the bathroom door. Upon arrival, this should be on. The heater will automatically come on for several hours initially and then go on and off during the morning and evening. The box under the towel rail will be 'red' when it is off and 'red and green' when it is heating. If it is not on, check the silver switch closest to the bathroom door is on and then please press the top left hand button once on the control pad (red markings on the left side of the switch). The panel should light up briefly and change to 'on'.

**Electric wall heaters** - these can be programmed to come on in the evening and morning or turned on manually to the desired setting. To use manually move the switch up to the 'hand' and set the required temperature using the dial. Please take care not to leave anything over or too near these heaters. This may pose a fire risk. Please turn them off at the wall when you leave the cottage during the day. Further instructions are in the blue ring binder in the kitchen drawer. You can prevent access by children by using a coin to turn the small lock on the plastic cover.

**Gas log fire** - the controls are located behind the small door at the very base of the fire that opens from the left (just give it a wee pull). To light the fire, press in and turn the right hand knob anticlockwise to hear a 'click' to fire the ignition spark and keep it pressed in while the pilot light warms the small wire element (20-30 seconds) then release. When the small element is glowing, turn the knob on the left side fully anticlockwise (ensure that the pilot light is still on). Then turn the right hand knob fully anticlockwise to release the main gas source and the fire should ignite. The left dial can then be used to control the temperature. If this does not work i.e. the pilot light goes out, turn all knobs back fully clockwise and repeat the process. You might need to wait a few seconds for the built-in safety device to let you try again.

To turn off - please turn both knobs all the way clockwise. The right-hand ignition switch will need to be pushed in slightly to ensure it turns all the way and the pilot light is completely off.

**Bathroom under-floor heating** - this should already be on if you are in the cottage during chilly months. If not, the switch is the left hand chrome switch (of the two) located on the left of the bathroom door. It will then go on and off to provide a comfortable, warm floor. Please do not press buttons on the small controller that is on the left hand side of the bathroom door.

## SAFETY

You and any visitors to the cottage must take and accept responsibility for your/their own and their children's safety. In particular, please take care on the balcony. Keep furniture away from the glass balustrade and keep the balcony door closed if necessary.

Please take care with the gas log-effect fire as this can get very hot.



**Doors** - when doors and/or windows are open at both sides of the cottage, there can be a strong through-draft that slams the doors quite suddenly, so please be careful when opening and closing doors (particularly the front and back doors). There are hooks/magnets to secure them when open.

There is a fire-blanket, small first aid kit and fire extinguisher under the kitchen sink.

All equipment at the cottage including baby equipment and play equipment, games, sledges, boogie boards and children's safety equipment are to be used at entirely at your own risk.

The property is equipped with carbon monoxide and smoke alarms. If these go off, please exit the property immediately and contact the emergency services (999), and then us, on 07776 270749.

## OTHER

**Bathroom** - the mirror is illuminated by waving your hand at the bottom right-hand side (there is no physical switch). Extra toilet paper is stored in the utility room cupboard next to the bathroom. The sink and the bath plugs are plugged in by pushing them down and released by pushing them down again.

**Wifi** - free Wifi is available at BThub4-HN2F and the **password** is on your **welcome note**. Light parental controls are applied, please text me if you would like these strengthened or removed. BT open zone is now also available and free for BT customers if you prefer to use that.

**Windows** - the windows have safety latches that allow the window to open at different angles. The window is adjusted by pressing the button on the left hand side of the frame. **And please watch your fingers in the mechanism - it can be a bit tricky!**

**TVs and Blu Ray** - all three TVs are 'smart' and so can stream video etc from the Internet via the Wifi. To turn the TV upstairs on press the on/off switch on the remote control for slightly longer than you might think necessary. The TV often asks if you want to update the channels - please just press the **exit** button (otherwise it takes ages to finish!). If you want to access the Internet or Netflix etc, please go through the BluRay (as the TV seems to struggle to connect to the WiFi at times).

**Blu-Ray player** - Turn the Bly-Ray player on and insert a disc. The TV should automatically switch to the right input. If not, just use the AV input button to find the right 'source'.

**Dishwasher** - place a dishwasher tablet in the small box on the door and click it closed. Turn on the dishwasher by **pressing the button on the left hand side**, choose the program and then press the '**play/pause**' button on the far right and close the door. The program should start automatically when the door is closed. A few dishwasher tablets are provided.

**Cooker** - the switch is on the right hand side of the stove top. The hob is gas - so if you are familiar with this you probably know how it works. If you are not, you need to ensure the gas lights correctly by pushing down the knob to activate the ignition switch as the gas comes



out. If it does not work, turn off and start the process again ensuring that you keep the knob pushed down until the gas lights.

**Washer/Dryer** - In the utility room there is a washer/dryer; the controls are fairly self-explanatory but the instructions are in the cupboard above, if needed. The drying cycle cannot take as many clothes as the washing cycle, so please remove some before switching to drying. There are drying racks, an iron and ironing board in the utility room. Sorry there is no rotary washing line - I find them an eyesore and dangerous for active children!

**Two chairs for the front of the property** - these can be found hanging up in the garden cupboard.

**Upstairs Rattan chair and table set** - cushions for these can be found in the bag by the balcony door or behind the sofa. The chairs come apart by lifting one from the inside of the other.

**Grocery deliveries** - both Sainsbury's and Tescos deliver to Glororum. When ordering, Koru Cottage won't pop up (yet), so you might need to put in 'other address' and use No.2 The Granary, Glororum, NE69 7AW.

**Coats and shoes** - can be stored in the small cupboard to the left of the front door and if wet can be dried in the utility room cupboard beside the hotwater cylinder.

**Kitchen equipment** (toaster, microwave etc) - these should be relatively self-explanatory but if you need more information about how to operate them, instruction books are in the blue folder in the bottom kitchen drawer.

**Sony Bluetooth Stereo** - this is on the sideboard. Ensure it is plugged in (although it is rechargeable and can be moved). You can sync the stereo with your mobile device by searching for Bluetooth compatible appliances and linking. You should be able to play music from your library.

**BBQ** - there is a Cobb Barbeque in the outdoor cupboard. This requires charcoal or briquettes (not supplied) and a couple of firelighters. Please read the instructions before using it. Although it says it can go in the dishwasher....**please don't put it in!** It leaves a horrible black bitty mess inside (learnt through bitter experience!). A wash in soapy water in the utility room would be appreciated though.

**Battery operated candles** - there are some glass chargeable, glass candles that fit into the grey unit on the side board, and some battery operated ones. I'm afraid the batteries (AAA) often run out and I can't always check them - so please bring some or check the kitchen drawers for any spares.

**Microwave** - it beeps quite loudly when it's finished cooking, but once you open the door the beeping stops. Please note that the fan keeps running for a few minutes to remove any hot steam etc. from inside - it is not still cooking!



## CHILDREN

**Stair gates** - please let us know whether these will be required and we will ensure they are attached. Please check they are always locked properly and if they need adjusting, let us know.

**Utensils** - there are a selection of children's utensils, plastic plates and cups etc in the kitchen. Plastic plates can be found on a small shelf above the fridge (be sure to open the fridge door to see them!).

**Highchair, travel cot and other child requirements** - let us know if you need these and I will let you know where they are or place them in the relevant rooms.

**Games, DVDs, Blu-rays and books** - there are games, books, blue ray discs and DVDs in the dresser and console table upstairs. Outdoor games are in the garden cupboard.

**Smoothie maker** - for thirsty wee ones - you can whip up a smoothie or two using the smoothie machine in one of the kitchen cupboards. There are also cake tins and a hand held electric whisk in the kitchen draw for rainy day baking projects.

**Games console (not provided)** - if you bring a games console this can be plugged into the upstairs TV by removing the HDMI cable from the Blu-Ray player and inserting it into your console. Downstairs there is an HDMI cable attached to the TV in the rear bedroom it is hanging up just behind the TV on the left hand side. Please be careful moving the TV as it is 'hanging' on the wall. And if you have a WII ...**please use the wrist bands!**

**Picnic set** - there is a picnic set and cool bag in the utility room.

*Have a great holiday!*