

Welcome to “The Louis Armstrong”!

Thank you for choosing to stay at “The Louis Armstrong” 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 strip 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.

There is a full inventory of the apartment in the Phénix Information Pack.

Parking at “The Louis Armstrong”

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. Please ensure that you leave the permit in the flat when you check out.

On Arrival

You will receive one set of keys – please call us immediately if you lose the keys, and on your day of departure, please leave them on the kitchen table. Please make sure the front door remains locked.

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 Louis Armstrong” 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. Once up the stairs, you will find a shoe storage unit, as the whole flat is carpeted for added comfort, can we please as our guests to do their best not to keep shoes inside the apartment.

Inside the Apartment

The apartment offers three bedrooms, a bathroom, a living room and a 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 in the kitchen. 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.

First Aid: You will also find a First Aid box 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. You will also find a torch in the kitchen area.

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

There is a hairdryer, an ironing board and an iron inside the wardrobe in the back bedroom

In the lounge, you will find a Smart Tv with Netflix, instructions on how to use these can be found in the tv unit, along with various board games.

Please be aware that all the candles in the apartment along with the fireplace 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! The control panel will display the source of the 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:

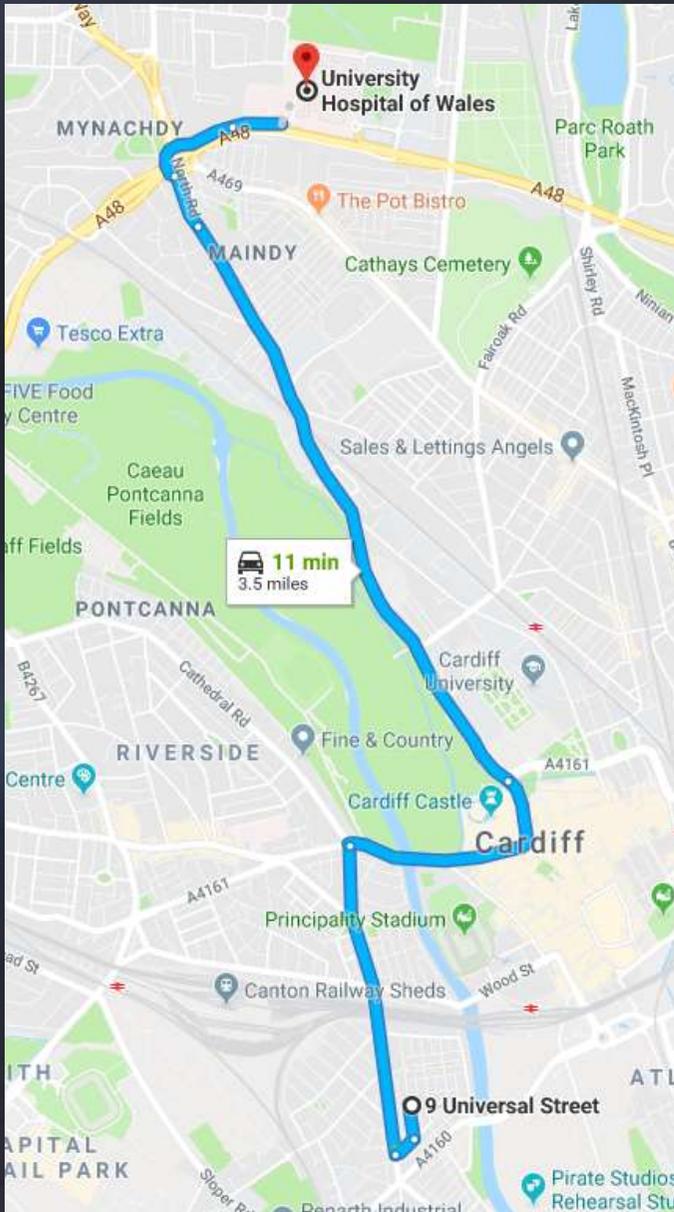
1. Place the heel of the hand on the breastbone at the centre of the person's chest. Place your other hand on top of your first hand & interlock fingers.
2. Position yourself with your shoulders above your hands.
3. Using your body weight (not just your arms), press straight down by 5–6cm on their chest.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

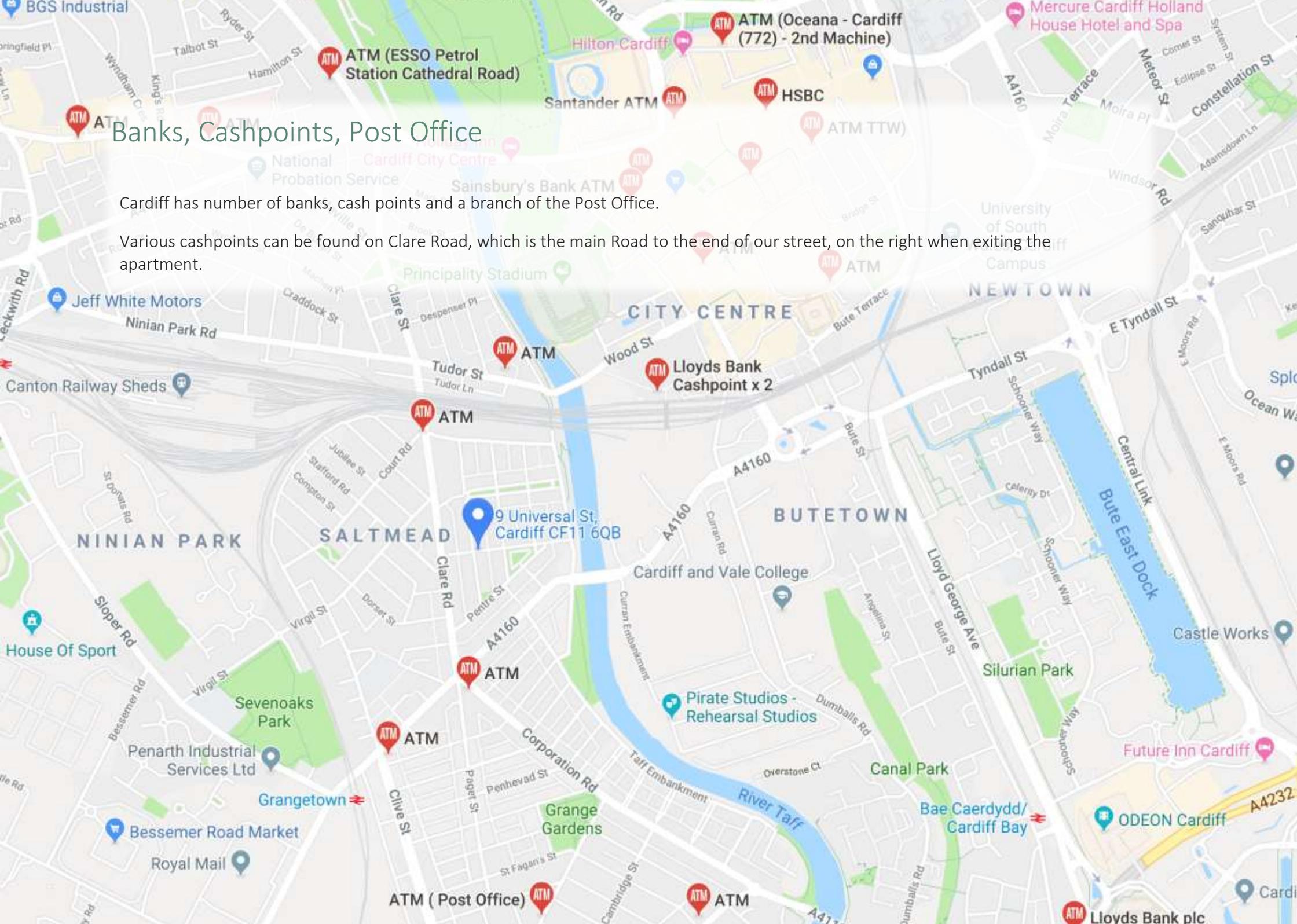
Dwr Cymru Water emergency? Call **0800 052 0130**



Banks, Cashpoints, Post Office

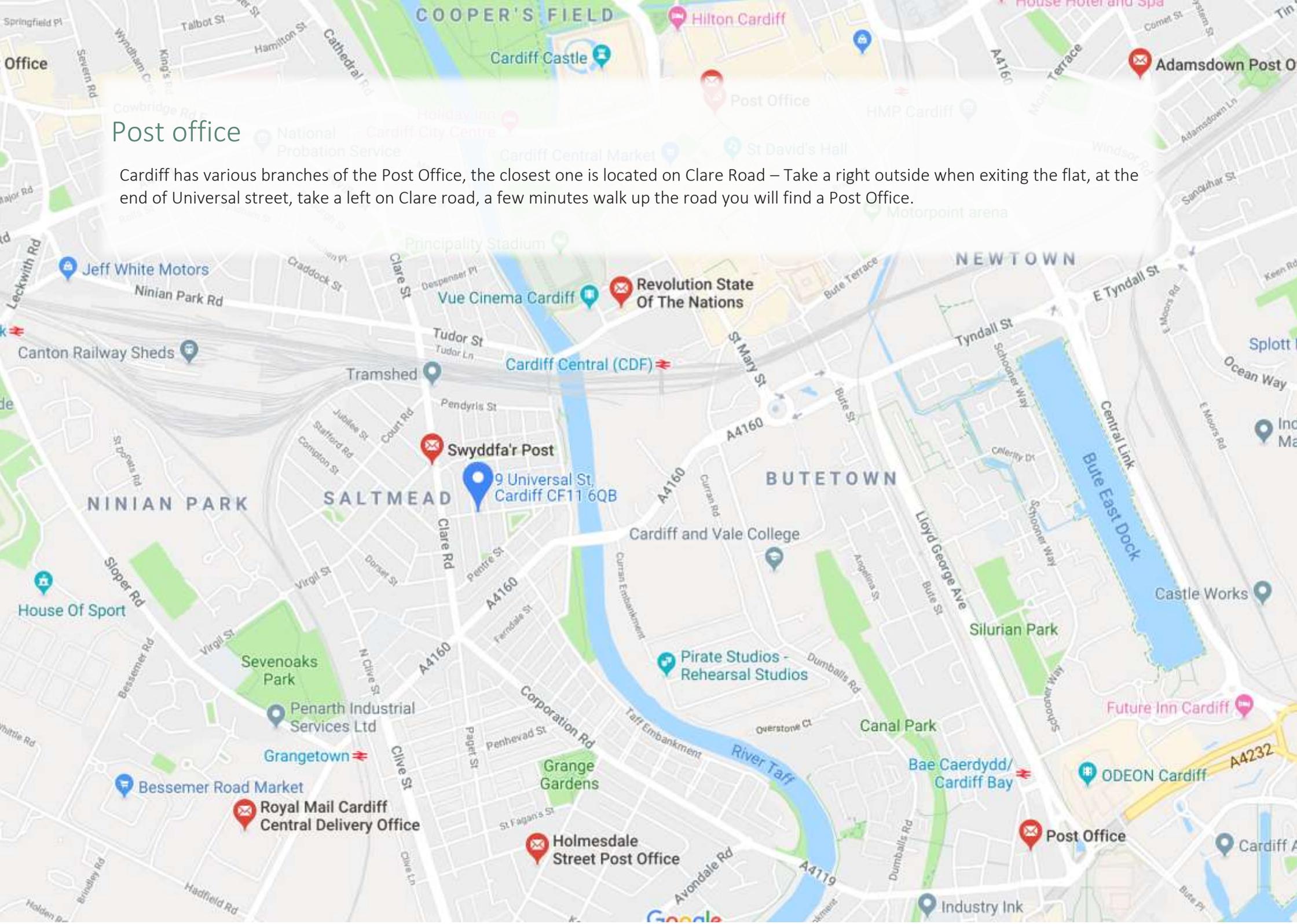
Cardiff has number of banks, cash points and a branch of the Post Office.

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.



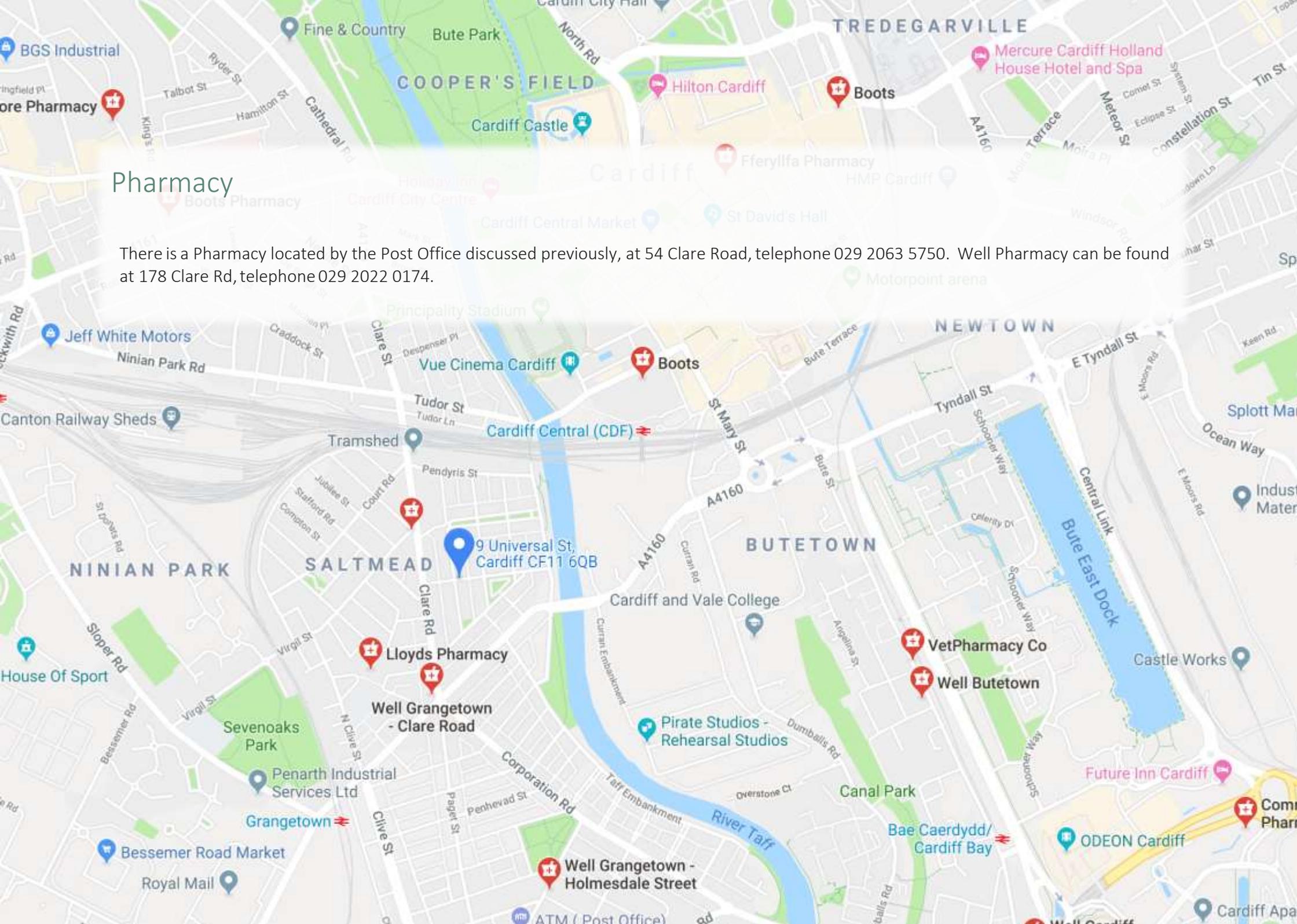
Post office

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.



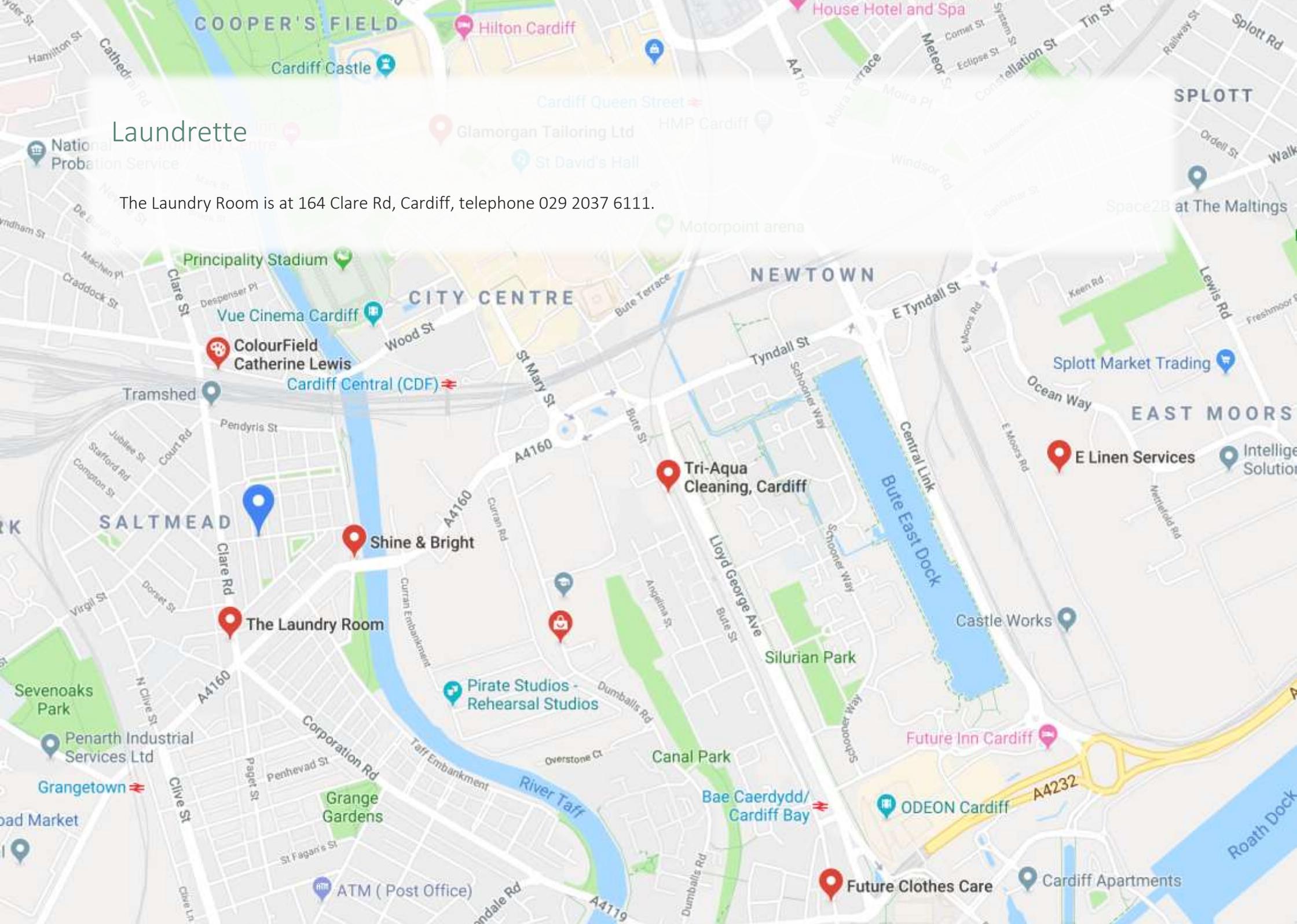
Pharmacy

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.



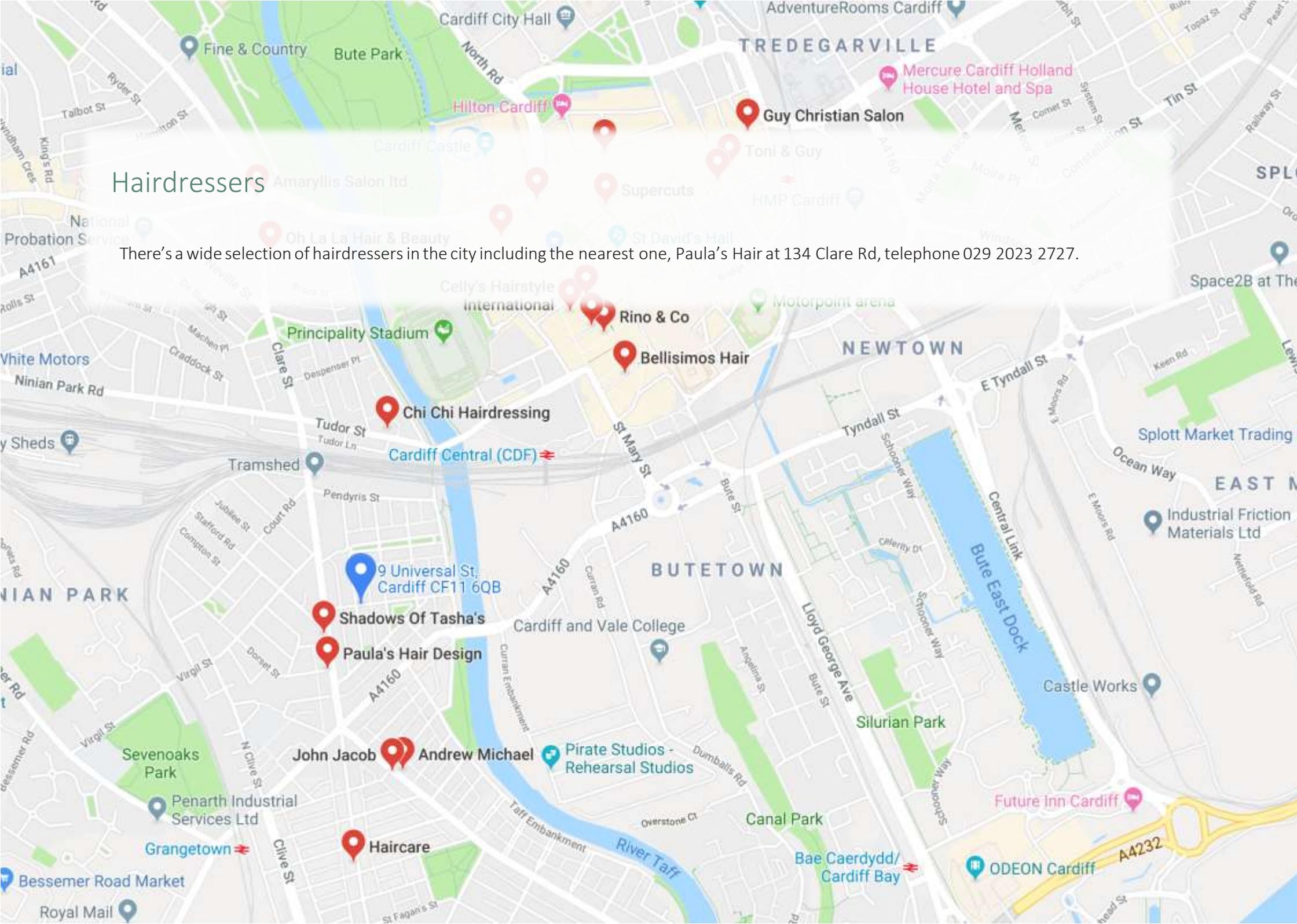
Laundrette

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



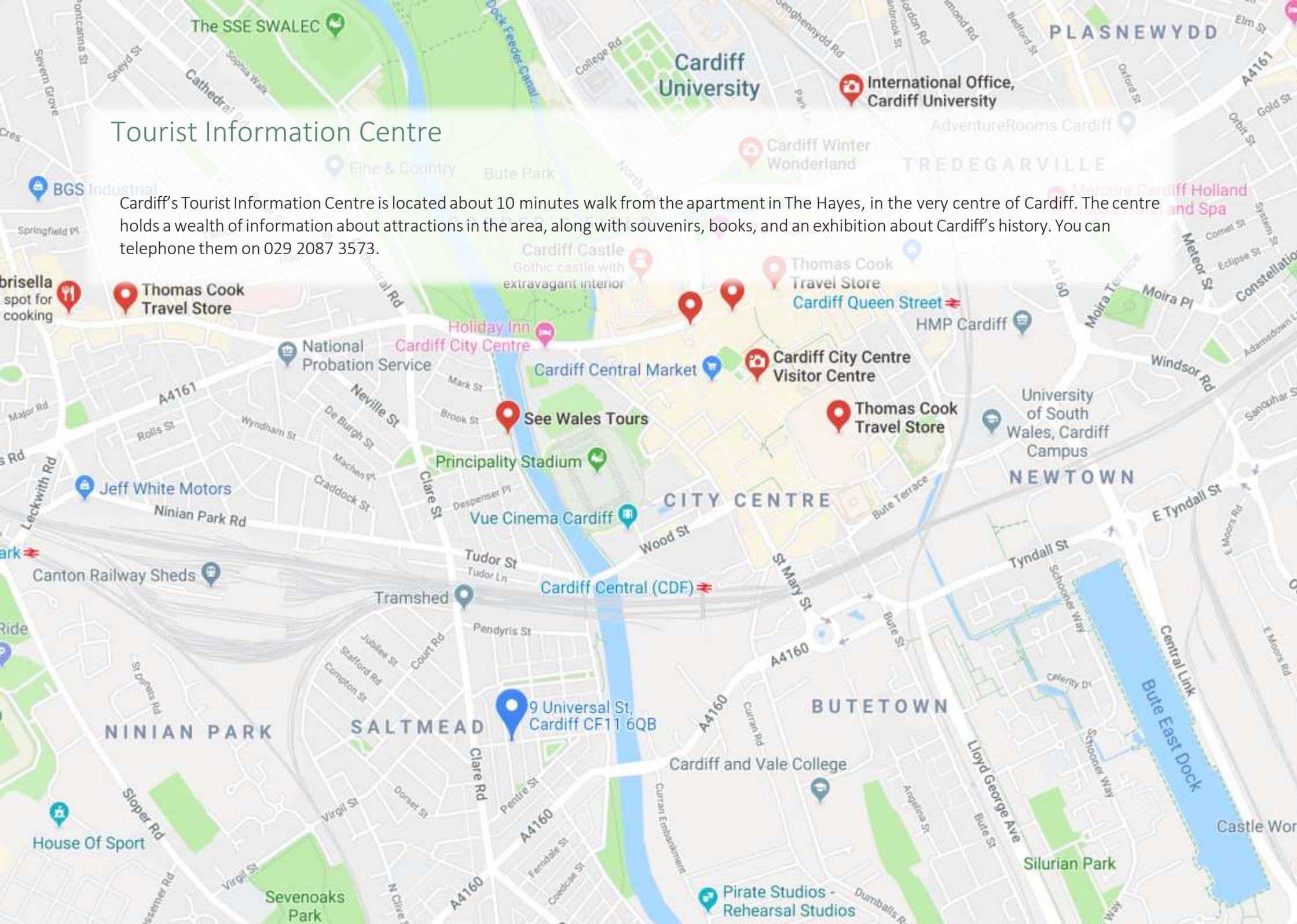
Hairdressers

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.



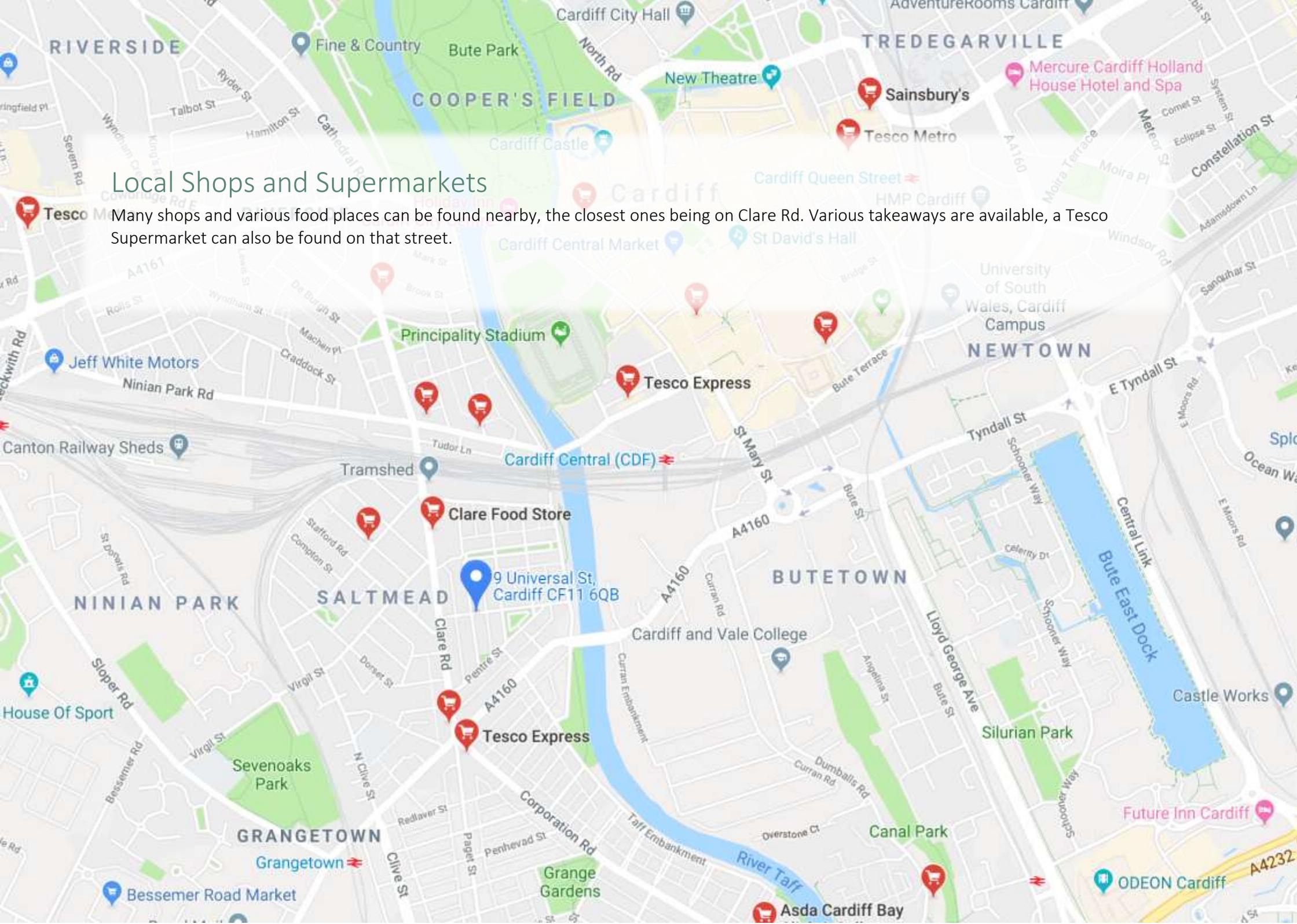
Tourist Information Centre

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.



Local Shops and Supermarkets

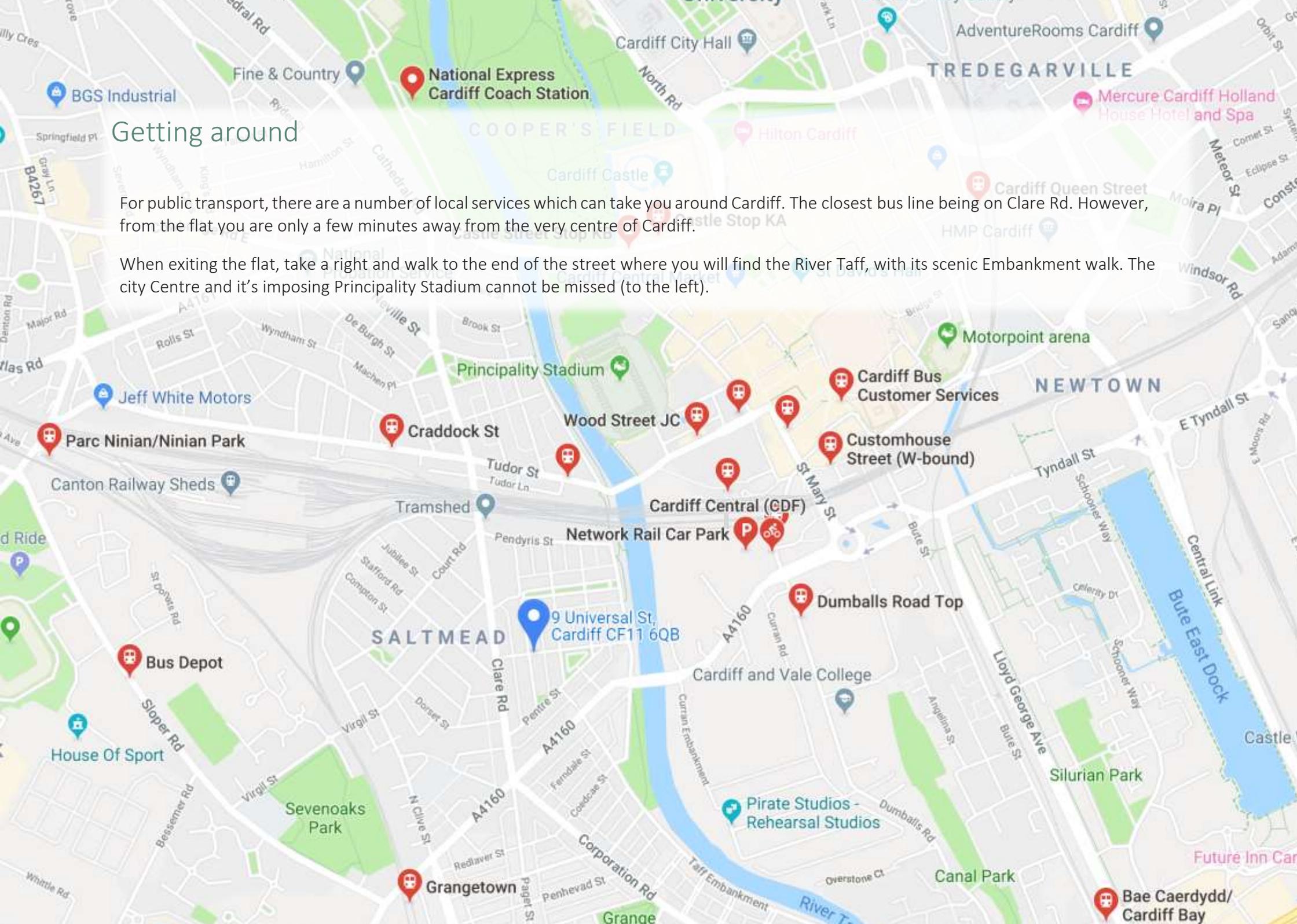
Many shops and various food places can be found nearby, the closest ones being on Clare Rd. Various takeaways are available, a Tesco Supermarket can also be found on that street.



Getting around

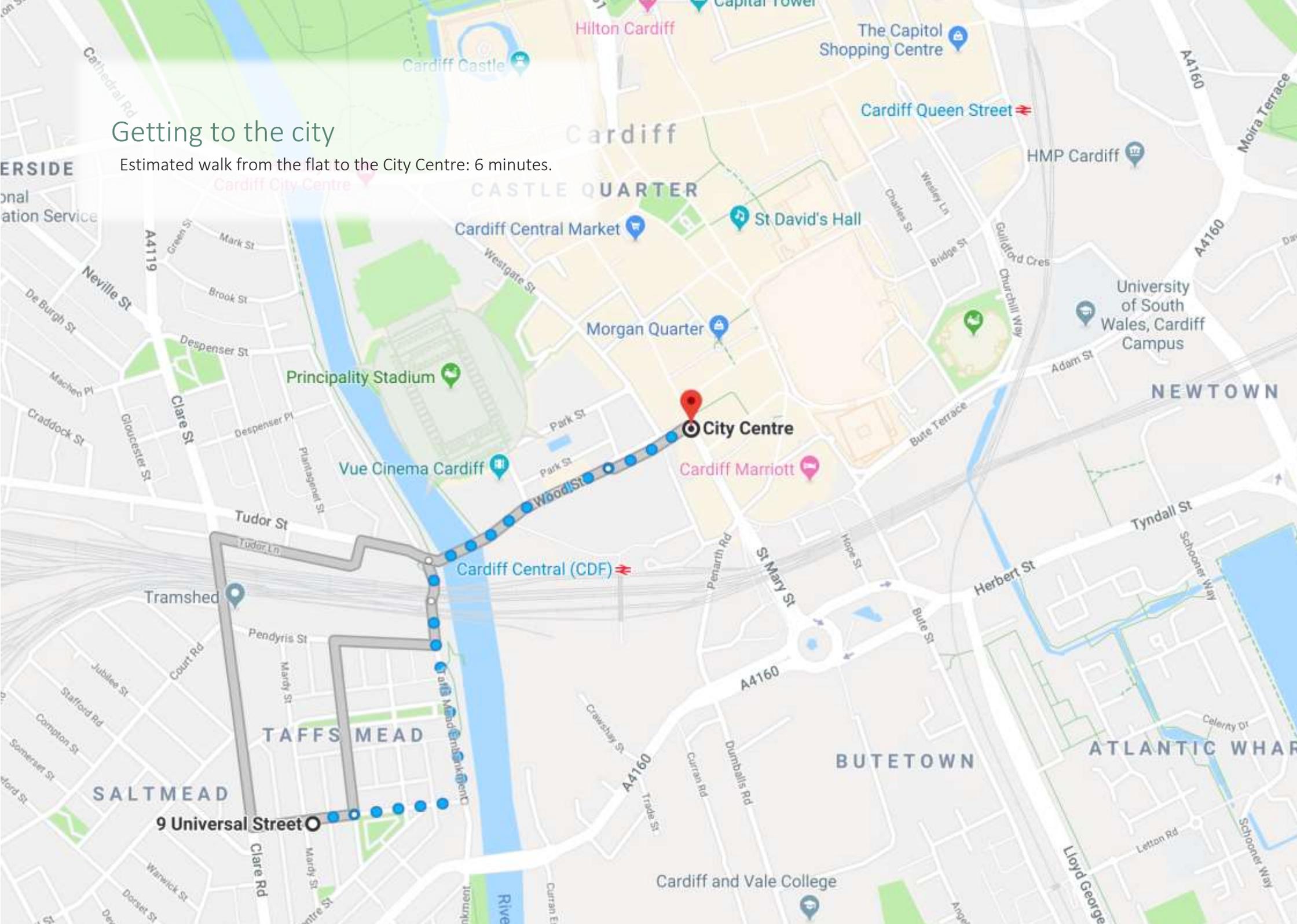
For public transport, there are a number of local services which can take you around Cardiff. The closest bus line being on Clare Rd. However, from the flat you are only a few minutes away from the very centre of Cardiff.

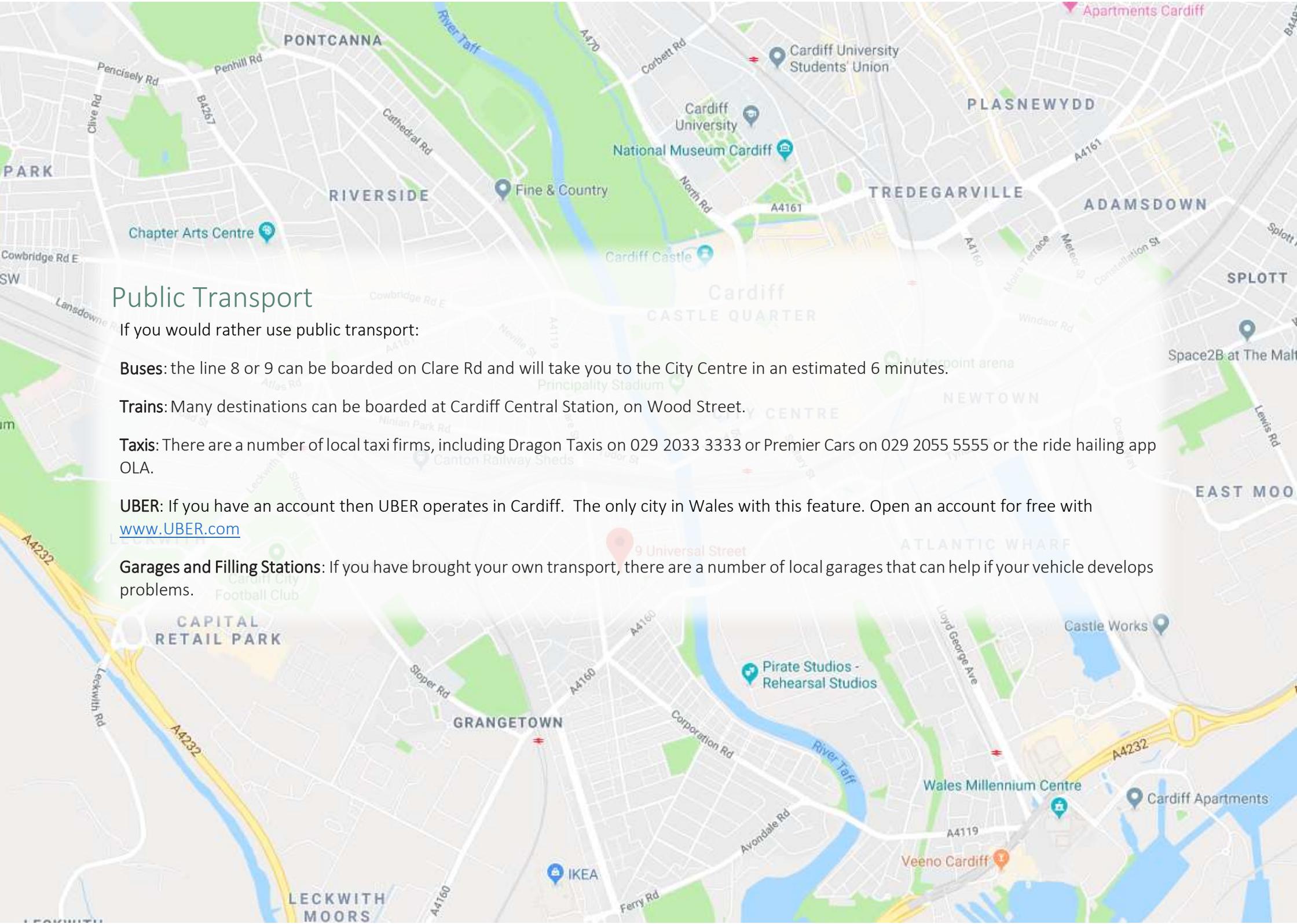
When exiting the flat, take a right and walk to the end of the street where you will find the River Taff, with its scenic Embankment walk. The city Centre and it's imposing Principality Stadium cannot be missed (to the left).



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 Moors, and Capital Retail Park. The River Taff flows through the center. Landmarks such as Cardiff University, National Museum Cardiff, Cardiff Castle, and the Principality Stadium 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

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.

Restaurants

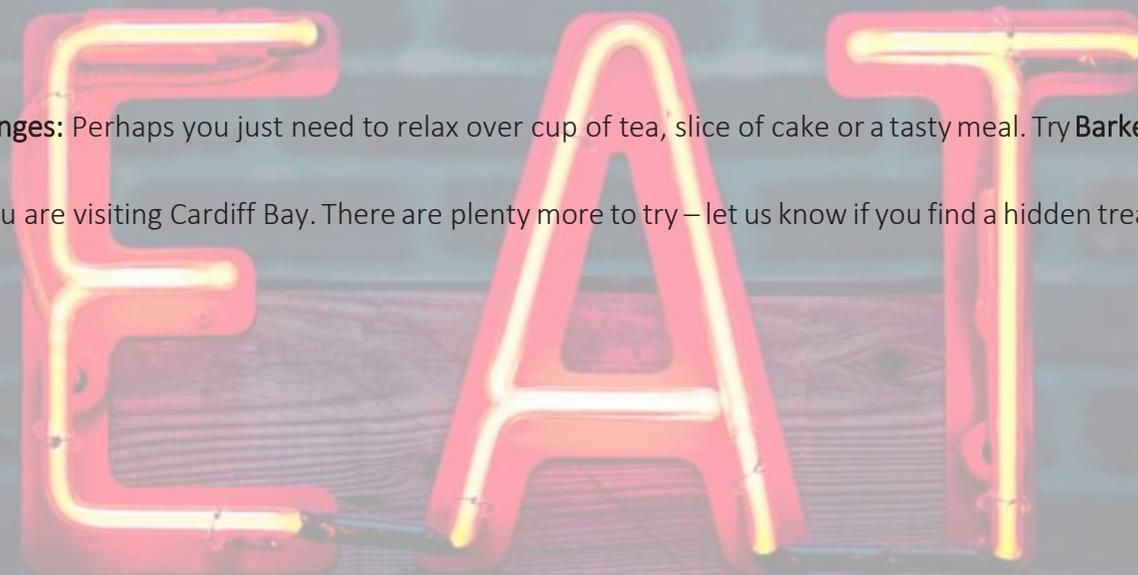
Cardiff has a host of eateries to suit every taste and budget. Of course, you may rediscover your love of cooking in “ The Louis Armstrong’s ” kitchen, but if you fancy a night off or a complete break from food preparation, we have listed a selection of places below. If you find a lovely place to eat, please let us know so we can add them to our list.

Café Citta: A small independent Italian restaurant, offering traditional dishes. Be aware that it is very small and that booking a table is recommended. 4 Church Street, just off St Mary Street.

Madame Fromage: nestled in the arcade in front of the castle, this delicatessen offers a range of specialty dishes. 21 Castle Arcade.

In addition to many small independent places, Cardiff offers a range of bigger chain restaurants to satisfy any taste.

Tea rooms and coffee lounges: Perhaps you just need to relax over cup of tea, slice of cake or a tasty meal. Try **Barkers** Tea and Coffee in Castle Arcade, or **The Deck** if you are visiting Cardiff Bay. There are plenty more to try – let us know if you find a hidden treasure!



Cafes & Bars

We don't want to overflow your brain with too many bar ideas you can find all types of bars for all types of people with all types of taste in music and entertainment. What we will do is show you our little bar crawl that we love to do. The bar crawl contains cafes, pubs, cocktail bars, desserts and if you fancy some karaoke. Something for everyone maybe:

Start at a café for coffee and cake

Patisserie Valerie - 113 Queen St, Cardiff CF10 2BH

The perfect start to a fun filled night. Amazing cakes, amazing coffee and a wonderful Belgian feel.

Notable café mention:

La Belle Epoque - 146 Clifton St, Cardiff CF24 1PU

A new one to us, it's a little further to the east side of the city but the cakes are homemade, huge and the coffees are amazing.

Revolucion de Cuba - The Friary, Cardiff CF10 3FA

The first of the bars. You walk in and are greeted by the sights and smells of Cuban tapas and are cooled by giant leaf fans. The cocktails here are great, try the strawberry daquiris, they also have a fine selection of beers and spirits.

Tiny Rebel - 25 Westgate St, Cardiff CF10 1DD

An award winning local brewery bar/pub that has an amazing selection of select beers, ales.. Here is an extract from their website

"We are Tiny Rebel, an award-winning brewery from Newport, South Wales."

We are the youngest and only Welsh brewery to win Champion beer of Britain. We are the only brewery to have won gold, silver and bronze in the Champion Beer of Wales competition (in our first year!) and the only brewery to defend a gold the following year.

SIBA Brewery Business of the Year and International Beer Challenge UK Brewer of the Year 2016.

But really, we're just fans of super tasty beer."

The Bootlegger - 5A Womanby St, Cardiff CF10 1BR

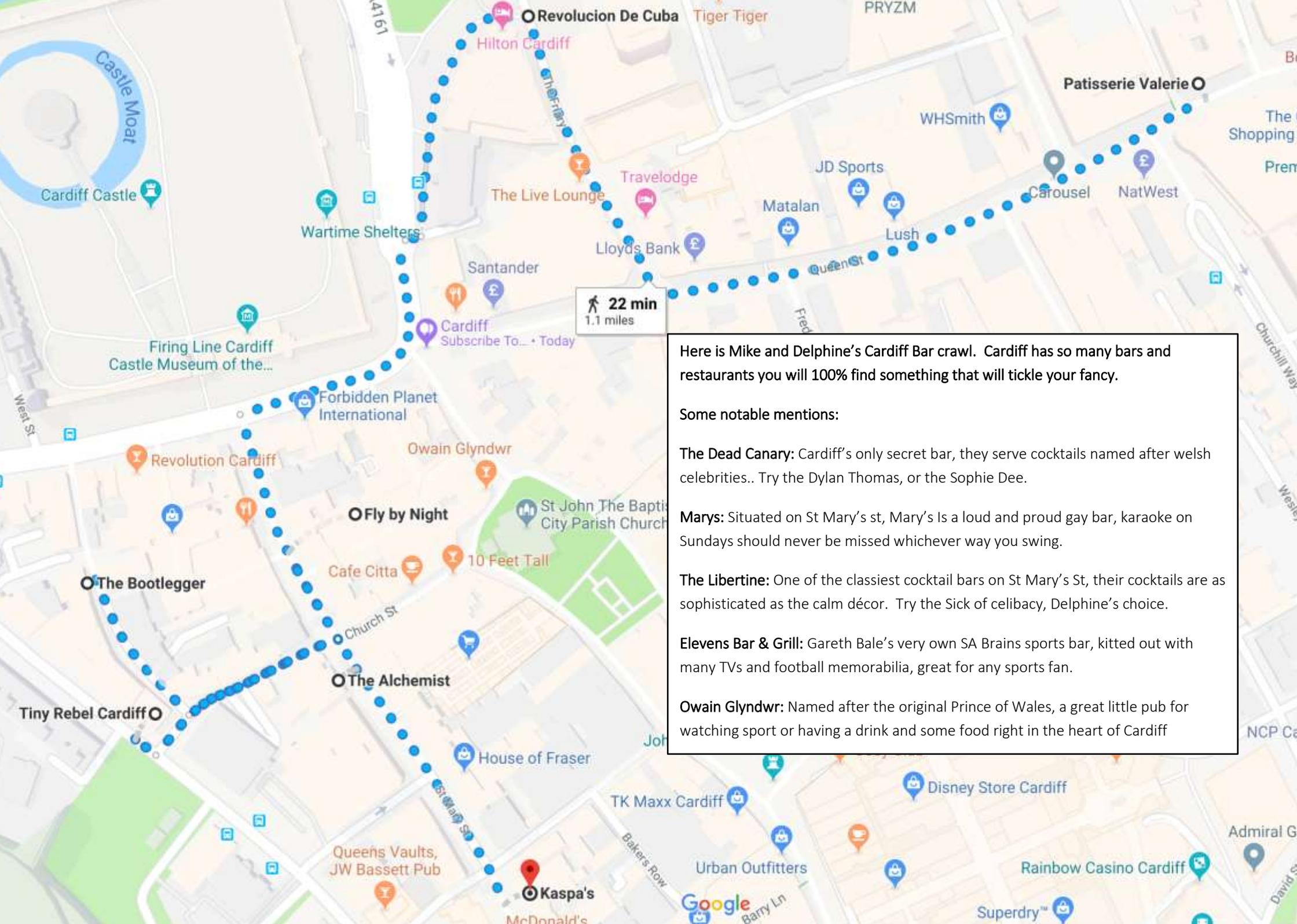
Our favourite place to be, it's a prohibition type bar. The cocktails are amazing and made by some real down to earth cool guys and the music is out of this world. If you like old time swing and jazz, then you will love the vibe here. Arthur is forever experimenting with new ingredients and he may just give you a taste for free.

The Alchemist - 117 St Mary St, Cardiff CF10 1DY

An experience you must have, the cocktails are some of the most creative creations you will see, from dry ice, to test tubes, to huge pieces of kale sticking out of your glass there is no end to the wacky drinks. The food here is also amazing, a fusion of different styles, from Japanese, to Mexican, to Greek. A great place to drink and eat.

Kaspas - 22 St Mary St, Cardiff CF10 1PL

Dessert heaven from Sundaes to waffles to anything that will rot your teeth and taste amazing. A great finish to the night!



22 min
1.1 miles

Here is Mike and Delphine's Cardiff Bar crawl. Cardiff has so many bars and restaurants you will 100% find something that will tickle your fancy.

Some notable mentions:

The Dead Canary: Cardiff's only secret bar, they serve cocktails named after welsh celebrities.. Try the Dylan Thomas, or the Sophie Dee.

Marys: Situated on St Mary's st, Mary's Is a loud and proud gay bar, karaoke on Sundays should never be missed whichever way you swing.

The Libertine: One of the classiest cocktail bars on St Mary's St, their cocktails are as sophisticated as the calm décor. Try the Sick of celibacy, Delphine's choice.

Elevens Bar & Grill: Gareth Bale's very own SA Brains sports bar, kitted out with many TVs and football memorabilia, great for any sports fan.

Owain Glyndwr: Named after the original Prince of Wales, a great little pub for watching sport or having a drink and some food right in the heart of Cardiff