

## Welcome to “THE GATSBY”!

Thank you for choosing to stay at THE GATSBY and we hope you enjoy your stay in Cardiff. We have put together this welcome pack to help you make the most of your time in the holiday house, situated on the glorious South Wales coast.

We have made every effort to make the house as welcoming and as well appointed as possible.

Terms and Conditions: please turn to the back of this pack.

**Please help us by stripping the beds and leave the bed linen in neat bundles on your day of departure.**

Any damage, such as breakages, will incur a charge.

On departure day, it would be most helpful if you could leave us a note of any light bulbs that need changing, etc.

### Broadband Access

Network: **THE GATSBY** Password: **Welcome2Cardiff!**

## Parking at “The Gatsby”

When you first arrive, one of your first concerns will be where to park.

On arrival, you will find plenty of spaces on the street opposite the front door, ensure you DO NOT park on the yellow lines as this might incur a fine.

## On Arrival

You will find a key set in the key safe(Please see email for instructions). Please call us immediately if you lose the keys, and on your day of departure, place it back in the key safe, ensuring you have closed it securely and rolled the dials. Also please be aware that the front door does not lock automatically, so please make sure the front door remains locked at all times for your safety and that of our other guests.

## Inside the House

The house offers a spacious living room, four bedrooms, and a bathroom and kitchen.



## The Kitchen

The kitchen is fully equipped, including a fridge, freezer, microwave, washer, a cooker, and the combi boiler which supplies constant hot water. There is also crockery, cutlery, glass-ware, dining table and chairs and lots of storage space. You will also find a small vacuum cleaner behind the microwave. Instructions on how to use the kitchen appliances can be found under the sink in the kitchen along with some cleaning supplies.

**Fire extinguisher and fire blanket:** both of these are in the kitchen area. The fire extinguisher is under the sink, the fire blanket is in a drawer.

**First Aid:** You will also find a First Aid pack in the kitchen – please let us know if you need to use any of the First Aid items so we can replace them for future guests.

**Heating:** During the winter, the heating is on constantly. We politely ask visitors to be aware we try to operate a ‘green’ policy – if you find the heating unnecessary, please turn the temperature down.

Please ensure that all refuse is disposed of in the bins provided. We kindly ask that you keep the area as clean and tidy as possible.

## The Bathroom

The main bathroom includes a shower which is very simple to use, including shampoo and shower gel for our guests to use.



Please be aware that all the candles in the house are for display purpose only. They are not to be used!

## Fire Safety

In the case of fire - raise the alarm by shouting FIRE! as loud as you can. Phone the fire brigade on 999 from a safe place and do not attempt to extinguish the fire, ensuring doors are closed behind you. Keep down low to avoid smoke inhalation.

A fire blanket is provided in the kitchen with a fire extinguisher – these should only be used to put out small fires on the cooking tops like fat burning etc., not large fires. If these are used please notify us immediately so we can replace them and assess the fire damage.

This property is 100% NON SMOKING and this includes smoking from inside your bedroom with the window open. Any smoking in the house will not be tolerated. If you choose to smoke, you must do so off the premises on a public area. Please ensure the door is closed behind you to avoid smoke entering the house if the street is close to the house. Please be aware that if this rule is broken, a fee may occur.

The hall, landing and stairs must be kept completely clear of any obstruction and free of clutter at all times - this is a requirement of the local authority, as they form the fire exit route.

Never cover a toaster at all with anything and never put one in any kitchen cabinets, whether they are hot or cold. Deep fat fryers are not to be used at all as they are a major fire hazard.

Any additional furniture or appliance must be approved by us first. We will do a test on the equipment.



## Step by Step: Using a Fire Blanket

Turn off the source of heat if it is safe to do so, if not do this as soon as possible after the flames have been extinguished.

Pull the fire blanket out of its container and stretch it out fully, making sure that it covers the size of the fire.

Keep the blanket at arm's length and approach the fire – looking over the top of the blanket, so you have a clear view of what you are doing.

Cover the burning pan, completely smothering the flames.

Leave the blanket in place for at least 30 minutes to an hour before removing to avoid re-ignition.

After putting the blanket on the flames – leave the room, shutting the door behind you and call the fire brigade. They will need to make sure everything is safe before you can re-enter the building, so this is important even if the fire has been put out.



## Fire alarm system

The fire alarm system is very sensitive and will be activated by the slightest whiff of smoke! A false alarm in which either an engineer or the Fire Brigade are called out will result in a substantial fine being levied on the tenant responsible.

## Kitchen Cooking

Please also keep cooking to an acceptable time – nobody wants to smell cooking late at night. If you are cooking foods such as fish or meat and of course garlic, these can cause odours so please keep the kitchen door closed and a window open to help reduce the smells associated with this. The extractor fan should also be used whenever cooking.

## Neighbours

We ask you to kindly consider occupants of the surrounding bedrooms and properties by keeping reasonable noise levels.



## Hands-only CPR - NHS

If you have not been trained in CPR or worried about giving mouth-to-mouth resuscitation to a stranger, you can do chest compression-only (or hands-only) CPR.

To carry out a chest compression:

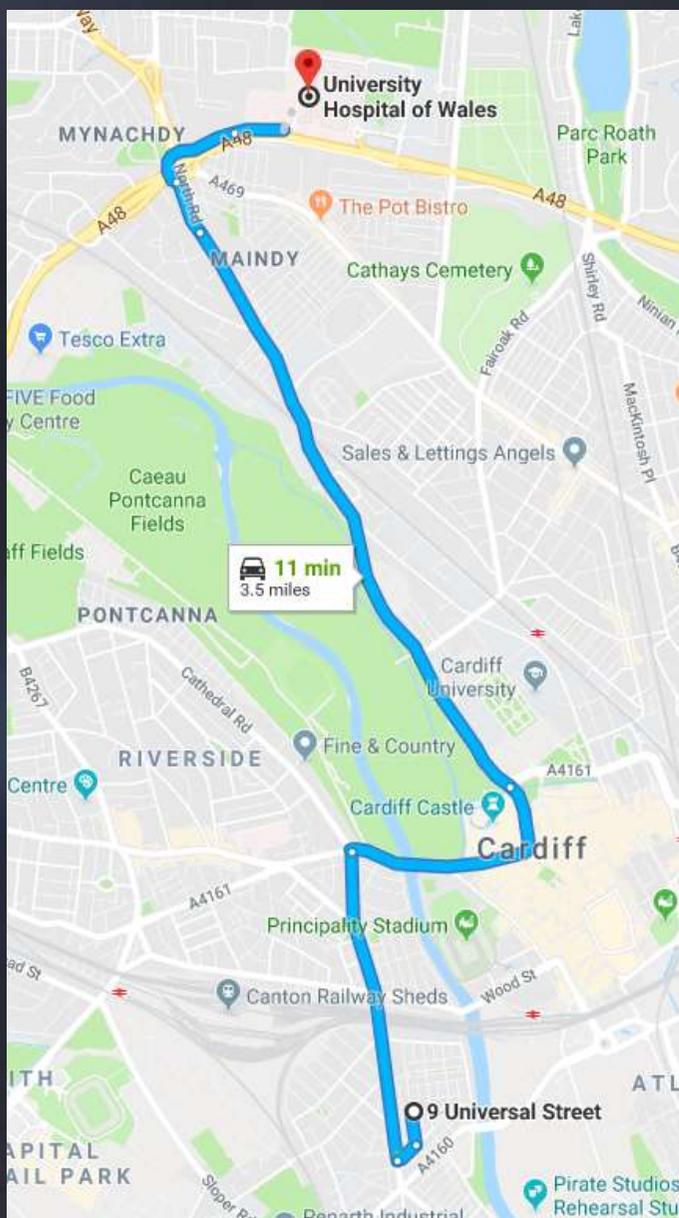
1. Place the heel of the hand on the breastbone at the centre of the person's chest. Place your other hand on top of your first hand & interlock fingers.
2. Position yourself with your shoulders above your hands.
3. Using your body weight (not just your arms), press straight down by 5–6cm on their chest.
4. Repeat this until an ambulance arrives.
5. Try to perform chest compressions at 100-120 chest compressions a minute.
6. When you call for an ambulance, telephone systems now exist that can give basic life-saving instructions, including advice on CPR. These are now common and are easily accessible with mobile phones.

## CPR with rescue breaths - NHS

If you've been trained in CPR, including rescue breaths, and feel confident using your skills, you should give chest compressions with rescue breaths. If you are not completely confident, attempt hands-only CPR instead (see above).

### Adults

1. Place the heel of your hand on the centre of the person's chest, then place the other hand on top and press down by 5–6cm at a steady rate, at approximately 100 compressions per minute.
2. After every 30 chest compressions, give two breaths.
3. Tilt the casualty's head gently and lift the chin up with two fingers. Pinch the person's nose. Seal your mouth over their mouth and blow steadily and firmly into their mouth. Check that their chest rises. Give two rescue breaths.
4. Continue with cycles of 30 chest compressions and two rescue breaths until they begin to recover or emergency help arrives.



## In case of emergency

In the event of an emergency, you can dial 999 from your mobile phone.

The Heath Hospital is the closest general hospital with an accident and emergency department.

Smell gas? Call **0800 111 999**

Electrical emergency? Call Phénix Short Stays **0333 987 5177**

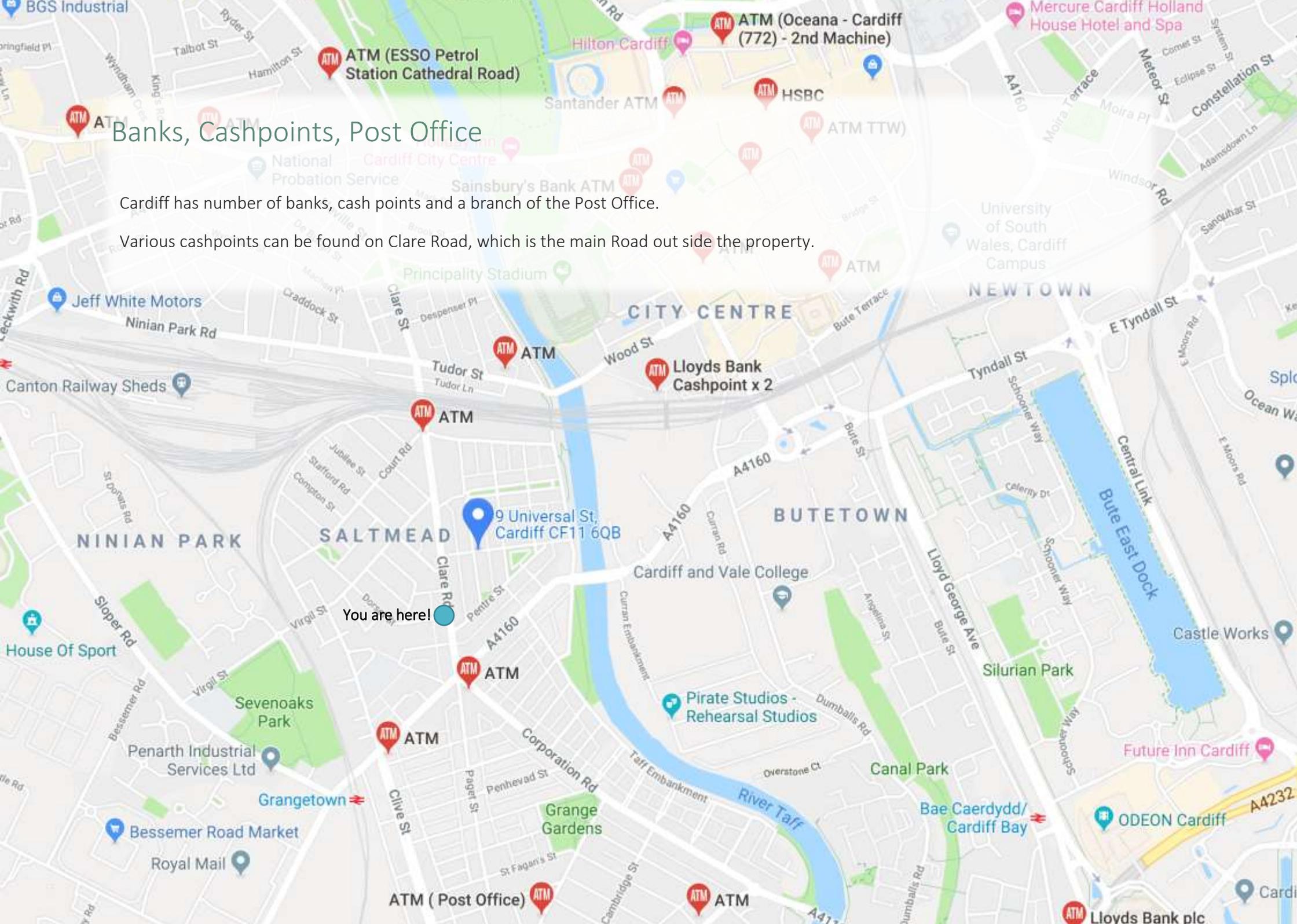
Dwr Cymru Water emergency? Call **0800 052 0130**



## Banks, Cashpoints, Post Office

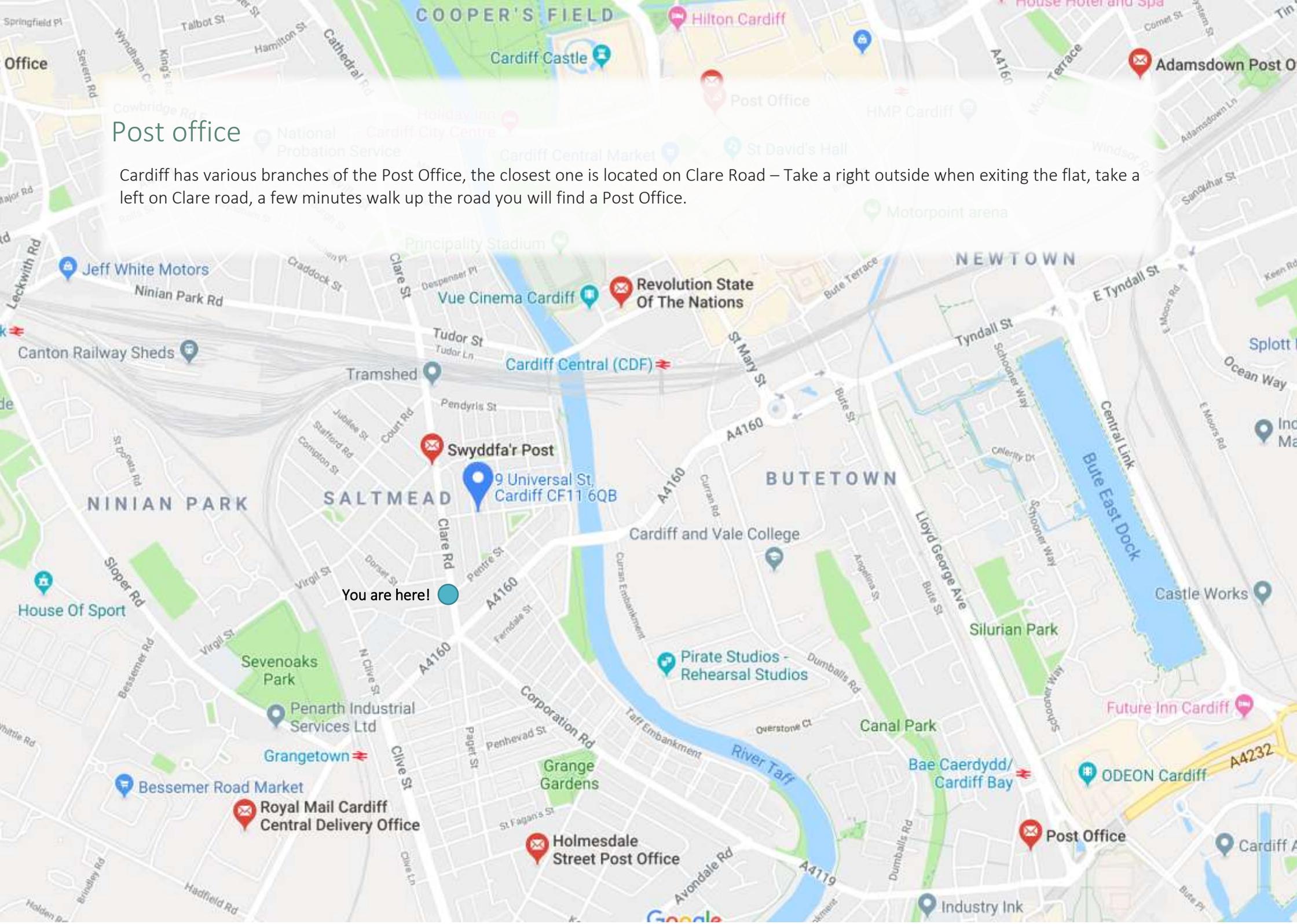
Cardiff has number of banks, cash points and a branch of the Post Office.

Various cashpoints can be found on Clare Road, which is the main Road out side the property.



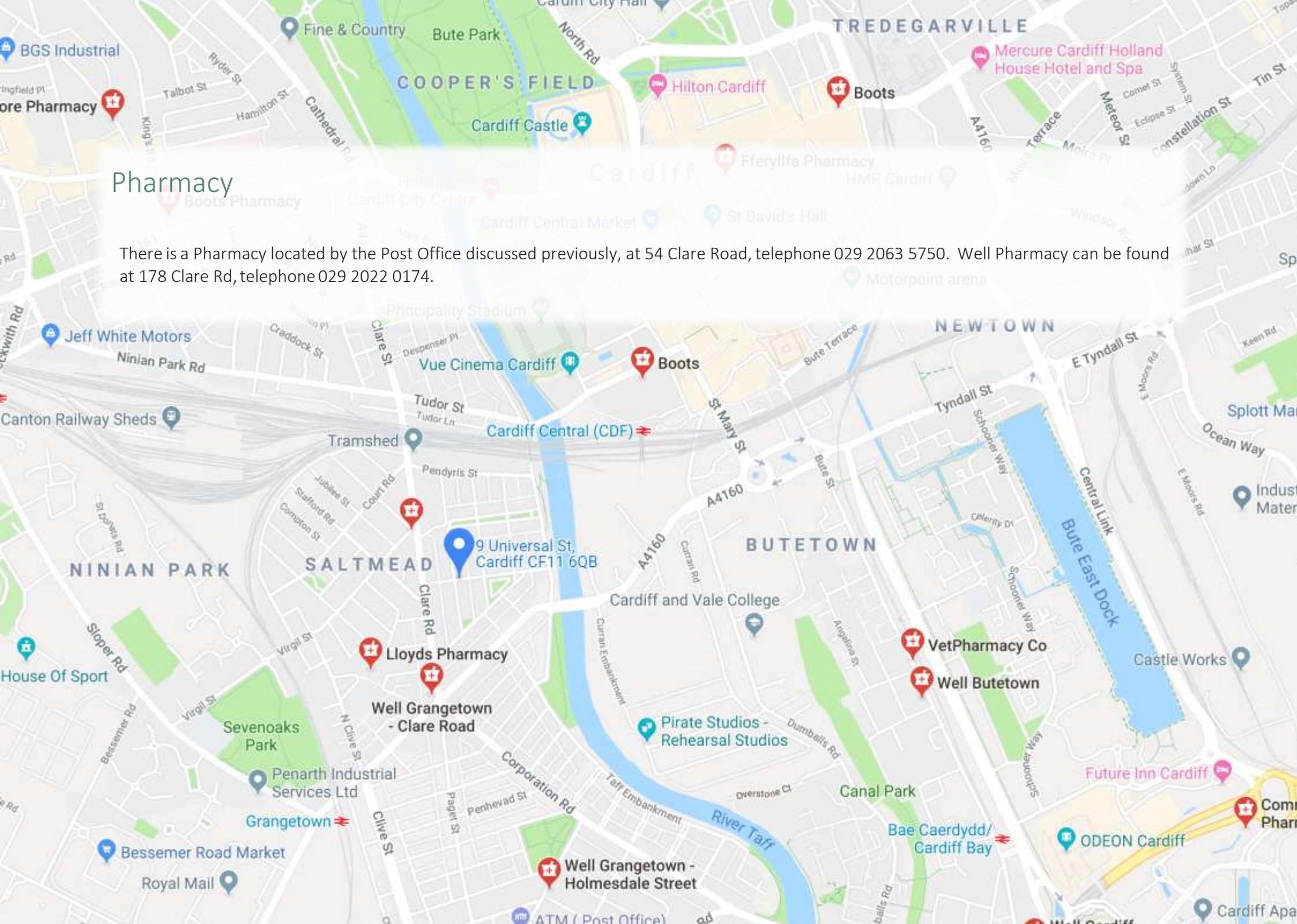
## Post office

Cardiff has various branches of the Post Office, the closest one is located on Clare Road – Take a right outside when exiting the flat, take a left on Clare road, a few minutes walk up the road you will find a Post Office.



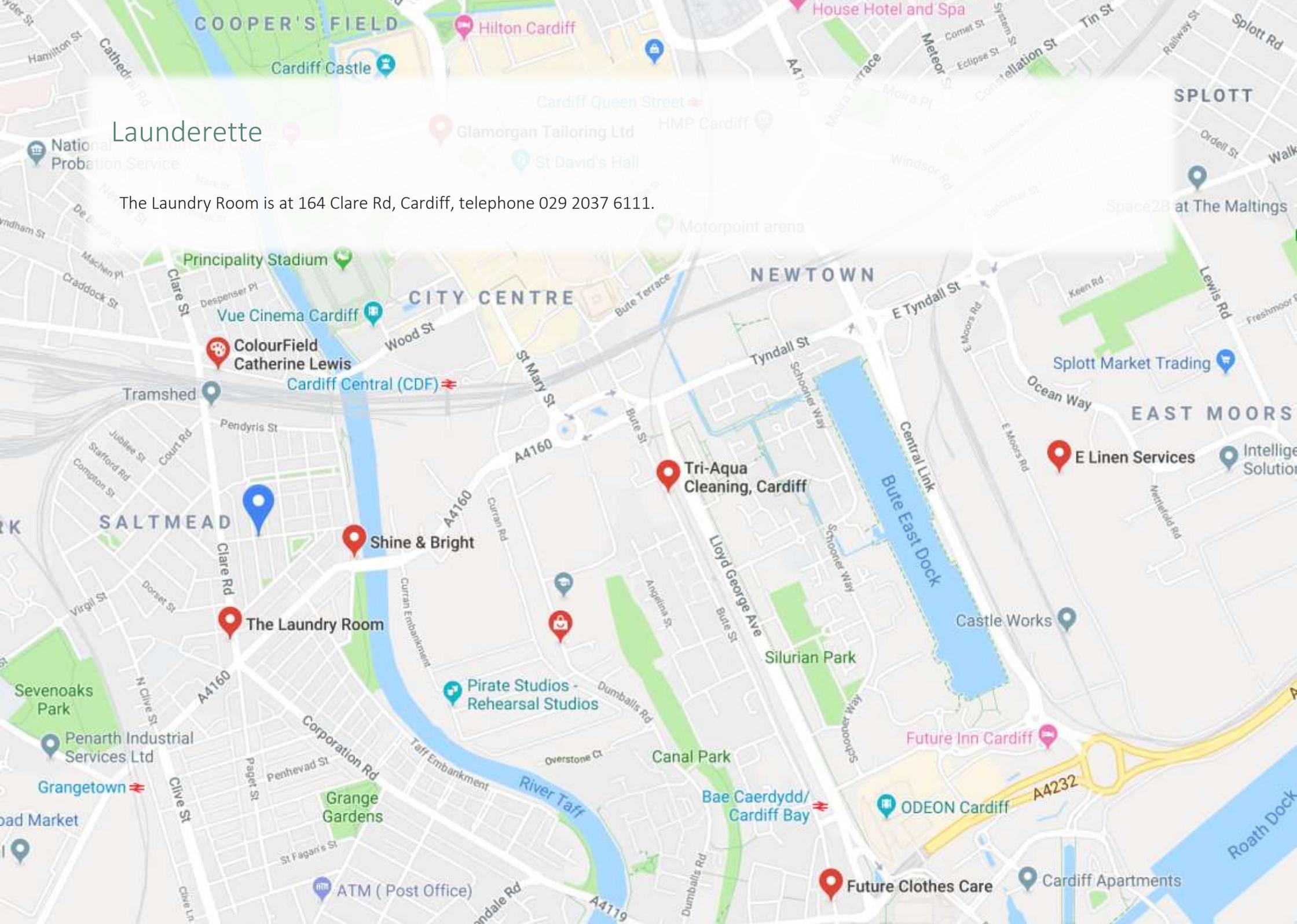
## Pharmacy

There is a Pharmacy located by the Post Office discussed previously, at 54 Clare Road, telephone 029 2063 5750. Well Pharmacy can be found at 178 Clare Rd, telephone 029 2022 0174.



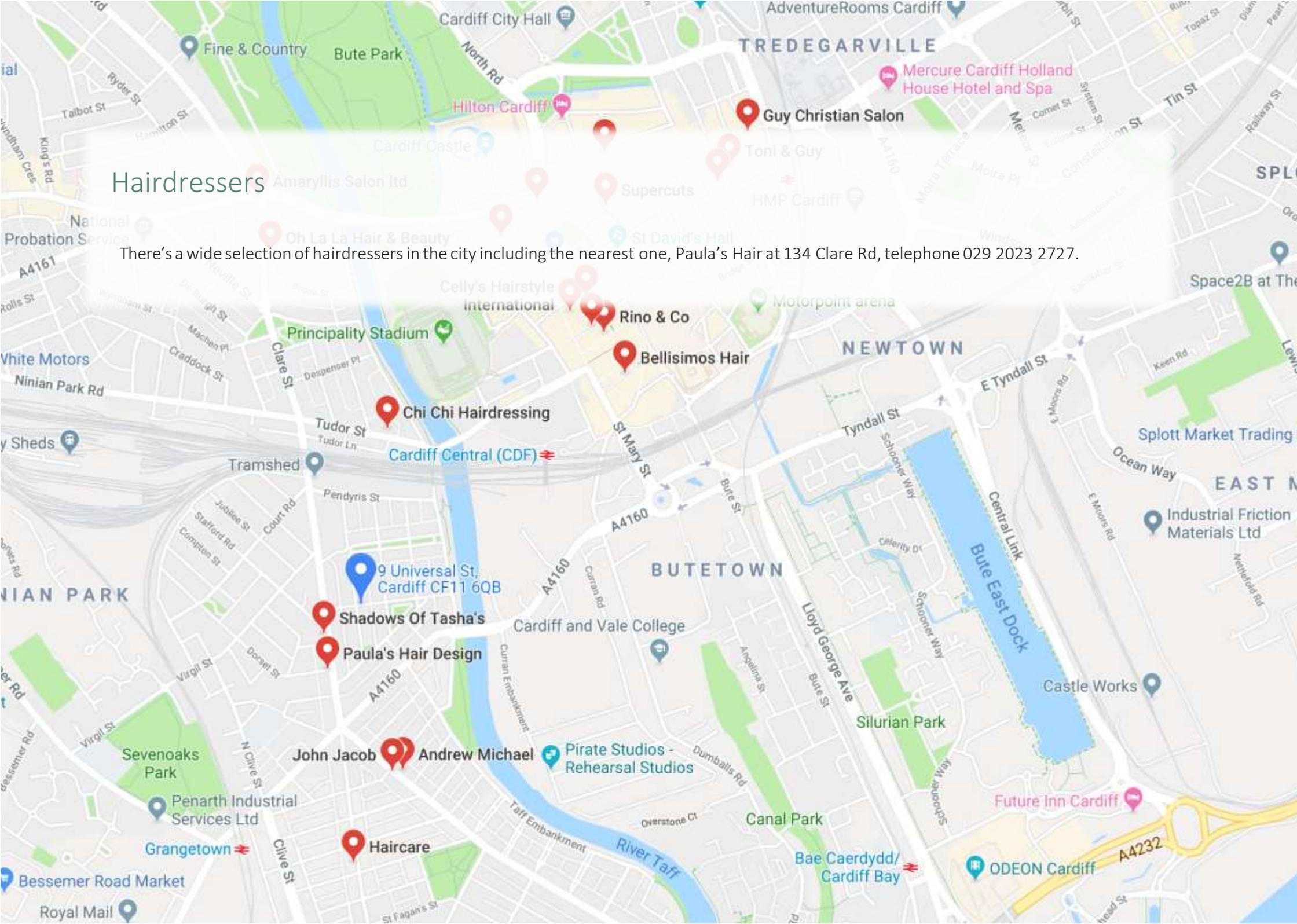
# Launderette

The Laundry Room is at 164 Clare Rd, Cardiff, telephone 029 2037 6111.



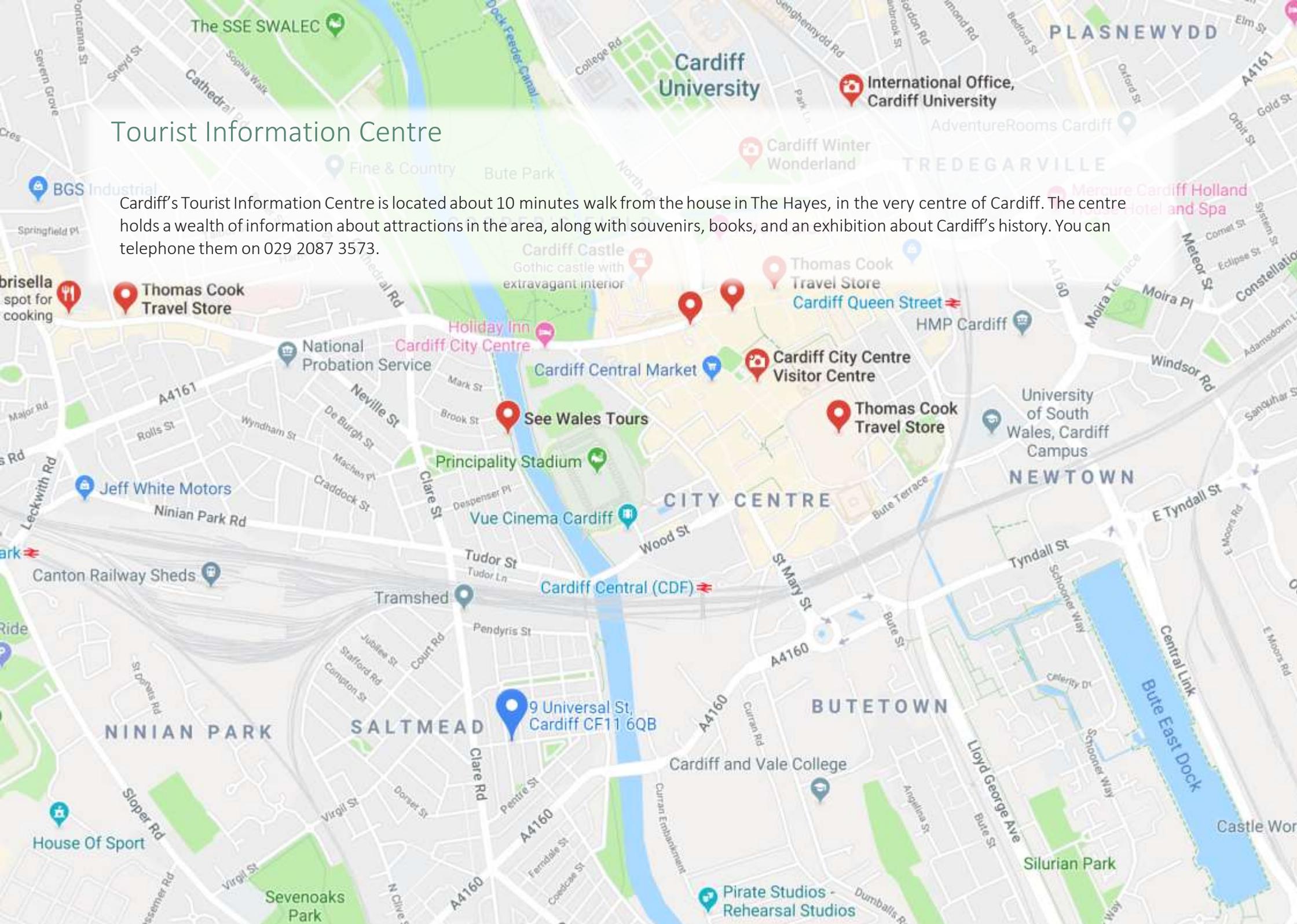
## Hairdressers

There's a wide selection of hairdressers in the city including the nearest one, Paula's Hair at 134 Clare Rd, telephone 029 2023 2727.



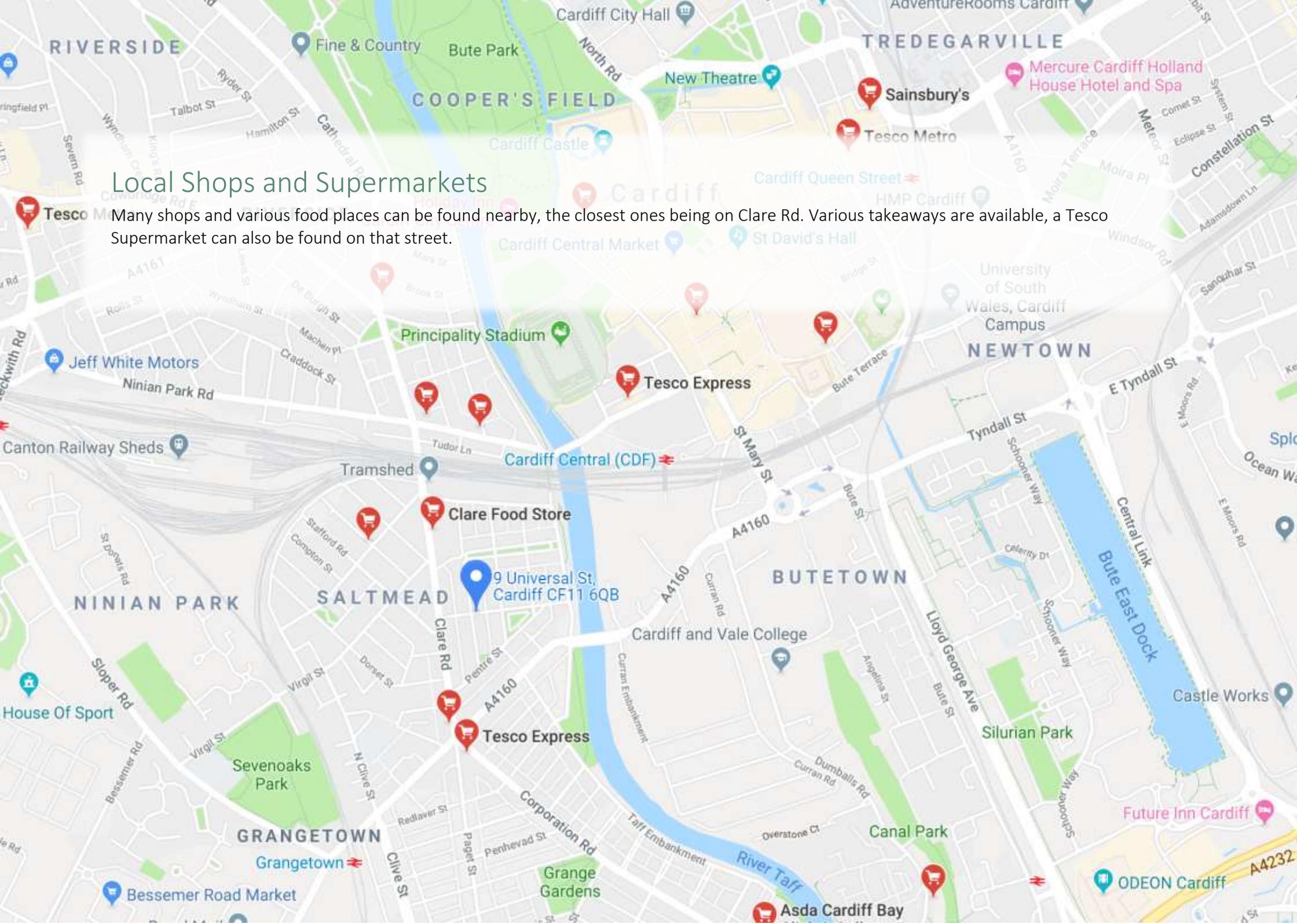
## Tourist Information Centre

Cardiff's Tourist Information Centre is located about 10 minutes walk from the house in The Hayes, in the very centre of Cardiff. The centre holds a wealth of information about attractions in the area, along with souvenirs, books, and an exhibition about Cardiff's history. You can telephone them on 029 2087 3573.



## Local Shops and Supermarkets

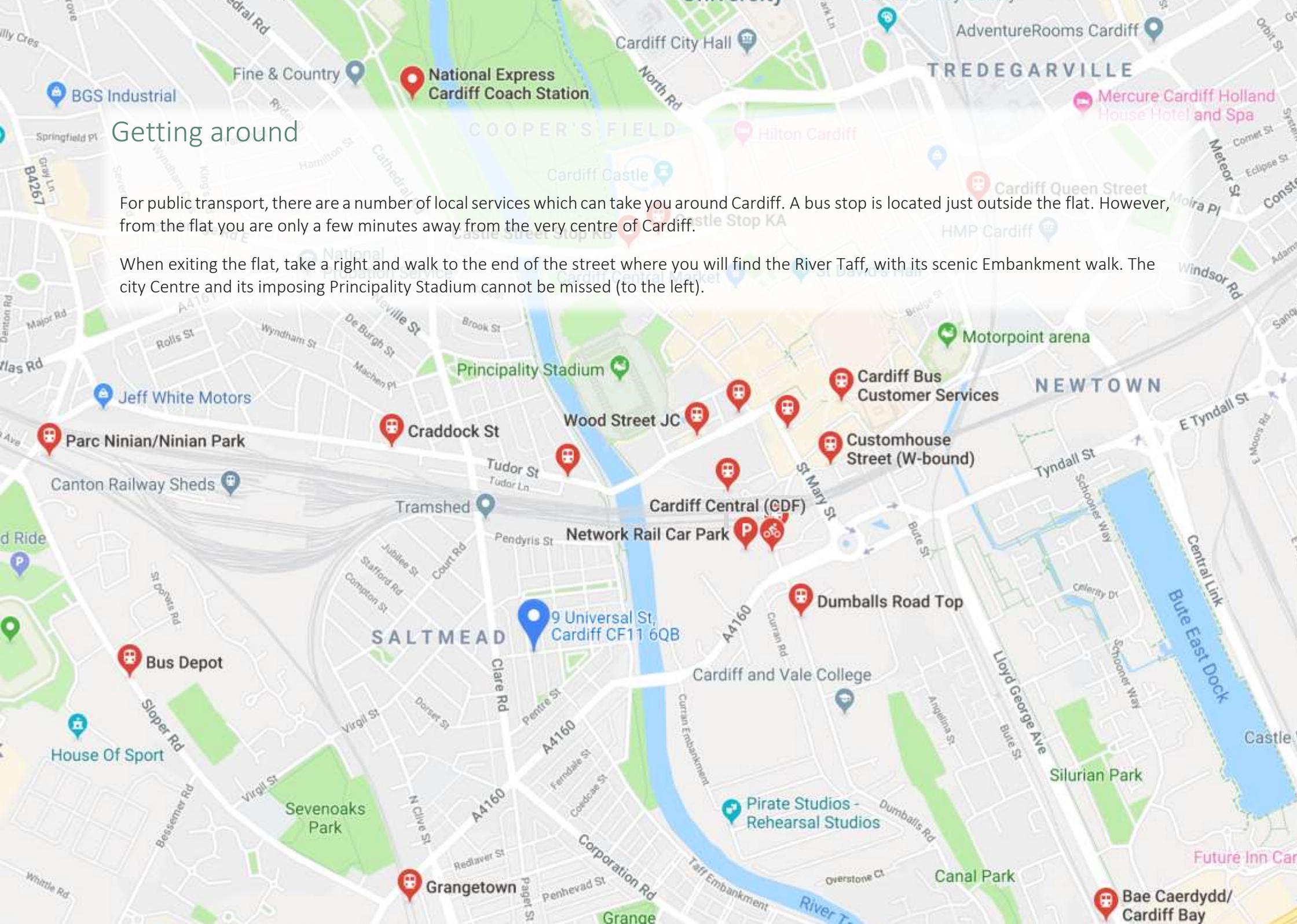
Many shops and various food places can be found nearby, the closest ones being on Clare Rd. Various takeaways are available, a Tesco Supermarket can also be found on that street.



## Getting around

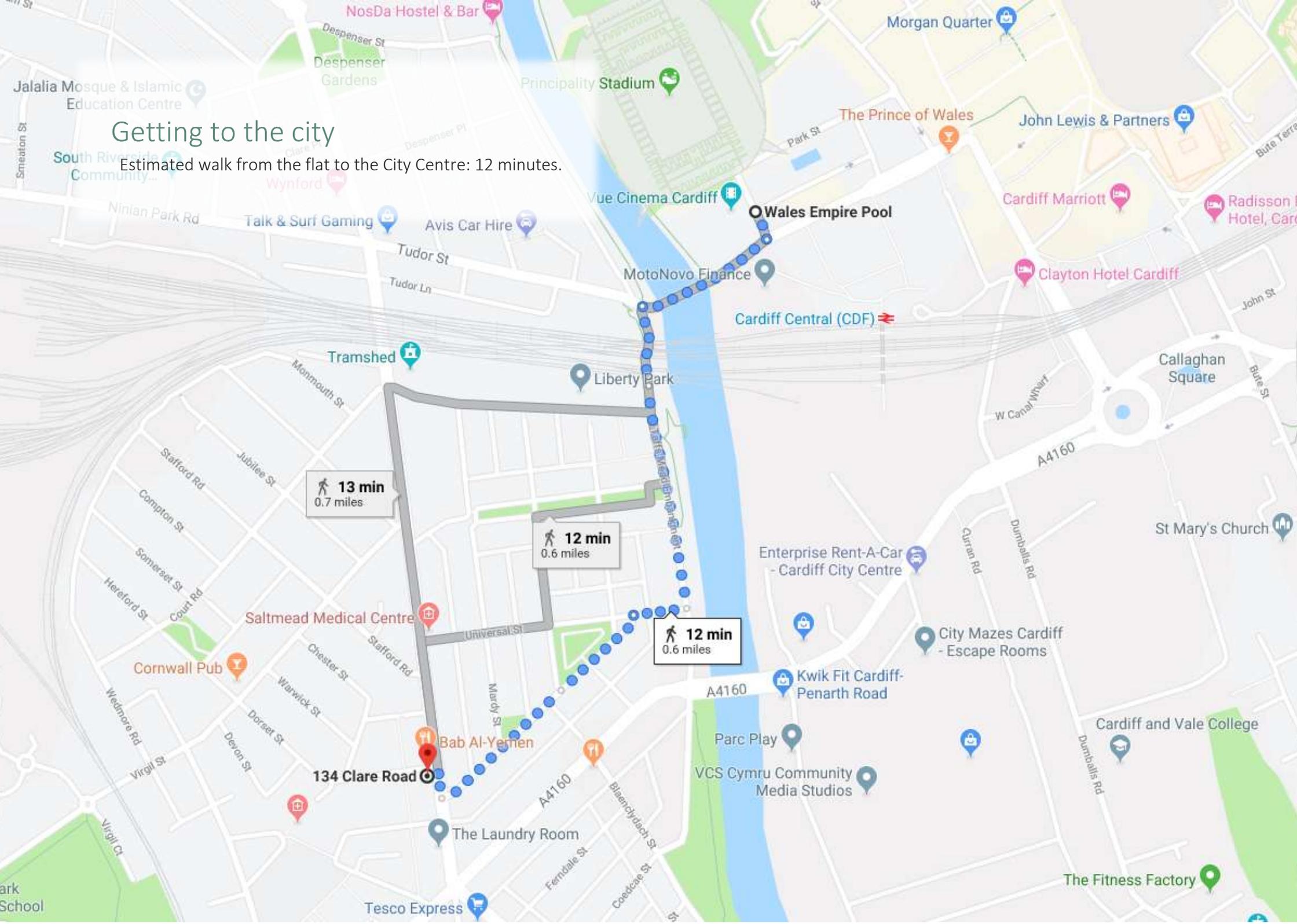
For public transport, there are a number of local services which can take you around Cardiff. A bus stop is located just outside the flat. However, from the flat you are only a few minutes away from the very centre of Cardiff.

When exiting the flat, take a right and walk to the end of the street where you will find the River Taff, with its scenic Embankment walk. The city Centre and its imposing Principality Stadium cannot be missed (to the left).



# Getting to the city

Estimated walk from the flat to the City Centre: 12 minutes.

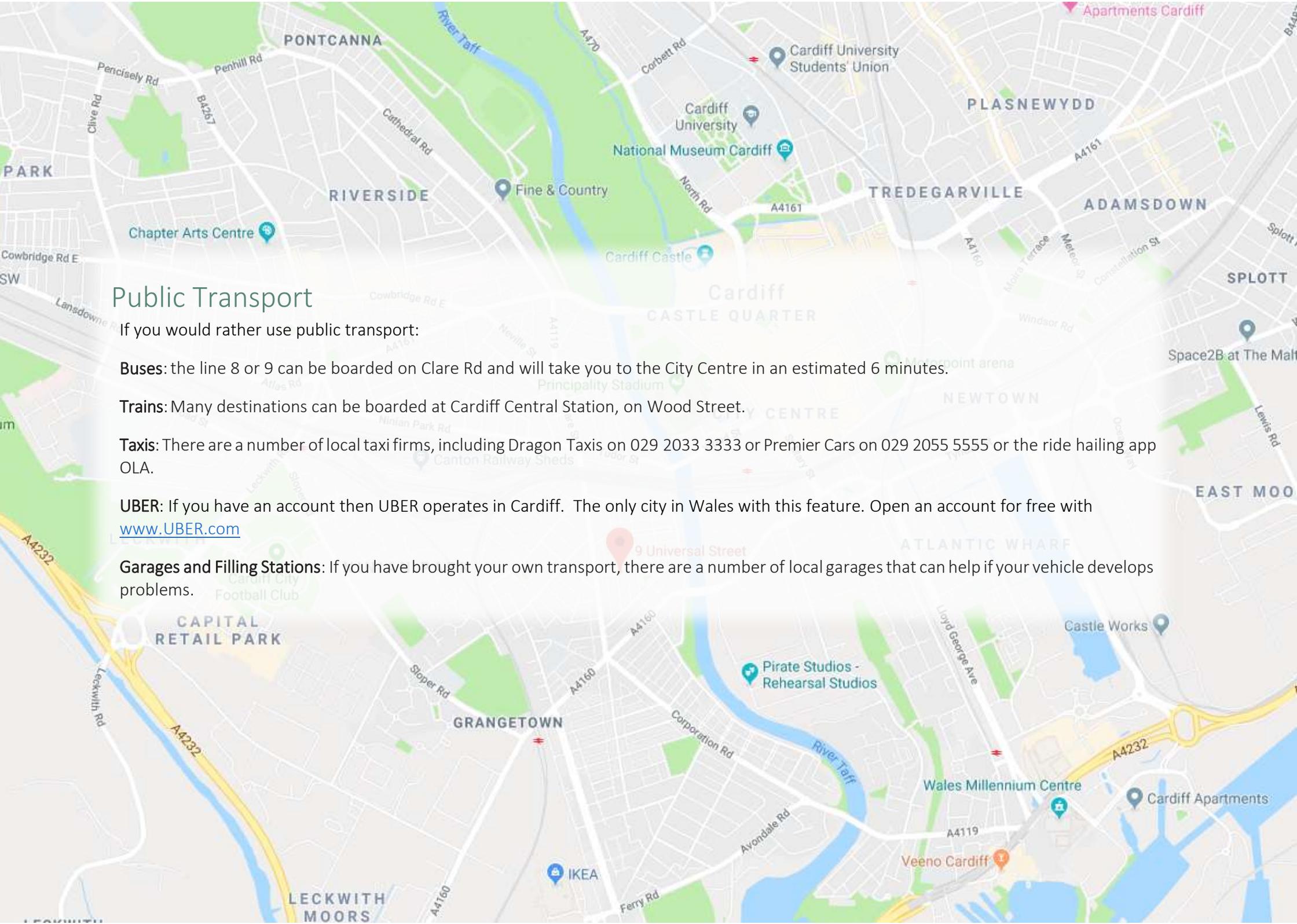


13 min  
0.7 miles

12 min  
0.6 miles

12 min  
0.6 miles

134 Clare Road

A detailed map of Cardiff, Wales, showing various districts including Pontcanna, Riverside, Tredegarville, Adamsdown, Splott, East Moor, Leckwith Moors, and Capital Retail Park. The River Taff flows through the center. Landmarks such as Cardiff University, National Museum Cardiff, Cardiff Castle, and the Wales Millennium Centre are marked. Major roads like the A470, A4161, A4160, and A4232 are also visible.

## Public Transport

If you would rather use public transport:

**Buses:** the line 8 or 9 can be boarded on Clare Rd and will take you to the City Centre in an estimated 6 minutes.

**Trains:** Many destinations can be boarded at Cardiff Central Station, on Wood Street.

**Taxis:** There are a number of local taxi firms, including Dragon Taxis on 029 2033 3333 or Premier Cars on 029 2055 5555 or the ride hailing app OLA.

**UBER:** If you have an account then UBER operates in Cardiff. The only city in Wales with this feature. Open an account for free with [www.UBER.com](http://www.UBER.com)

**Garages and Filling Stations:** If you have brought your own transport, there are a number of local garages that can help if your vehicle develops problems.

# PHÉNIX TERMS AND CONDITIONS

Any short break reservations must be a minimum of 2 nights

1) A payment of 50% must be forwarded for holidays of seven nights or over to confirm booking, the remainder being due 6 weeks before start of holiday. If holiday is booked within 6 weeks of departure, full payment must be paid upon booking. In the event of non-payment of this balance, we reserve the right to cancel the holiday and no refund will be given.

For holidays of less than seven nights, full payment must be made upon booking.

2) If you are forced to cancel, please telephone immediately and confirm in writing within four days. We reserve the right to keep any monies paid as a cancellation fee. Should we re-let the property, we shall be happy to offer you an alternative date for your holiday.

3) If the property is not re-let you will be held liable to pay the full balance due on the property you have booked. You are advised to take out Holiday Cancellation Insurance to cover this eventuality.

4) In the event of a cancellation by us, our liability shall be limited to the return in full the monies paid.

5) This Phénix Short Stay house may be occupied by up to 6 adults.

The number of persons including children occupying the accommodation shall not exceed the number of persons on the reservation form at the time of booking (except for babies in cots agreed at the time of booking). Only the families/persons quoted when booking are allowed to stay at the property. No third parties are allowed to stay at the property and holidays booked are not transferable.

6) The owner is not liable to the guest, or members of the guest's party for the loss or damage to any property belonging to any of them.

7) As the persons responsible for the property, we reserve the right to gain access at any reasonable time during occupancy. We shall not be responsible for the death or personal injury to a holidaymaker or loss, damage or accident to personal property.

8) In the event of misbehaviour or other necessary causes, the owner reserves the right to terminate the let without any refund of monies.

9) The Proprietor or their representatives shall be allowed access at any reasonable time during occupancy for the purpose of emergency maintenance or repair or any other need.

10) Guests are responsible for the condition of the house and the furniture and fittings therein. Whilst accepting that the house is cleaned between 'lets', the guest shall leave the house in the same state of cleanliness and general order in which it was found.

11) We ask that any breakages or faulty equipment be reported so that we may replace them. In the case of breakages, a replacement charge will be made.

12) Where you have special needs, such as extra linen, please specify upon booking and we shall endeavour to do our utmost to fulfil your needs. We may have to make a small charge.

13) Visitors should aim to arrive after 3pm and vacate the house by 11am on day of departure.

**Our aim is to make your stay a happy and memorable one. If there is anything we can do to make your holiday more relaxed or enjoyable please let us know.**

**Mike and Delphine**

**Phénix Short Stays**