



## WELCOME TO PEAR TREE HOUSE

Ben and Rosie extend a warm welcome to you and hope you have a very enjoyable stay at Pear Tree House.

We have listed below the things which we hope you will find useful during your stay.

**Please read this information carefully** as it includes important details for your benefit as well as our **'Conditions of Stay'**.

## ESSENTIAL INFORMATION

The following information, (also in printed form and kept in the kitchen) is available for you to read before and during your stay.

### 1. ADDRESS & LOCATION

The full address is: **Pear Tree House, Main Street, Sutton-on-the-Forest, York YO61 1DW**

Postcode for the Sat-Nav is: **YO61 1DW**

Pear Tree House is located on the north side of Main Street. Visitors should look for double white gates bearing the name **'PEAR TREE HOUSE'**.

The house is on the other side of the road from a green sign which says **'Sutton Park Entrance'**.

### 2. ARRIVAL TIME

Arrival time is from **3pm on the Friday** of arrival (or as otherwise agreed). **We ask guests to respect our arrival and departure times to give us enough time to complete the changeover.**

### 3. OPENING MAIN GATES INTO THE COURTYARD

We will have provided you with the code for the automated gates one month before your arrival if you have booked direct with us or 48 hours before if you have booked via Airbnb or Vrbo.

Please tap-in the **4-digit code** followed by **'Enter'** on the keypad which is located on the wall, on the right hand side of the gates. Please do not share this code with anyone outside your party.

#### 4. PARKING

As you come through the double gates, please turn immediately left and park in the courtyard outside the (khaki-coloured) door to the kitchen. If your party has brought two vehicles, please park them alongside each other with one under the kitchen window, and one outside the kitchen door.

Please **do not** park outside the Cottage or the Smithy, or block the gates. Access through the gates is required at all times by other residents, visitors and maintenance/delivery vehicles.

The easiest way to manoeuvre your car when leaving the property is to back out towards the Smithy and then drive forward through the main gates.

Please **do not** drive onto the stone pavers that form the footpath outside the kitchen door and around the courtyard. If you do, the weight of your vehicle will crack the slabs and the owners reserve the right to charge for damage. The large stone pots mark the edge of the gravel and provide a visual aid when you are reversing.

When driving out of the courtyard, **please be aware** that there is a footpath to cross immediately before the main road. Please edge out **slowly** and **be aware** of pedestrians, children, cyclists, dogs etc who may be crossing your path.

#### 5. ACCESSING KITCHEN DOOR KEY (+ ZAPPER FOR THE MAIN GATES)

On the righthand side of the kitchen door, you will find a small black key safe. Please lift the cover and tap-in the **4-digit code** that you will have been provided with one month before your stay. Press the button down and the front swings down. Inside you will find a key to kitchen door and a zapper for the main gates.

To operate the main gates, simply **press 1** on the zapper.

The gates **do not** close automatically. **Press 1** again to close the gates ensuring first that it is safe to do so. **Please be certain** there are no children or other obstacles in the way.

Please ensure that you return the door key and zapper to the key safe on departure.

In the event that you lose your key/zapper, please notify Ben immediately. The owners reserve the right to charge for lost keys as they will need to have replacements cut at short notice and zappers are expensive.

Please don't separate the door key and zapper, but keep them on the ring provided.

#### 6. SHARED COURTYARD / SHARED ACCESS

Please be aware that the gates provide access to two other properties which flank the courtyard. Ben and Rosie live at The Smithy (at the end of the courtyard) and can provide support if necessary. They can be contacted by email/phone/text during normal working hours unless there's an emergency.

Please be aware that the Cottage, (the small building immediately adjacent to Pear Tree House), is occupied. Currently, Rosie's son, Nathan resides there. Please be considerate to your neighbours in terms of noise etc as they will be considerate to you.

## 7. FRONT DOOR ONTO MAIN STREET

Access to the property is **always** via the kitchen door in the courtyard. The front door of the house onto Main Street is **not** to be used, except as an emergency exit in the event of fire.

## 8. WELCOME PACK

We don't provide a welcome pack at Pear Tree House or a supply of basics like bread and milk. We do supply tea bags, coffee and sugar (in individual sachets to avoid contamination). We also supply bed linen and towels, aluminium foil, clingfilm, washing-up liquid, dishwasher tabs, washing powder, fabric conditioner, antibacterial hand gel, liquid soap and antibacterial wipes.

## 9. HOUSEKEEPER & CARETAKER

That's us... Ben & Rosie. Tel Ben 8am to 6pm on: 07787 500228

**Please be aware that Ben and Rosie live next door** at The Smithy (at the end of the shared courtyard) and can provide support if necessary. They can be contacted by email/phone/text during normal working hours.

## 10. IN THE EVENT OF A QUERY ARISING OR A SMALL PROBLEM OCCURRING

Please email Ben at **[ben@peartreehouse-holidaycottage.co.uk](mailto:ben@peartreehouse-holidaycottage.co.uk)** or text between the hours of **8am and 6pm**.

## 11. IN THE EVENT OF A SERIOUS PROBLEM OR EMERGENCY

Please text or call Ben on **07787 500228**

## 12. DOGS

Well-behaved dogs are most welcome but it is an absolute condition of bringing dogs that you pick up after them in the walled-garden, in the village and beyond. It is also a condition that they are not allowed upstairs or on any unprotected furniture. The owners reserve the right to charge for any damage to the furniture, bedding or cushions caused by dogs.

We are hugely dog-friendly but if your dog is prone to excessive barking or continual yapping, please consider if this is the right location for you, given the proximity of the house to other properties in the village. We must consider our neighbours and wish to avoid complaints of any kind.

We have installed a hosepipe outside the kitchen door for your use. This can be used for washing down your dog/s after a muddy walk. In the utility room, you will also find towels which are for drying dogs on the left, and on the right, blankets to protect the sofa and chairs if you are going out and leaving dogs in the main sitting room. These are all clearly labelled.

### 13. MOBILE PHONES

Signals from most providers can usually be received inside and outside the property. The signal quality in the village is generally very poor, however, we have installed equipment to boost the 3G/4G signal and this also increases data download speeds. We cannot guarantee good coverage for all and urge you to use **'WiFi calling'** inside the property if you struggle with normal reception. If you don't have this set up on your mobile phone, you may wish to do so before arrival and your mobile operator can provide setup instructions.

### 14. BROADBAND

Free broadband & WiFi is provided at the property. The WiFi access code will be clearly displayed in the visitor information available on arrival.

We have installed a wireless access point outside the house so you will be able to enjoy good WiFi coverage in the walled garden.

### 15. TVs

The wall-mounted TV in the main sitting room is a connected TV so you can access the internet, online content and Catch-up TV.

There is another ordinary TV and DVD player in the little green sitting room. A large collection of DVDs can be found in the cupboard to the left of the fireplace in the main sitting room under the bookcase.

There is another, standard TV, in the Blue bedroom.

### 16. ELECTRIC VEHICLES / CHARGING

EV charging is **not** currently permitted at Pear Tree House. We don't currently have a dedicated EV charging point at Pear Tree House and the domestic mains supply cannot be used safely for charging. This is something we are looking into as we are finding that increasingly, it is something that visitors would like to see. There isn't an outside socket either.

A list of charging stations in the York area can be found by visiting this site: <https://www.zap-map.com> and searching on the map using 'Sutton-on-the-Forest, York' as your search term. There are many to choose from, roughly 3-5 miles away.

We hope to be able to add an EV charging point in due course.

### 17. RUBBISH COLLECTION

There are **three bins** in the kitchen, one for recycling, one for **general waste** for landfill and one for **glass jars and bottles**. They are clearly labelled.

Collections are **early on Tuesday mornings** and we will put the wheelie bins out onto the road on **Monday night** and bring them back in again so that you don't need to worry.

The three bins closest to Pear Tree House are for you use. The other three bins are for the Smithy and the Cottage and are not to be used.

Please observe normal recycling procedures in the interest of the environment and to ensure that we comply fully with the requirements of Hambleton District Council.

The **blue-topped wheelie bin** is for recycling which includes, paper; cardboard; plastic food containers (but these must be washed and clean); aluminium cans; newspapers and magazines.

The **grey wheelie bin** is for non-recyclable waste which includes nappies and pet waste. This **must** be individually bagged.

The **green wheelie bin** is for garden waste only so you won't need to use this one.

The **blue box** is for bottles and glass only.

Further information about rubbish collection and recycling and a full list of what goes into each bin can be found on the Hambleton website by visiting: [www.hambleton.gov.uk/bins-recycling](http://www.hambleton.gov.uk/bins-recycling)

## 18. BEDS

Please fully strip all beds that have been slept in and **leave the bedding and towels on the floor** to assist us with the changeover.

## 19. THE BOX ROOM

In addition to the three bedrooms there is a small box room. This room has a large hanging rail for clothes and is especially useful for visitors staying in the blue bedroom and the green bedroom since these rooms don't have wardrobes and cupboard storage.

For any families wishing to bring a baby we can provide a cot for the box room. There is also a high chair available for your use. Additionally, for any families with young children or additional guests, we can provide a mattress on the floor of the box room but either of these scenarios would have been discussed with Ben in advance and agreed in writing prior to your stay.

## 20. HEATING + HOT WATER

**There are 3 Heating Zones controlled by 3 Hive thermostats.** (All thermostats are labelled to help you identify them).

### **Heating Zone 1: Downstairs CH radiators in green Sitting Room and red Study**

**The thermostat is in the kitchen,** (under the clock to the right of the door into the green study). This is set to a timed schedule and comes on and off during the day.

If you are too cold, you can boost the heating by pressing the righthand button on the top edge of the thermostat, (not the face), and confirm your selection by pressing the button with the green tick.

The radiators also have individual thermostatic controls on them so that each radiator can be adjusted independently.

The Hive thermostat also controls the **hot water** which comes on twice a day on a timed schedule. You can boost this by pressing the lefthand button on the top of the thermostat, and confirm your selection by pressing the button with the green tick.

### **Heating Zone 2: Underfloor heating in kitchen/living room**

**The thermostat is in the living room**, (on the wall to the right of the fireplace near the lamp table). This is set to a timed schedule and comes on and off during the day.

If you are too cold, you can boost the heating by pressing the righthand button on the top edge of the thermostat, (not the face), and confirm your selection by pressing the button with the green tick.

Please feel free to adjust this as you see fit but remember that changes with UFH heating systems will not be noticed immediately and may take a few hours to be felt.

### **Heating Zone 3: Upstairs CH radiators in all bedrooms, bathroom and landing**

**The thermostat is at the top of the stairs**, (outside the door to the Rose Bedroom). This is set to a timed schedule and comes on and off during the day.

If you are too cold, you can boost the heating by pressing the righthand button on the top edge of the thermostat, (not the face), and confirm your selection by pressing the button with the green tick.

The radiators have individual thermostatic controls on them so that each radiator can be adjusted independently.

**NB.** If, after adjusting the radiators, you are still too hot or too cold, **please notify Ben** who will be happy to make further adjustments for you to the timed schedules.

## **21. MAINS WATER**

The stopcock and the water meter are located under a hatch outside the property on Main Street in the flowerbed to the right of the sitting room window. In the event of a blockage or flood, please notify Ben immediately.

## **22. ELECTRICITY / FUSE BOARDS**

There are two locations for the fuse boards/trip switches: One is located in a small cupboard high above the door of the utility room. The second is located in one of the pan cupboards under the corner kitchen window, near the AGA at ground floor level. If you experience any electrical issues or tripping out of the circuits, please notify Ben. In the event of power cut, torches for your use are provided in the kitchen and bedrooms.

## **23. OVENS & AGA**

Electric ovens & microwave: There are a number of electric ovens in the kitchen for your use.

The AGA: Please use the electric hob on the AGA but the oven section is **switched off**. Please **do not** turn the oven section of the AGA on, (as per the notice) but use the electric ovens opposite instead.

Please ensure that ovens are **left clean and the grill pans are lined with aluminium foil**. The owners reserve the right to charge for excessively dirty ovens, should professional cleaning be required.

## **24. UTILITY ROOM**

In the utility room you will find a washing machine and dryer. These are for your use and we also provide washing tablets and conditioner. We would simply ask that you only use these if necessary and not bring a lot of washing with you. An ironing board can be found in the large kitchen store cupboard to the right of the door into the little green sitting room and there is an iron in the utility room.

## **25. KITCHEN SKY LIGHT WINDOWS**

On hot days the kitchen can get quite warm because of the glass roof. In addition to opening the door and the french windows into the walled garden you may wish to open the two automated skylights. The switch for this is to the left of the kitchen door and is clearly marked. Press and hold the switch in either an up or down direction to open and close the skylights. Please **do not** hold the switch beyond the closed or the maximum-open position of the windows. Please also note that opening the windows will possibly allow flies and wasps into the kitchen.

## **26. INSTRUCTION MANUALS FOR APPLIANCES**

Where available, these are located in a bottom drawer of the kitchen island opposite the door into the little green sitting room.

## **27. FIRE BLANKET & FIRE EXTINGUISHER**

These are on the kitchen wall and are regularly checked for compliance. There is an addition fire extinguisher on the landing upstairs. Batteries in the smoke detectors are checked regularly but if the batteries need changing during your stay, please notify Ben.

## **28. TABLE MATS & COASTERS**

May we respectfully ask that you do not put down wet glasses or mugs on the polished furniture.

**Please use the table mats and coasters provided** and respect the surface of the oak dining table and all other items of furniture. Please protect them from stains and ring marks. The condition of the furniture is checked at every changeover. The owners reserve the right to charge for any damage to the furniture.

## **29. BREAKAGES / DAMAGE**

Breakages are unavoidable, accidents happen. If you damage something, (chip a plate, break a glass or crack a mug for example), please leave a note for Rosie so she is aware of it and can replace it. If you wanted to leave some money to cover the replacement (on the dining table), that would also be most appreciated. Pear Tree House is thoroughly inspected at each changeover. The owners reserve the right to notify visitors of any damage to the property, its furniture, equipment and contents and will endeavour to do so promptly

with photographic evidence. The owners reserve the right to charge the full cost of any and all resulting repairs or like-for-like replacements that result from accidental damage. We urge all visitors to take out appropriate insurance to cover themselves for any loss resulting from claims of this kind.

### **30. CLEANLINESS**

Pear Tree House is thoroughly cleaned between each let and is regularly inspected. We endeavour to present the house in immaculate condition and maintain the highest possible standards of cleanliness and hygiene. There is only limited time available for the changeover so we ask you to leave the property and its contents clean and tidy. Please ensure that the oven and grill are left clean and the oven trays foil-lined.

### **31. THE WALLED GARDEN**

The walled garden is entirely for your private use.

The walled garden can only be accessed from the kitchen via the door to the right of the fire place or via the French windows next to the dining room table. Please **do not** remove the keys from the locks.

The walled garden cannot be accessed from the garden beyond which is private and the wrought-iron gate is kept locked.

The marble-topped table and chairs are for your use. The terracotta-coloured cushions are for the garden chairs and these are kept on the shelf in the utility room. Please **don't leave them outside overnight** and always return them to the utility room.

There is also a large barbecue in the garden which is for your use. Please remove ash, bag it and put in the grey bin, (ensuring the ashes are not hot first), before departure.

We appreciate that the wall garden will be used by dogs and we endeavour to jet-wash the terrace regularly to ensure it is maintained nicely for the next visitors. Dog owners can help in our effort by ensuring that all waste is picked up, bagged properly and then put into the grey bin in the courtyard. This is an absolute condition of bringing dogs with you.

In the summer months, if the weather is hot and the garden and pots look like they need watering, we are always very grateful if you are prepared to do this. There is a watering can in the walled garden for this purpose.

We have installed a hosepipe outside the kitchen door for your use. This can be used to fill the watering can and for cleaning dogs after a muddy walk.

### **32. NOISE**

We would be most grateful if visitors would keep noise to a minimum so as not to disturb neighbours. This is particularly important since you share the courtyard driveway with us and the courtyard garden backs onto the Smithy garden. We will endeavour to minimize noise and disturbance to you so you can enjoy a peaceful and relaxing holiday. During the summer you will be aware of the grass being cut from time to time both in front and behind the property and occasional maintenance work. You will also be aware of the comings and goings of our visitors, but we and they, will be respectful of your privacy and right to quiet enjoyment of Pear Tree House.



### **33. NO SMOKING**

There is strictly 'no smoking' in the house and this is a condition of your booking. If you smoke outside the house, please ensure you dispose of your cigarette butts safely in the grey bin.

### **34. TOURIST INFORMATION**

Tourist information leaflets and flyers can be found in the little red sitting room in stands located on the desk and bookshelf. We endeavour to keep this information up-to-date. Please put the leaflets back when you have finished with them so that they may assist other visitors.

### **35. BOOKS**

There is a large and eclectic collection of books at the property in most of the rooms for your enjoyment. A collection of cookery and gardening books can be found in the cupboard to the left of the fireplace in the little red sitting room. Please enjoy the books during your stay but ensure that you leave them for the next visitors. The contents of the property are listed and the inventory checked regularly – if items go missing, (though we don't foresee this), the owners would follow up on the disappearance.

### **36. MUSIC**

On the desk in the little red sitting room you will find a CD player which is for your use. In the cupboard to the left of the fireplace, you will find a collection of music CDs and stories tapes. These are provided for your enjoyment. Please do not take these away with you. (Again, any disappearances would be followed up on).

### **37. DVDs, JIGSAWS & BOARD GAMES**

A varied collection of DVDs which can be watched on the TV in the small green sitting room and can be found in the cupboard to the left of the fireplace in the main sitting room under the bookcase.

Jigsaws and board games can be found in the cupboard to the right of the main fireplace in the main sitting room under the bookcases. A portable wooden board for jigsaws can be found on top of the center-section in the kitchen.

### **38. The No.40 BUS**

The No.40 goes to the centre of York in one direction and to the local market town of Easingwold in the other.

If you are going to York, the bus stop is right outside the double white gates to Pear Tree House. (There is no sign so be ready to put your hand out). NB. It will feel counter intuitive to get the bus outside the gates (and **not** from the other side of the road where the bus stop is), because the bus will appear to be traveling down Main Street in the opposite direction of York. But in fact, at the end of Main Street it turns right and makes its way back to the York Road. Some visitors have been caught out by this and ended up in Easingwold instead of York.

The bus travels past the hospital and down Gillygate. The best place to get off is in Exhibition Square – The Art Gallery is on your right and if you turn left at Bootham Bar and walk under the city walls, you are in the centre of York. If you don't get off here, the bus will take you on to the railway station.

If you want to go to the lovely Georgian market town of Easingwold, the bus stop is on the other side of Main Street, opposite the gates to Pear Tree House and is clearly marked.

### 39. SHOPPING & NEAREST VILLAGES

There are no shops in Sutton-on-the Forest.

Heading west, the village of Huby is only 1.5 miles away and on the Main Street there is a post office and community-owned village shop called 'Barkers of Huby' which offers a good collection of essentials.

Heading north, the village of Stillington is 2 miles away and the Post Office doubles as a small shop.

The lovely Georgian market town of Easingwold is 6 miles away

The Clifton Moor Retail Park on the York outer ring-road is 7 miles away

The Monks Cross Shopping Park on the York outer ring-road is 9 miles away

### 40. REMINDERS / CAUTION

A reminder to all, (but **especially tall guests**), Pear Tree House has one or two low doorways. These are: the doors leading from the kitchen into the little green sitting room; the door from the little green sitting room into the hall and the door from the hall into the little red sitting room. These are clearly marked but we urge you to be careful so you don't bump your head!

A reminder to those families who are bringing dogs: Dogs are most welcome but we ask that they are **not allowed upstairs** and that **owners clean up after** them in the garden and village by bagging waste in the normal way before putting it in the grey bin.

### 41. VISITOR COMMENTS / SUGGESTIONS / COMPLAINTS

We are always interested to read your comments in the Visitor's Book which can be found on the table in the green sitting room and to hear about your holiday experiences. We are always looking to improve Pear Tree House for our visitors in the future. Your suggestions and recommendations are very helpful in our effort to do this and are much appreciated.

We would ask that suggestions and/or complaints are logged in the '**Suggestions Book**' provided rather than the Visitor Book. If you have any complaints whatsoever, we would be grateful if you addressed them to Ben directly rather than committing them to a negative online review. It's not always possible to please everyone all the time, but we assure you that we are trying our best to do just that and ensure you have a comfortable and enjoyable stay. Ben can be contacted by email at: [ben@peartreehouse-holidaycottage.co.uk](mailto:ben@peartreehouse-holidaycottage.co.uk)

## 42. DEPARTURE

Departure is by **10am on the Friday** of departure. **We ask guests to respect our arrival and departure times to give us enough time to complete the changeover.**

Please fully strip all beds that have been slept in and **leave the bedding and towels on the floor** to assist us with the changeover.

Before departing, please ensure that lights, lamps and all electrical appliances, (apart from the fridge and ovens) are turned off and doors and windows are locked.

When you leave, please put the key/zapper back inside the key safe and scramble the numbers to lock the box.

## 43. MANAGER / OWNERS

Manager: Ben Galloway - Email: [ben@peartreehouse-holidaycottage.co.uk](mailto:ben@peartreehouse-holidaycottage.co.uk) Tel: 07787 500228

Owners: Mr. Ben Galloway and Mr. Damian Galloway

## CONDITIONS OF STAY

1. Arrival and departure times are carefully observed
2. Instructions relating to parking are observed at all times
3. You are **extremely careful** when driving out of the courtyard, mindful of pedestrians using the footpath
4. You are careful not to drive onto the path or stone pavers around the courtyard
5. Electric vehicles are not charged without prior discussion with Ben and agreement about cost
6. Instructions relating to noise are observed at all times
7. Table mats and coasters are used to protect the wooden furniture
8. Any accidental damage or breakages or issues with the property are reported to Ben as soon as possible. You accept that significant damage or breakages discovered after you vacate the property, will be fairly reported and charged to you by the owners
9. If you are bringing dogs, you will pick up after them and all waste will be individually bagged before depositing it in the grey bin
10. Dogs are not allowed upstairs or on unprotected furniture
11. If you lose your key, you will notify Ben immediately
12. The oven section of the AGA is **not** to be turned on. (The AGA hob can be used)
13. Keys to the kitchen windows and doors into the walled garden are not removed from the locks
14. Cushions for the garden chairs should not be left outside overnight but returned to the utility room
15. The policy of no-smoking within the house is observed at all times
16. If you, or a member of your party, test positive for COVID-19 prior to your arrival, you will notify Ben immediately

**NB.** Failure to have read the above requirements is **not** considered a valid reason for failing to comply with the Conditions of Stay. This information is sent to all visitors one month prior their stay, it is published on the website and a filed, hard copy, (kept in the kitchen), is available to read during the stay.

End – (page 12 of 12).