

Usage Policy

Thrive Cardiff Holiday Home 61 Gower Holiday Village Scurlage

Check in Time: After 2:00 p.m.

Check out Time: 10:00 a.m. Please be prompt on leaving

A front door key to gain initial entry will be in a safe box outside the property, details on how to access will be given on payment of balance of holiday.

Once you have gained entry you will find a set of keys inside the holiday home for use during your stay so please place the front door key back in safe box immediately as you won't need it whilst you are staying. When you check out please leave the set of keys inside the holiday home and use the front door key in the safe box to lock up, ensuring you put it back ready for the next people coming in.

STRICTLY NO SMOKING NO PETS ALLOWED (registered guide dogs permitted)

HOUSEKEEPING

There is 1 double bed, 2 single beds and a double sofa bed. Bedding is provided Each bed has a waterproof cover and there are spares on top of the wardrobe in the main bedroom. If the covers become soiled please replace with a clean one and wash the soiled one in the onsite launderette. You will need to bring your own bathroom toiletries, toilet rolls and towels. Handwash is provided in the bathroom and kitchen – if you use the last of it would you kindly replace it. Washing up liquid and sponges/cloths are provided in the kitchen – if you use the last of any of these would you kindly replace them. You will need to bring your own Tea Towels. Please empty bins in the home regularly. Bins are collected from outside the bungalow on a Weds and Saturday. There are also large skips available by the site office if required. Please ensure all bins are emptied on check out. There is an inventory in the welcome pack – please check and report any major discrepancies to Chantel Wynter or Simon Dewsberry (details below) ASAP.

BREAKAGES AND DAMAGE

Do not worry about any breakages that may occur but please report them as requested below:

- In the welcome pack are some honesty envelopes for minor breakages or damage. If you break something minor please note it on the envelope and leave the requested payment.
 - For major breakages or damage please report to Chantel Wynter or Simon Dewsberry immediately.
- For any breakages or damage that poses a health and safety hazard or immediate risk please report at the site office and also contact Chantel Wynter or Simon Dewsberry.

HEATING

The home is heated using economy 7 storage heaters that retain heat during the night. There is also an additional plug in electric heater. Should you need to use this in extreme cold weather you are welcome to, but please use responsibly and be considerate of usage.

GENERAL

The holiday home will be cleaned on changeover day before your arrival. If you have any concerns about the cleanliness of the home please report to the site office in the first instance. There is a Hoover and mop and bucket and basic cleaning materials in the storage cupboard should you need to use them during your stay. Please leave the holiday home as you found it. Although the cleaner will be coming in after you check out, this is not an excuse to leave it in an unacceptable state. Anyone found doing so may incur additional charges or be banned from future use. If during your stay you notice any damage to the properties fixtures and fittings, or to the building itself please report it to Chantel Wynter or Simon Dewsberry. If necessary we may arrange for it to be looked at during your stay – we will let you know if this is the case.

CONDUCT

Please observe the rules of the site and respect other users of the Holiday Village. Any unacceptable behaviour reported to the committee will be investigated and may result in being banned from using the home again. We want you to enjoy a worry free holiday. We acknowledge that with our families damage may occur, however we ask you to respect the holiday home and treat it as you would your own home. If breakages or damage occur please report it so that we can get it fixed ASAP.

CONTACT NUMBERS

1st Contact Simon Dewsberry 07774456248

2nd Contact Chantel Wynter 07703463684

If you are unable to contact one of us for any reason please contact the site office