

# The Coach House

Welcome and thank you for choosing to stay at The Coach House. I hope you have had a safe journey.

Every effort has been made to ensure that you have a comfortable holiday and the information given within this information pack should answer most of the questions you may have.

If you have any problems or concerns during your stay, please do not hesitate to contact me.

If there are any maintenance issues, please let me know and I will get someone to look at it for you. Please do not leave it until your departure to mention it. I wish you a pleasant stay and hope you enjoy your time on our beautiful island.

I would love to hear from you about your stay, so if you have time on your return home, do please pop me an [email](#) with any feedback you may have. Alternatively, you may wish to pop a review on the Facebook page for the [property](#).

Best wishes

Andrew Palmer

Owner

07973 306 906

[www.isleofwight-beachhomes.co.uk](http://www.isleofwight-beachhomes.co.uk)

[@iwbeachhomes](#)



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## **PROPERTY INFORMATION**

### **Heating**

#### **Underfloor Heating in the Kitchen & Lounge/Dining Area**

The underfloor heating in the kitchen and lounge/dining area is set and is controlled by two separate controllers – one in the kitchen, which is on the right by the steps and one in the lounge/dining area down by the window near the TV.

You should not need to change it, but if you do, you can use the left and right arrow buttons on the controller to move from AUTO to Frost to turn it off (and back again to AUTO to turn it back on again – it will take a while for the heat to come back through). It is best to leave it untouched.

If it gets too hot you may open the windows but please use the buttons above to turn the system off otherwise it will just keep going.

#### **Central Heating for bedrooms**

There is a thermostat on the landing outside of the main bedroom upstairs. The heating in each bedroom can be controlled by radiator thermostats. This circuit is on a timer and if you want to override the heating in the bedrooms, the controller is in the boiler cupboard to the left of the two downstairs bedrooms. Press the Boost button on the right-hand side and this will put the heating on for you.

If you want extra hot water use the Boost button on the left-hand side and this will put the hot water on for you.

#### **Internet/Wi-Fi and mobile access**

The Wi-Fi password is plate-OPT-past, and the router can be found beneath/by the TV.

Mobile phones do work in the area, but coverage does differ for different networks. O2 and Vodafone do have particularly poor signal.

#### **Telephone**

There is a telephone in the property. The number is 01983 810 388. We operate a fair usage policy and if on receipt of the bill excessive calls have been made during your stay there will be a charge for this.

#### **Linen & Towels**

We do provide all linen and towels for your stay, and do ask that you **do not** take the towels to the beach.

Tea towels are provided in the kitchen area for you.

#### **Rubbish Collections**

There is a green recycling bin and black general waste bin just to the left of the kitchen door (as you look at the property). Please place all waste in the [correct](#) bin. There is also a food waste bin there for you to use as well. Please ensure that all waste is bagged up and placed in the bins prior to your departure. We usually arrange refuse collections for your departure day.

## Pets

Pets are welcome up to the number stated on your booking. Additional pets will be charged for. Please keep your pet(s) under control and clear up after them. **Pets are not permitted on the furniture or in the bedrooms.** Please do not leave your pet in the property unsupervised as this can result in considerable damage to the property (which will be charged) and distress to the pet.

Vet: Pet Doctors, The Lawns, Spencer Road, Ryde; 01983 562 878  
Island VetCare, Brading Road, Ryde; 01983 214 747

## Departure

Check out is strictly as agreed. We do ask that you leave the property as you find it, ready for the next guests.

If you have used the barbecue, please leave it clean ready for the next guests, as this is not part of our usual cleaning routine.

Please make sure you leave the keys back in the key safe, ready for our next guests.

## Important Information

- There is parking for 2 cars outside the property. If needed there is additional car parking just in front of the tennis courts. Please park considerately.
- The fuse board is located in the high cupboard by the door.
- The stopcock is in the tank cupboard in the main entrance hall.
- The gas meter is outside on the rear of the building close to the downstairs bathroom window.
- The washing machine, dishwasher, sink, basins, and WC's all have individual shut off valves.
- Fire Extinguishers can be found in the entrance hall and kitchen as well as a fire blanket.
- The light above the front door is on a timed timer and should come on. Please let me know if it does not and I will check the settings for you.
- Outside seating cushions should be provided for you. If they are not there, please let me know. We do ask that you bring them inside at night if there is a forecast of rain.
- In case of an emergency please contact me on 07973 306 906.

## Emergency Telephone numbers

Emergency Services (police, fire, ambulance): 999

Police: 101 for non-emergency.  
Ryde Police Station, Station Road, Ryde; 0845 045 4545

## Medical

[NHS 111 – NHS](#)

Dentist: Oasis Dental Care, 9 Melville Street, Ryde; 01983 563 700

Doctor: St Helens Medical Centre, Upper Green Road, St Helens; 01983 871 828

Hospital: A&E St Mary's Hospital, Newport; 01983 524 018

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## **Problems during your stay**

Whilst we hope everything runs smoothly for your holiday, occasionally problems do arise. If anything does go wrong or something stops working, please [contact](#) me, as soon as possible so that I can try to rectify it for you.

Should you have an accident/breakage or spillage, please [contact](#) me so that I can assess the damage.

For spillages on upholstery or carpets, please only dab with water in the first instance, then [call](#) me with the details so that I can advise you what to do or arrange to get it professionally cleaned.

If any light bulbs or batteries (in remote controls & smoke detectors) are not working, please let me know so that I can get them replaced.

## ADDITIONAL INFORMATION

### EATING OUT & SHOPPING

#### Local Shop

Our nearest local shop is [Vic's Stores](#), Nettlestone Green, Seaview, PO34 5DZ. 01983 612 203.  
They are usually open 05:00 – 20:00hrs. There is also a cash point outside.

#### Pubs & Family Eating Places

- Baywatch on the Beach, Duver Road, St Helens, PO33 1YB.  
01983 873 259.
- [The Hungry Bear](#), Eddington Road, St Helens, PO33 1XS.
- [The Boathouse](#), 2 Springvale Road, Springvale, Seaview, PO34 5AW.  
01983 810 616.
- [The Pilot Boat Inn](#), Station Road, Bembridge, PO35 5NN.  
01983 872 077.

#### Restaurants

- [33 St Helens](#), Lower Green Road, St Helens, PO33 1TS.  
01983 872 303.
- [The Seaview Hotel & Restaurant](#), High Street, Seaview, PO34 5EX.  
01983 612711.
- [Three Buoys](#), Appley Lane, Ryde, PO33 3BT.  
01983 811 212.
- [The Duck](#), Appley Rise, Ryde, PO33 1LE.  
01983 613 925.

More recommendations can be found on our Facebook page, [@iwbeachhomes](#).

#### Nearest Supermarket

Tesco's, Brading Road, Ryde, PO33 1QS.

#### Nearest Shopping/Town Centre

Ryde, PO33.

#### Post Office

St Helens Post Office, The Diggins, St Helens, PO33 1UN.

#### Taxis

Bembridge Taxis – 01983 874 470

Bembridge Harbour Taxis – 01983 874 132

We do not have Uber on the Isle of Wight.

## RECREATIONAL FACILITIES

### COASTAL WALKS

There is a coastal walk to Seaview along Priory Bay, through Seagrove Bay and then pick the footpath R105 along to Pier Road into Seaview. Alternatively, you can walk along Priory Drive to Seagrove Bay and pick up the footpath R105 to Seaview. You can also walk along the main hotel drive and pick up footpath R85 halfway along the shared drive with Nodes Point across the fields to St Helens Duver.

### Cycle Hire

Tackt-Isle Adventures, Woodnutts Yard, The Duver, St Helens, PO33 1YB.  
01983 875 542. [www.tackt-isle.co.uk](http://www.tackt-isle.co.uk).

TAV-Cycles, 140 High Street, Ryde, PO33 2RE.  
01983 812 989. [www.tavcycles.co.uk](http://www.tavcycles.co.uk).

### Horse Riding School

Sally's Riding School, Forelands Field Road, Bembridge, PO35 5TR.  
07974 861 674 or 01983 872 260. [www.sallysridingschool.com](http://www.sallysridingschool.com).

### Nearest Beach with Easy Child-friendly Access

St Helens Duver, PO33 1YB.

### Nearest Swimming Pool

Waterside Pool, Esplanade, Ryde, PO33 1JA.  
[www.watersidepool.co.uk](http://www.watersidepool.co.uk).

### Nearest Cinema

Commodore Cinema, 2 Star Street, Ryde, PO33 2HX.  
[www.leoleisurecommodore.co.uk/ryde/now](http://www.leoleisurecommodore.co.uk/ryde/now).

### Park

Appley Park, Ryde, PO33 1QX.

### Sailing, Surfing & other water sports

Tackt-Isle Adventures, Woodnutts Yard, The Duver, St Helens, PO33 1YB.  
01983 875 542. [www.tackt-isle.co.uk](http://www.tackt-isle.co.uk).

Bembridge Powerboat Training and Charter BPT Ribs, Woodnutts Yard, The Duver, St Helens, PO33 1YB.  
01983 778 077. [www.bembridgepowerboattraining.com](http://www.bembridgepowerboattraining.com).

### Fishing

Catchalot Charters, 1 Seymour Place, Bembridge, PO35 5NW.  
01983 874 100. [www.cachalot-charters.co.uk](http://www.cachalot-charters.co.uk).

### Boat Trips

Solent & Wightline Cruises, Medina Road, Cowes, PO31 7BX.  
01983 564 602. [www.solentcruises.co.uk](http://www.solentcruises.co.uk)

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## **Tide Timetable**

The tide timetable for Bembridge Approaches can be found [here](#).

## **Golf**

Ryde Golf Club, Binstead Road, Ryde, PO33 3NF.

01983 614 809. [www.rydegolfclub.co.uk](http://www.rydegolfclub.co.uk).

## **Churches**

St Peter's Church, Church Street, Seaview, PO34 5EN.

St Helens Church, Eddington Road, Seaview, PO34 5EF.

St Catherine's Chapel, Guildford Road, St Helens, PO33 1UH.

## **RECOMMENDED VISITOR ATTRACTIONS**

### **Farmer's Markets**

Ryde – Co-Op Carpark, Anglesea Street, Ryde, PO33 2SX. Every Saturday 08.30 – 12.30hrs.

Newport – St Thomas' Square, Newport, PO30 1SG. Every Friday 08.00 – 14.00hrs.

### **Houses & Gardens of Interest**

Osborne House, East Cowes, PO32 6JX.

Carisbrooke Castle, Newport, PO30 1XY,

Quarr Abbey, Ryde, PO33 4ER.

### **Historic Sites**

Brading Roman Villa, Brading, PO36 4ES.