

Welcome to Lisnacurran Country House B&B

Guest Information

You are very welcome to Lisnacurran B&B & the Barn self-catering apartment, we hope you enjoy your stay with us. Please find below some important information.

CHECK IN / OUT TIMES

- Check in is 4.00pm to 11pm
- Check out is 11.00am. A late check out may be arranged for up to 2pm and is subject to a charge, Price on application.
- If you are arriving outside these hours please contact us beforehand to arrange to ensure staff are on site

KEYS

You will have received two keys on check in. One is for the bedroom and the other property entrance (the right hand door in the main house and The Storehouse). This is how you enter and exit the main house. Guests staying in the Garden and Courtyard Room have private direct access to the room from outside and they can have a key to main house on request.

Please do **not** ring the front door bell after 10.30pm as guests (and family) may be sleeping. We can be contacted on 07767 425444 or 07866 265429.

INTERNET

Wi-Fi is free of charge in all rooms no password is required. Email and printing facilities are available in guest study on request.

BREAKFAST

A full breakfast is available between 7.00 & 9.00am Monday to Friday and 7.30-9.30am Saturday and Sunday. A Continental breakfast may be available if you are leaving earlier or later than this, please discuss availability on arrival.

Please also advice of any special dietary requests at your earliest convenience.

ROOMS

The Oriental and Green room have a TV standby button at the light switch - this must be on for the TV to work.

Please place towels you wish to use again on the heated towel rail to help with Lisnacurrans environmental policy and leave used towels on bathroom floor so we will know to replenish.

Garden Room guests please leave towels in basket in the en-suite.

The Barn (Self-catering) - we do not carry out daily cleaning for self catering bookings, however please contact us if you require anything.

PHONE

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The phone in your room is for internal calls only, numbers as follows;

Internal Room Phone Numbers

Extension Number	(Internal call system only)
201	The Oriental room
202	The Green Room
203	The Garden Room
204	The Barn (3 bed apartment)
205	The Courtyard Room
206	The Parlour Room
207	The Pantridge Room
208	The Harty Room
209	The Ferguson Room
212	The Storehouse Dining Room and kitchen
300	In hours assistance 7am- 6pm
301	Out of hours assistance 6pm-7am

07767425444 Lynne/Jonathan 07866265429

You are welcome to call friends and family in other rooms by dialling the numbers above. If you require assistance, please call us. These phones are internal only.

ROOM CLEANING

The Housekeeper is here Monday to Friday. Weekend staff will arrange cleaning Saturday and Sunday. If you do not want, your room cleaned please advise at breakfast.

TEA/ COFFEE

Tea and coffee making facilities are available in each room. Fresh milk on request.

USE OF GUEST DRAWING ROOM & GUEST STUDY

Please ask if you would like the fire set/lit in the guest drawing room or Storehouse. Please note the TV in the guest drawing room has an integrated DVD player - access to DVD library on request. The Garden Courtyard and Parlour rooms also have an integrated TV/DVD player. An amazon firestick is available on request all other rooms have internet TV.

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HEATING

The heating is controlled from radiators in the rooms; however, in the event this is not working please check the thermostats, these can be found as follows:

1. In the corridor for the Green and Oriental room.
2. 2 The heating dial for the Garden room is in the room kitchenette area.
3. The heating dial to control the Parlour and Courtyard rooms is in the lobby between both rooms.
4. The New East wing room Pantridge, Harty and Ferguson have individual room stats.
5. The Barn thermostat can be found on the wall in first bedroom, please do not adjust control in hall.

IRONING/LAUNDRY

We offer clothes washing and drying service for a small charge, use of iron & ironing board is free of charge. There should also be a hairdryer in your room, if missing please request. We also have straighteners to borrow, again just ask please.

SMOKING POLICY

For guest's comfort Lisnacurran is strictly non-smoking. Please feel free to smoke outside, using the cigarette wall mounted ashtrays provided. Designated smoking areas are located under the steps of the Barn, at the guest side door and in the rear yard.

PARKING

Please note, as we have restricted parking, large vehicles should park at the rear of the property. When parking at the front please drive or reverse in a concave fashion, with nose or boot to kerb. If you are staying in the Garden and Courtyard room you also must park at the rear of the property, second entrance on right.

CHILDREN

Children are most welcome at Lisnacurran. We have a play area outside with Jungle gym, Wendy House, tree house, swings, slide, soil pit trampoline etc. There is also a fire pit for toasting marshmallows. Feel free to ask about toy box loan, ride on toys etc. ***Adult supervision required at all time.**

Baby facilities on request: high chairs, cots.

These can be placed in your room before arrival if requested in advance, please mention at check in if missing.

TRANSPORT

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Transport available on request in and out of Hillsborough village to restaurants, bars etc. (5mins away) Please see taxi list enclosed, staff are happy to make arrangements for you.

Bus stop directly outside the house on the main road, a timetable is on the notice board at guest side door.

Have you forgotten anything?

Please let us help; just leave the money in the little tin. It would be helpful if you could also mention to me what you bought that I may replace, thank you.

Shower Cap	£2.50
Mouth Wash	£3.00
Hairspray	£2.00
Painkiller tablets	£3.00
Disposable Razors	£4.00
Tooth Brush	£3.00
Tooth Paste	£3.00
Shaving Foam	£2.00
Deodorant	£3.00
Conditioner	£2.00
Tampax	£3.00
Sanitary Towels	£3.00

Hot Tub Rules:

- If you would like to use the Hot Tub please contact a member of staff, informing them the time of intended use. A time slot system is in operation please agree with Lynne or Jonathan 07767425444/07866265429
Induction required before use. No unauthorised use.
- Hot tub will remain locked and keys obtained from staff, these must be returned to a member of staff after use.
- Use only the controls shown in induction do not adjust buttons on right or AUX button.

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- Guests must bring own robe towel and flip flops
- Users must shower before entering the Hot Tub.
- Footwear **must** be worn to the side steps of the Hot Tub.
- Robes can be requested from management.
- Enter and exit the Hot Tub slowly – surface/steps become slippery and towels must be used on steps to prevent slipping, this will also stop debris entering the Hot Tub (this will be pointed out on induction).
- Max of 6 persons in the Hot Tub at any time.
- If a guest has too much alcohol consumed admission will be refused.
- Use of Hot Tub is **NOT** permitted after 10pm due to noise & safety reasons.
- If temperature is over 104°F **DO NOT** enter.
- Recommended time of 15mins per session, cool off before re-entering.
- No children under the age of 5 allowed in the Hot Tub.
- All children must be supervised by an adult at all times.
- Plastic glasses only - **STRICTLY NO** glass, cans, or metal items in or around the Hot Tub area.
- Waste must be removed after use.
- Alcohol in the Hot Tub not recommended, consumption is at your own risk.
- **NO Smoking** in or around the Hot Tub area please.
- Do not use soaps\ oils or any other products in the Hot Tub.
- Strictly **NO** fake tan. No jumping or diving.
- Please replace Hot Tub cover when not in use.
- Please ensure after use that jets and lights are off and lid is down.
- The Hot Tub may be unavailable at certain times due to weather conditions or for maintenance procedures.

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- Use of the Hot Tub may be refused, and we reserve the right to apply this for health and safety reasons. **Health Warning: Pregnant women, elderly and people suffering from ill health should consult with their doctor before use.**
- Full deposit will be lost if Hot Tub needs drained and refilled due to breaking of rules. Other reductions are at our discretion

We hope you enjoy your stay with us and please stay again!