



*The Ella Fitzgerald
Guest Book*

Welcome to “The Ella Fitzgerald”!

Thank you for choosing to stay at “The Ella Fitzgerald” flat and we hope you enjoy your holiday in Cardiff. We have put together this welcome pack to help you make the most of your time in the holiday apartment, situated on the glorious South Wales coast.

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

Please note: all information in this Welcome Pack is correct at time of going to press. Please let us know if information can be added or updated.

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 Ella** Password **Welcome2Cardiff!**



Parking at “The Ella Fitzgerald”

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

On arrival, you will be able to park in the allocated bays, opposite the apartment, without restriction IF you display the Parking Permit provided in the frame on top of the shoe rack at the top of the stairs. Please ensure that you leave the permit in the flat when you check out.

On Arrival

You will receive one sets of keys – Please call us immediately if you lose the keys.

You will find a doorbell and Google ring system at the front door. The Google ring system can be used from the exterior of “The Ella Fitzgerald” and can be used to get in touch with us. The system is there for your security.

As you enter, there is a light switch to your left. You will find the shoe rack on your left, as the whole flat is carpeted for added comfort, can we please ask our guests to do their best not to keep shoes inside the apartment.

Inside the Apartment

The apartment offers two bedrooms, a bathroom, a living room/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. Instructions on how to use the kitchen appliances can be found under the sink in the kitchen along with some cleaning supplies.



Fire blanket: the fire blanket is in a drawer by the fridge in the kitchen.

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.

The Bathroom

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

The Bedrooms

The “Gold bedroom”: the room comprises a double bed and storage in the fitted wardrobe. In the wardrobe you will also find a box comprising the pillow and bedsheet for the sofa bed in the living room.

The “Black and Grey bedroom”: along with a very comfy double bed, the room offers a fitted wardrobe for our guests’ use.

There is also a hairdryer, an ironing board and an iron in the wardrobe, along with a Hoover.

The Lounge

In the lounge, you will find a Smart Tv with Netflix.

The sofa bed: You will find a sofa bed, easily opened by lifting and then pulling the bottom part of the sofa, inside the sofa is the duvet ready set for your use. Ready made bedding can be found in the box in the fitted wardrobe in the “Gold bedroom”(first bedroom).



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

When cooking in the kitchen, please close the door to the main house from the kitchen to avoid any smoke entering bedrooms and communal areas, as this may set off the smoke alarms. 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 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:

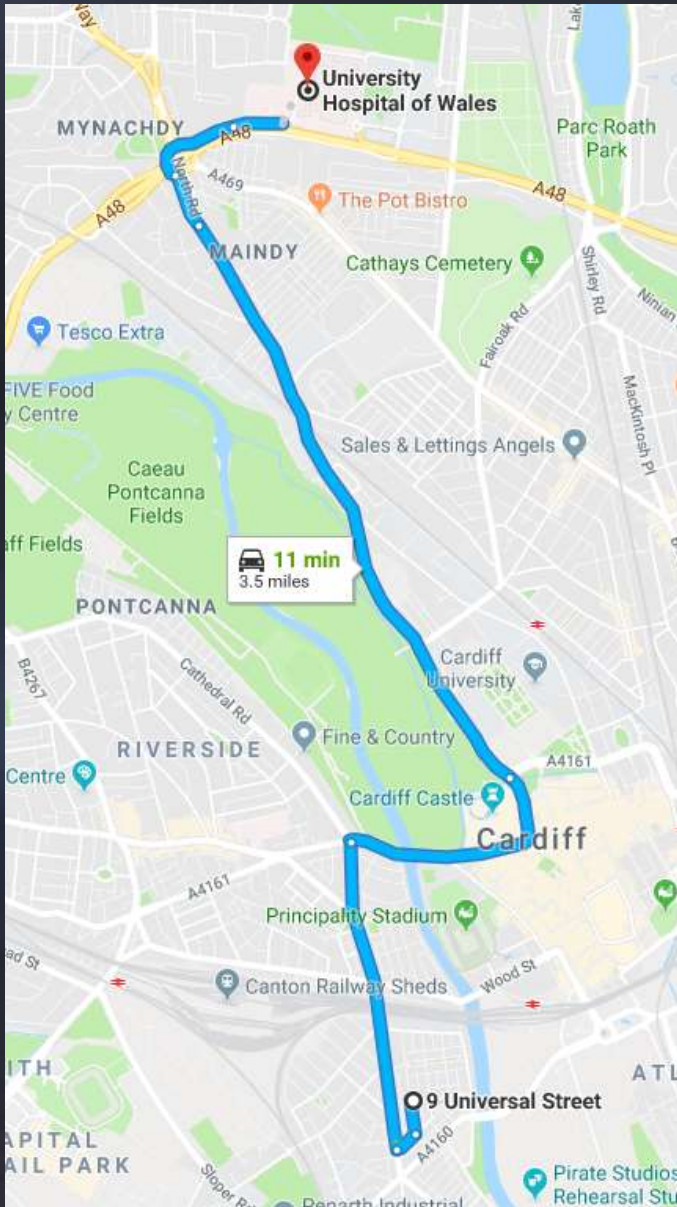
1. Place the heel of the hand on the breastbone at the centre of the person's chest. Place your other hand on top of your first hand & interlock fingers.
2. Position yourself with your shoulders above your hands.
3. Using your body weight (not just your arms), press straight down by 5–6cm on their chest.
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

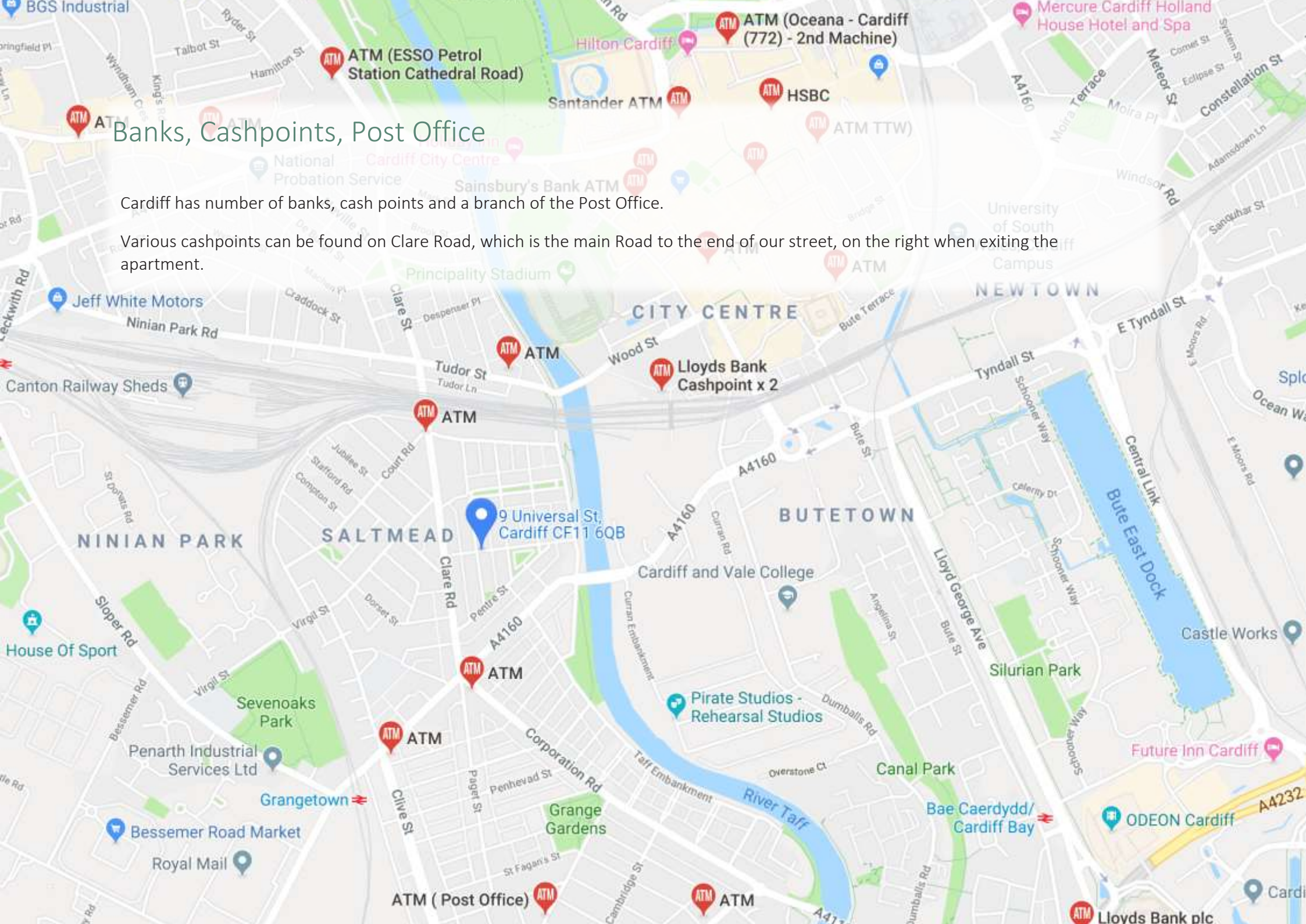
Dwr Cymru Water emergency? Call 0800 052 0130



Banks, Cashpoints, Post Office

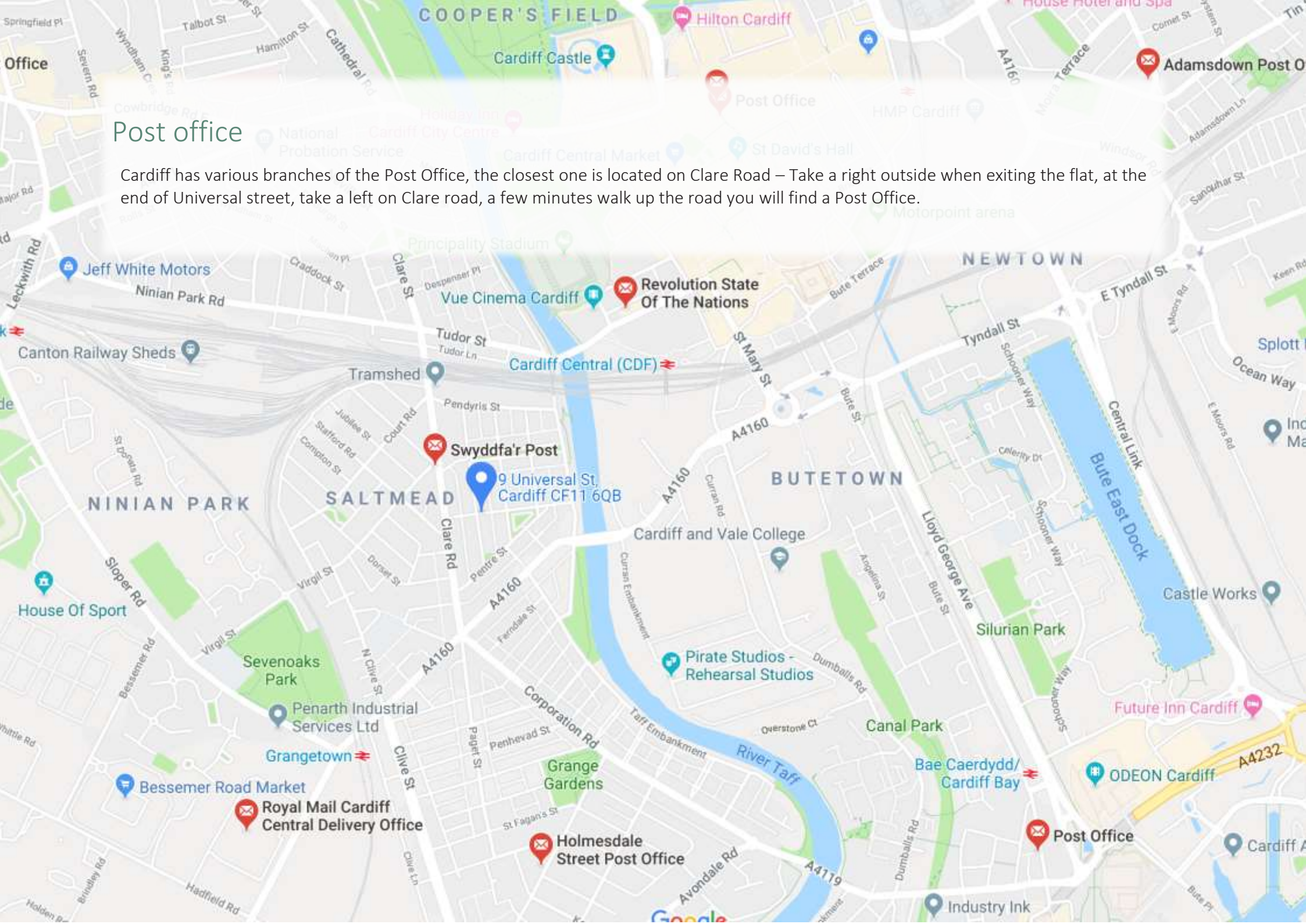
Cardiff has number of banks, cash points and a branch of the Post Office.

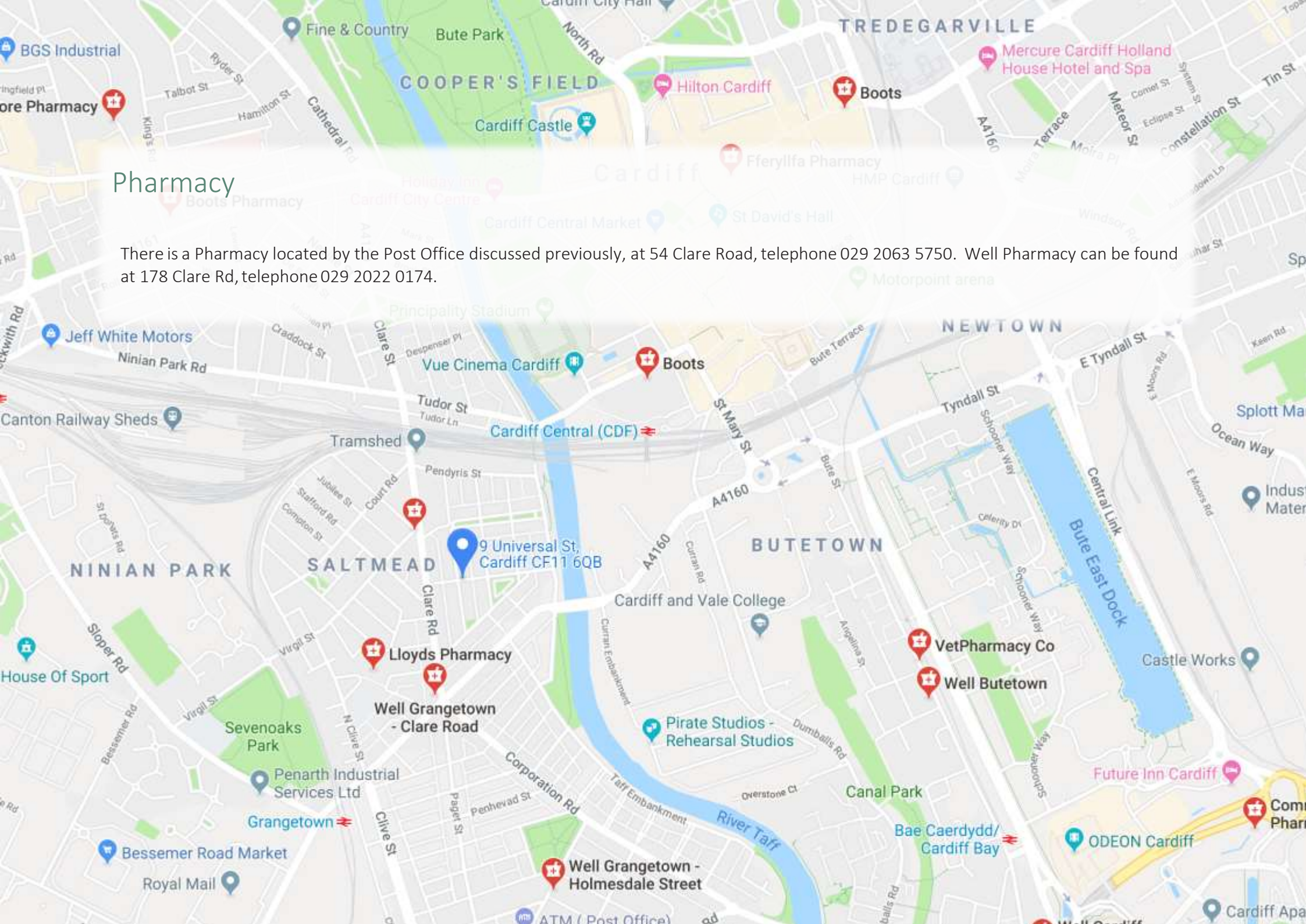
Various cashpoints can be found on Clare Road, which is the main Road to the end of our street, on the right when exiting the apartment.



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, at the end of Universal street, take a left on Clare road, a few minutes walk up the road you will find a Post Office.





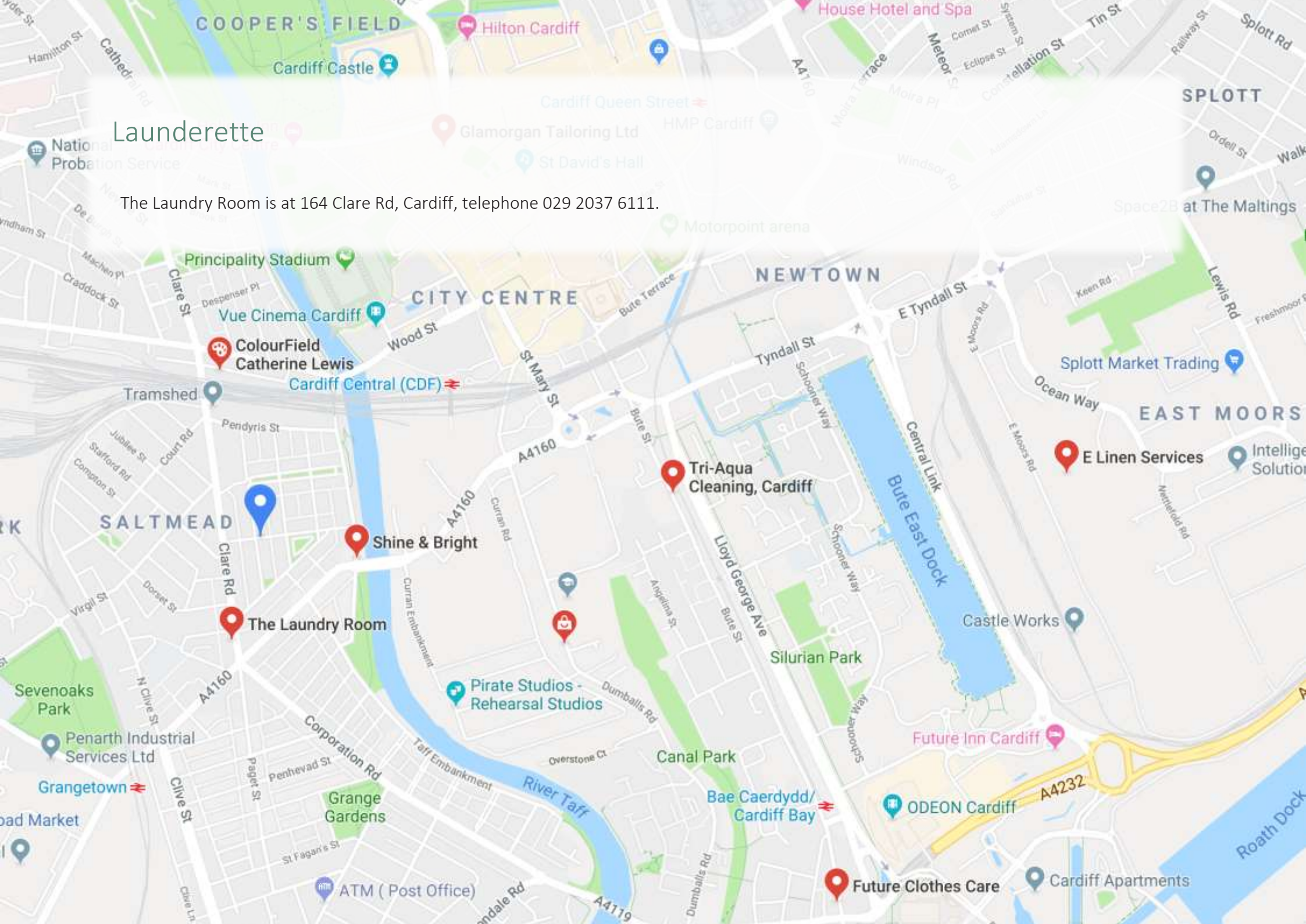
Pharmacy

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.

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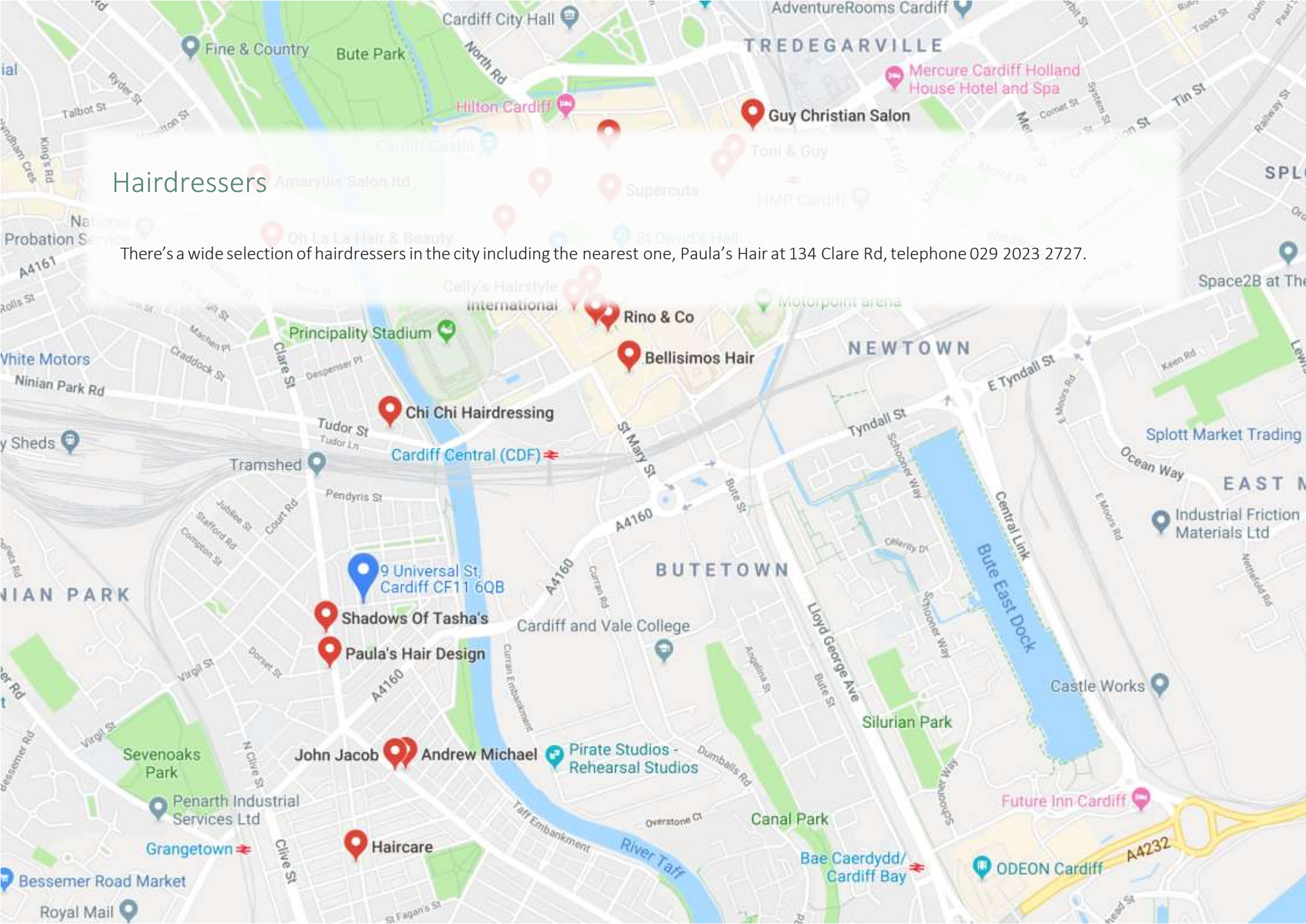
Launderette

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 apartment 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.

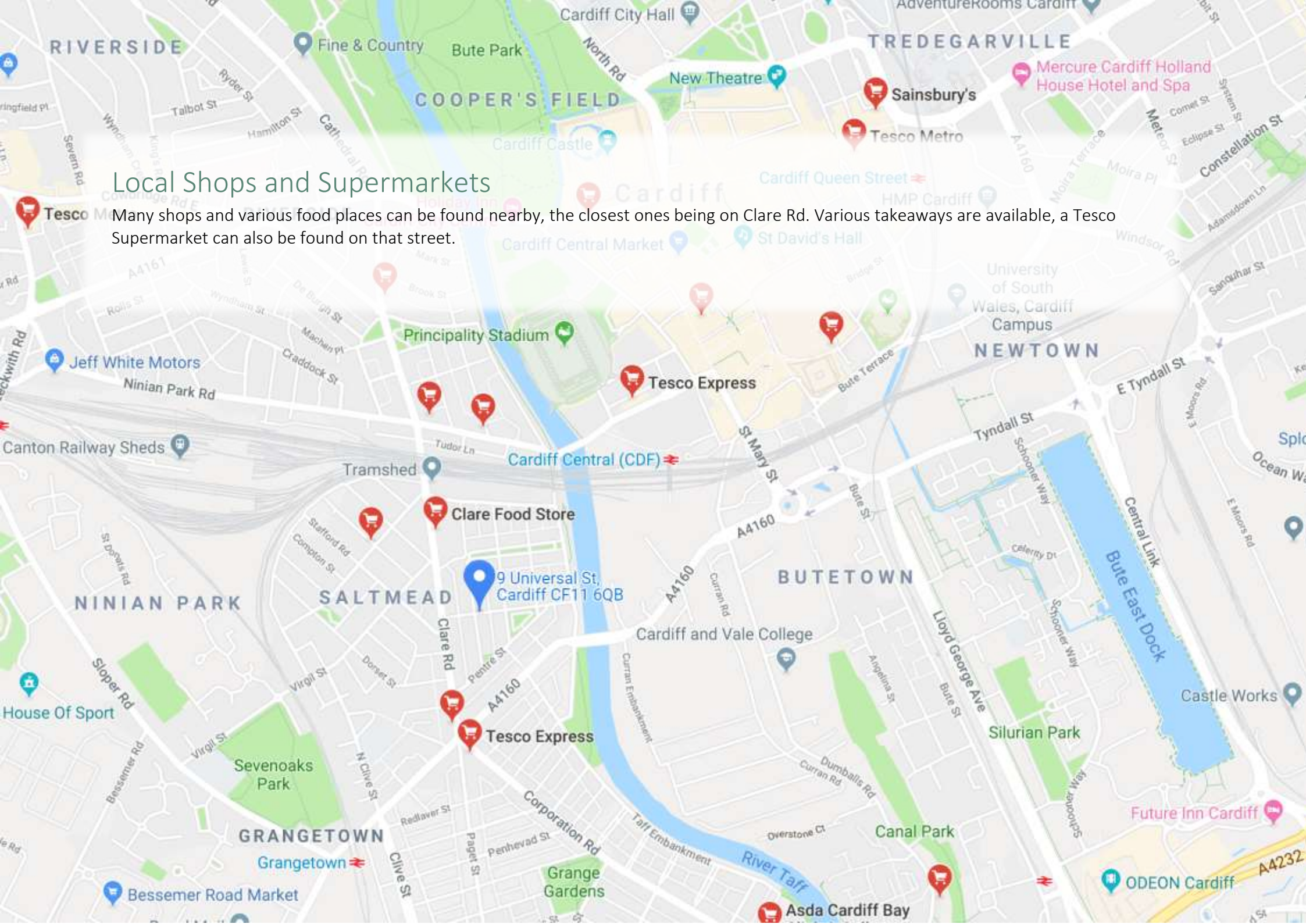
A detailed map of Cardiff, Wales, showing various landmarks and locations. The River Taff flows through the center. Key areas labeled include THE HAYES, CARDIFF CITY CENTRE, BUTETOWN, SALTMEAD, NINIAN PARK, and PLASNEWYDD. Landmarks such as Cardiff University, Cardiff Castle, Principality Stadium, and Cardiff Central Market are marked. A red location pin is placed near the intersection of Wood Street and Tudor Street, corresponding to the address 9 Universal St, Cardiff CF11 6QB mentioned in the text.

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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. The closest bus line being on Clare Rd. 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 it's imposing Principality Stadium cannot be missed (to the left).

The image shows a map of Cardiff, Wales, centered around the River Taff. Various landmarks and locations are labeled, including Cardiff City Hall, National Express Cardiff Coach Station, Principality Stadium, Cardiff Central (CDF), Network Rail Car Park, and several bus stops. A blue location pin marks '9 Universal St, Cardiff CF11 6QB'. The map also shows the River Taff, the Bute East Dock, and various parks like Silurian Park and Sevenoaks Park. The map is divided into sections by major roads like the A4160.

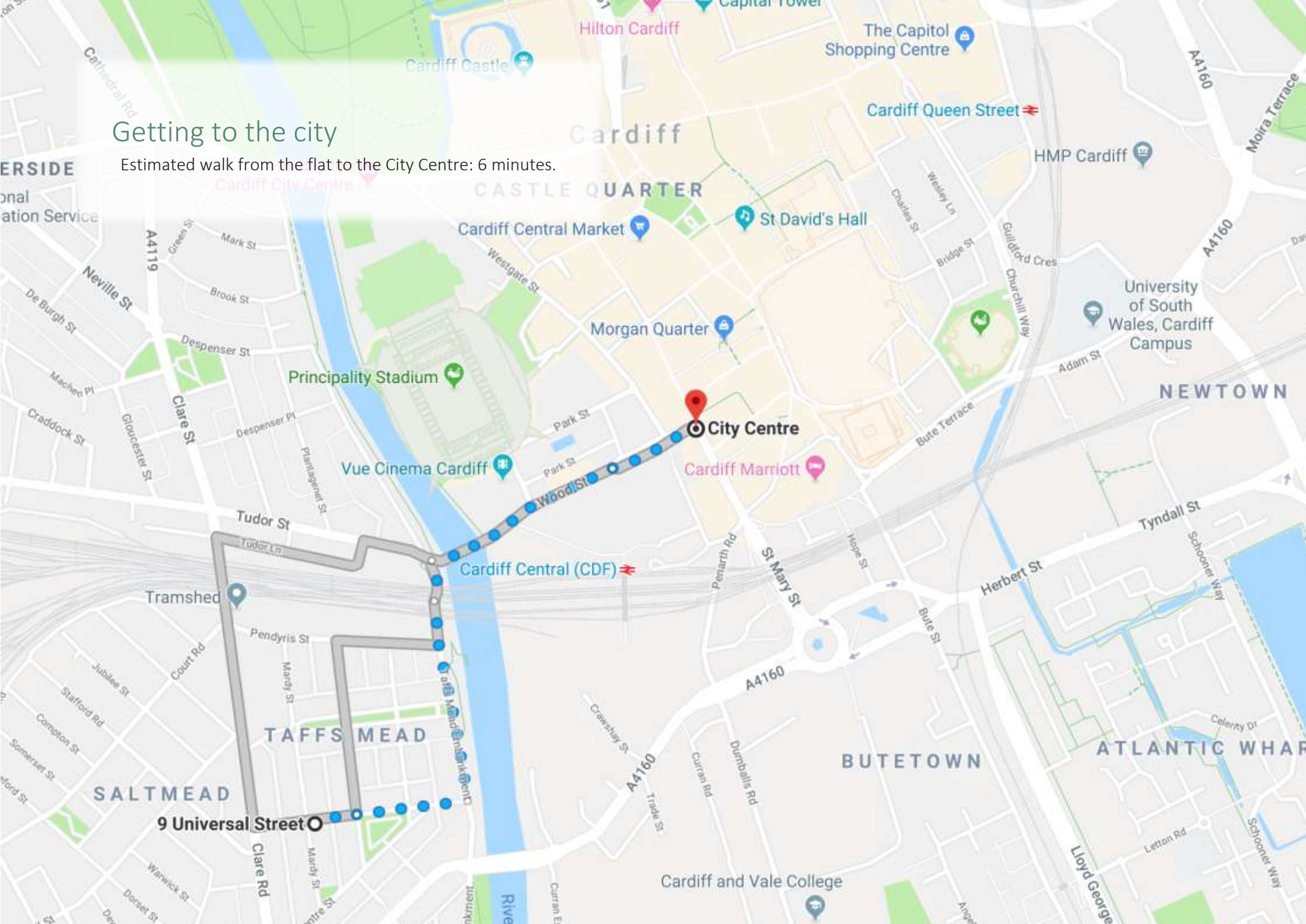
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Getting to the city

Estimated walk from the flat to the City Centre: 6 minutes.



A detailed map of Cardiff, Wales, showing various districts including Pontcanna, Riverside, Tredegarville, Adamsdown, Splott, East Moor, Leckwith, and Grangetown. The River Taff flows through the city. Key landmarks such as Cardiff University, National Museum Cardiff, Cardiff Castle, Principality Stadium, and the Wales Millennium Centre are marked. Major roads like the A470, A4161, A4160, A4232, and A4119 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

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.