

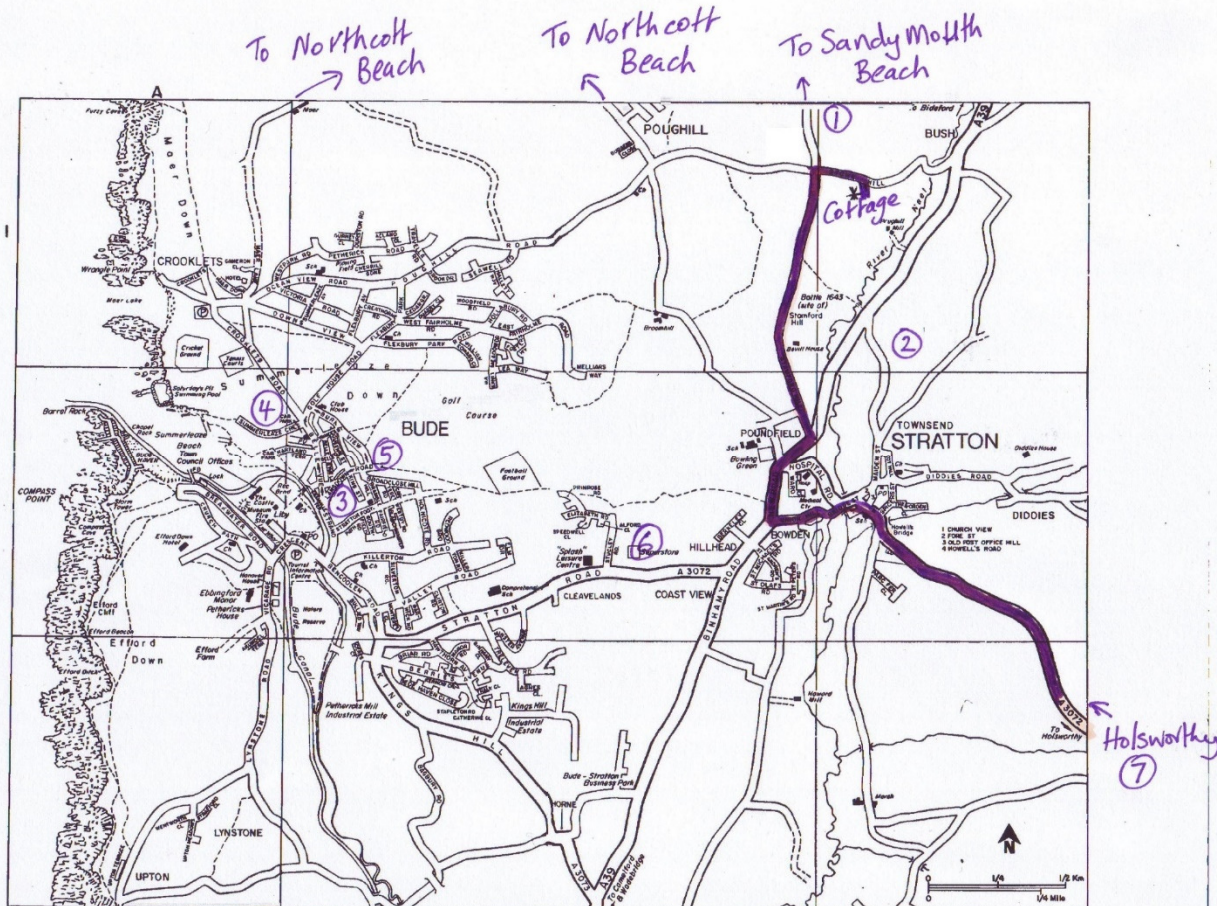
Blackberry Lodge - Arrival Information

Key Arrangements: These are contained in the email sent to confirm your final payment **Please do not aim to arrive before 3pm**, as the changeover team will be cleaning and preparing the cottage for you. Please contact Renee Hynes (Tel **07773 026 979**) at least one day, with expected arrival time.

Directions: From the M5 and A303 to Exeter, take the A30 towards Okehampton. Continue on the A30 bypassing Okehampton and take the A386 signposted Holsworthy and Bude, continuing along to Stratton. At Stratton, avoid the junction of the A3072 and the A39 (poor visibility), by taking the route shown below up the one-way road hill marked 'unsuitable for heavy vehicles', then right onto the A39 towards Bideford. Take the second turning on the left into Stamford Hill, signposted 'Poughill and Coombe Valley'.

NB. After about ½ mile driving up Stamford Hill, you may notice a driveway marked 'Trevalgas Farm' where the entrance has two large black pillars. **You cannot reach the cottages from here.** Please continue driving and turn right at the crossroads, into 'Stone Hill'. The entrance to Trevalgas Farm Cottages will be found 100 yards or so, on the right. As you enter the site, drive past the large green Leisure Building (which houses the pool, games room and laundry), then turn right, in towards the centre of the complex – Blackberry is the third cottage on the right after the Leisure Building.

Parking: The reserved parking space is on your left, by a small gate in the wall, alongside Dairy Cottage. (If you have **two vehicles**, please leave the second one in the general parking area adjacent to the Leisure Building: rather than park alongside the Blackberry space: it blocks the turning circle for others). Please see separate diagram showing cottages & reserved parking spaces.



Local Shops:

1. Wooda Easter–Oct half term: Papers & groceries (EX23 8HJ)
- 2 All the P's locally grown veg, flowers & eggs (GPS coordinates 50.834545,-4.513617)
3. Lansdown Dairy (Deli & groceries & pre-arrival deliveries) (EX23 8BH)
4. Sainsburys (EX23 8ND) 5. Co-op (EX23 8AU) 6. Morrisons & Lidl (EX23 8UA/8BA)
- 7.Waitrose in Holsworthy (EX22 6AZ)

What's at the cottage?

Blackberry is well equipped – with most things a family or party of 4 will need for a self-catering holiday.

- The kitchen has a large fridge-freezer, a dishwasher, a ceramic hob, full size electric oven with grill, microwave, electric jug, and electric toaster.
- There are enough plates, cutlery, glasses, cooking utensils, and pots/pans. There are also plastic tumblers for children's drinks and plastic containers for storing open food in the fridge or for packed lunches.
- We provide salt and pepper, dishwasher tablets, rinse aid and salt, a J-cloth, pan brush, scourer, washing up liquid, Jif, tea towels and oven gloves (in a kitchen drawer) spare bin liners and light bulbs (stored under the sink), kitchen roll, and aluminium foil. The bathroom has a toilet roll and guest soap, toilet cleaner, plus bath cleaner & sponge, and an electric shaver point, plus a toddler step (stored under a bed).
- The cottage has an ironing board/steam iron, clotheshorse, vacuum cleaner, dustpan/brush, and a PVC apron. The torch is under the sink, (a light bulb blowing may trip the main fuse).
- In the garden you'll find a rotary clothesline and pegs, barbecue, and patio furniture
- There are many DVD's, children's books and some board games.
- There is a TV with Freeview and built-in DVD player, Video, & Radio/CD player. One bedroom has an alarm clock radio, & hairdryer. The floors are all laminate (so maybe bring slippers if you get cold feet!)
- Beds will be made up for your arrival. (Fresh laundry is delivered on the middle Sat. for two-week stays.)
- On arrival you'll find a tea & coffee tray (plus milk in the fridge) before you tackle the unpacking!

What else do I need to know?

- The on-site laundry has automatic washing machines and tumble-dryers. Prices for each wash or dry are shown, and an honesty box system is in use. You will need to supply your own detergent.
- The pool table in the games room needs 2 x 20p coins.
- There are table tennis bats and balls in Blackberry, and an OS Landranger map (#190) of the Bude area.
- The Payphone in the Leisure building takes 10p, 20p, 50p and £1 coins.
- There is a fenced off wildlife pond at the far end of the complex (opposite Chestnut cottage).
- The field to the left of the play field, the fields below Valley View, and also next to Chestnut are privately owned the Manor house, and not part of Trevalgas Cottages: therefore, please do not enter these.

What should I bring?

- Beach/Swimming towels. (We provide bathroom towels, but please do not use these outside the cottage)
- Remember to bring some CD's, & DVD's if you wish
- Paper and coloured pencils for children
- For using the barbecue, you'll need charcoal, firelighters, & very importantly, a box of matches!
- When using our travel cot, please remember to bring cot bedding (sheet/duvet etc)
- The bed guard, (if requested) will be set up on the divan bed (– the other slatted bed base is unsuitable.)
- If your child needs it, please bring a **plastic sheet** to protect our mattresses. Thank you.

On leaving-

- Please write in the **Visitors Book** - particularly any suggestions/ideas for future visitors;
- Don't take the **Keys** away; please lock the back and front doors and put one key in the mailbox.
- Please do not switch off the fridge-freezer or clock radio (although please do switch off the alarm function, so that the next guests don't have an early wake-up on their first morning!).
- **If booking more than one cottage**, please do not move items between cottages, as the different changeover teams do not have the time to go searching for missing items. Please note that you will be charged for any missing items **even if** they are subsequently located in another cottage.
- Please check out **promptly by 10am**, for the changeover staff to prepare for the next guests. Thank you.

Important Contact Number-

Renee Hynes (Tel **07773 026 979**) is the key holder. Please contact her, or myself, if you experience any problems. We'd like to resolve any difficulties immediately if possible- please don't wait until the holiday is over.

Please note- There are three files of information in the cottage:

- A 'Welcome folder' with information about the cottage, site and local amenities, plus phone nos. This has the Fire Risk Assessment information - please ensure all guests understand what to do in event of a fire.
- An 'Appliance folder' with manufacturer's operating instructions for the equipment in the cottage.
- A 'Local tourist info.' file, with local walks. (The Phone book will be under TV or in kitchen drawer).

Connecting to the Trevalgas Wi-Fi service – Please note change to network name & password

NB. These notes relate to Windows XP users; there may be variations if other operating systems are used.

- We have recently brought in some extra fibre optic lines into the complex. We therefore hope, if you are returning to the site, that you will notice an improvement in connectivity and speeds. Please be aware that the bandwidth at Trevalgas is still shared with other cottages, so at peak times if someone is downloading large files, or gaming, then other users may notice a slowing of the system.
- The network names and codes have been provided in the Arrival Details email.
- After a successful connection, you should be able to open your mailbox and/or internet browser. (See Hints, tips and troubleshooting if you don't connect.) Your PC should hold these wireless connection settings during your stay.

Hints, tips and troubleshooting

We aren't able to provide technical support, but the following may help if you encounter difficulties.

Wireless hardware. If you've previously connected to a wireless network; it indicates that your hardware works. Our initial experience has shown that some users firmly believe that their PCs have suitable wireless hardware installed – until they find that no connection is possible. To check, go to: Control Panel -> System -> Hardware tab -> Device Manager button -> select Network Adapters from list -> select the appropriate wireless device -> Right click for sub-menu -> select Properties. The dialogue box should show "This device is working properly".

IP address. If you've used your PC on another wireless network, particularly a home-based one, your system may be set to a 'fixed' IP address. Make sure your system setting for TCP/IP is the Windows XP default ie to 'Obtain IP address automatically'. To check, go to Control panel -> Network Connections -> select Wireless Network Connection -> right click for sub-menu -> select Properties -> Under the General tab, highlight Internet Protocol (TCP/IP) [which should be ticked] - click on Properties box -> under the General tab it should have "Obtain IP address automatically" selected.

NB If an IP address is displayed it should be 192.168.11.x where x is a number between 1 and 7. If it isn't, it won't work!

Disable file sharing. Bearing in mind that the service is an 'open' network, you are advised to disable any file sharing options on your computer for the security of your own data.

Personal Firewall. Occasionally, some personal Firewall software may prevent you making a connection. It may be necessary to disable it temporarily. (If you can't make a connection, there is no risk!)

Glitch! There might be a bug/glitch/gremlin (technical terms!) Firstly, if you sure your settings are OK, you can detect a signal and have entered the security information but it won't connect, try re-starting your PC. It's been known to solve the problem.

Or use the Wireless 'Repair' facility. Go to Control panel -> Network Connections -> select Wireless Network Connection -> double click or right click to get sub menu -> select Repair and let the system do what it can!

Other steps to consider are the Network Connection Wizard and/or the Network Connection trouble-shooter.

Operating system. From our experience, Windows XP is reliable, but the latest service packs must have been installed.

If all else fails ...

While in town, the Public Library in Bude has an internet service, and there is a BT Openzone Hotspot in the Bude Tourist Information Office (Crescent Car Park).

Useful links

- The Eden Project, nr St Austell – www.edenproject.com
- Bude Webcam - www.budewebcam.co.uk
- Bude TIC - www.visitbude.info/index.htm - with lots of information about things to see and do.
- Bude TIC – Events Diary, with 'What's On' information www.visitbude.info/cgi-in/events/calendar.cgi

