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Dear Guest,

Welcome to Tyddyn Morthwyl, we hope that you enjoy your holiday here. The house manual has lots of useful information in it to help you with the house, the local area and several suggestions for days out.

### KEY INFORMATION

In the event that you have difficulty with equipment in the house, please **consult** this document (**The house manual and for additional detail please download our Manufacturers manuals off [tyddyn-morthwyl.com/appliances](https://tyddyn-morthwyl.com/appliances)**) It's highly likely that the answer is in here; if something has become damaged during your stay please let us know as soon as possible, so we can arrange for repair or replacement. If you need additional assistance, please call **the housekeeper or Menai Cottages**.

For 'housekeeping messages', a clipboard is provided in the kitchen. We would also like to invite you to provide comments on your stay on Sykes / Menai Cottages Feefo Reviews or our Facebook page (available here <https://www.facebook.com/TyddynMorthwyl/reviews/>)

You can access the internet by connecting onto either "TyddynM\_2.4" or "TyddynM\_5G" by using the password on any of the access points (kitchen, entrance hall, and rear bedroom). Both networks are available in most areas of the house.

### LIVESTOCK, CHILDREN AND PETS

You are welcome to bring your pet in the house, although we request:

***Pets must not be left unattended.***

***Pets should be restricted to the Utility, Kitchen, Dining Room, and Sun Lounge.***

A portable 'gate' is available under the stairs.

***Pets should be kept off furniture***

Please bring your own pet throws and beds as we have decided not to provide them due to the ongoing covid situation.

***Dog poo bags should be used to remove all doggy 'presents' in the garden and surrounding areas.***

An initial supply of dog bags is under the sink.

This is a rural area and sometimes livestock can become loose. Please keep the gates closed as this will help keep loose animals out of the garden. We must stress that our garden is neither pet nor "childproof" and we kindly request that you always supervise children and your own pets, so they do not leave the grounds unobserved. ***Please keep dogs on leads when in the garden.***

### PHOTOGRAPHY AND ART

Within the house we have a wide selection of art and photographic prints, we have several paintings by Louise Morgan RCA which are available for sale. Louise also has artworks exhibiting at the Castle Gallery in Criccieth, the Royal Cambrian Academy in Conwy, and her own gallery, Galeri45 in Bangor. Please enquire for details about pricing by contacting [info@tyddyn-morthwyl.com](mailto:info@tyddyn-morthwyl.com)

Alongside Louise Morgan's artwork we also have photographic prints and bespoke glassware, all of which is available for purchase – contact [info@tyddyn-morthwyl.com](mailto:info@tyddyn-morthwyl.com) in regards to photographic prints and contact Elliot by emailing [elliott@elliottgibson.com](mailto:elliott@elliottgibson.com) for details about the glasswork.

## **DAYS OUT**

We have some suggestions for great days out on our website at [tyddyn-morthwyl.com/days-out](http://tyddyn-morthwyl.com/days-out). If you would like to try something more adventurous, we suggest [Snowdonia Climbing and Walking](#) or [Tirio](#).

If you're interested in exploring mountains, countryside, art or photography, on Fridays, please contact Mike via email [info@tyddyn-morthwyl.com](mailto:info@tyddyn-morthwyl.com) making sure to book before your stay to avoid disappointment.

## **DEPARTURE**

This is our family home and we hope that you enjoy staying here. We kindly request that you leave the house in the condition you found it. Please strip the beds of the duvet covers, pillowcases, fitted sheets, mattress protector and pillow protector, place them all in the linen bags provided and close the bags before your departure. Please place all towels in the linen bags and close them. Please ensure that all Remote Controls are in front of their respective TV. Place all crockery, utensils and glassware into the dishwasher and run it. Please do not dispose of "Squirry Soap" bottles as we refill them.

When you are ready to depart, lock all the doors and close the ground floor windows, return the provided keys to the key safe (located at the back of the house) and please leave the front drive's gate open.

Please depart by 9:30 am on your last day, so that we can prepare for the next guest's arrival.

Wishing you all a great stay,

Mike, Louise, Elliot and Elissa

## **Important details about the property**

In this section we cover details about the house, we suggest you read through them as they can help you understand our equipment and assist you during emergency situations.

### **Water**

Main stopcock (internal) is next to the drier, by the rear door

Main stopcock (external) is under the access cover on the patio

**You may experience low water pressure in the house** – please be aware that running several taps may mean that the hot water becomes cold and sinks and baths fill slowly. This is due to the water supply available at this rural location.

### **Electricity**

The main trip switch box is located on the wall between the kitchen and utility room. If a 'circuit' trips please investigate the cause of the trip before resetting the circuit breaker.

**Torches** are provided in the kitchen (by fire extinguisher), Utility Room (Above boiler) and upstairs (top of stairs)

### **Gas cooker**

Please ensure that the rings are lit (press and rotate the appropriate knob for the ring and use the ignition button to light.)

The ovens operate in a similar fashion to the rings, but there is no need to press the ignition button.

We do not recommend using 'auto' mode on the ovens (please use manual) as this can lock the ovens preventing manual use.

In the unlikely event of a power outage, the rings on the cooker can still be operated, but you will need to use a set of matches to light the gas.

### **Recycling and Rubbish**

Place clean glass, plastic, tins, paper and cardboard into the appropriately marked bins provided on the lane.

Residual rubbish must be sealed in black bin bags before being placed into the general waste bin on the lane.

### **Supermarkets**

There are several nearby supermarkets, Porthmadog has a Tesco's, Lidl, and Aldi, and there is an Asda' in Pwllheli

### **Bank / ATM**

The closest banks can be found in Porthmadog, Pwllheli and Caernarfon, although not all banks are available at each town. There is an ATM in Criccieth at the Bargain Boose Store near the Crossroads at the Centre of Criccieth.

## Emergencies

Mobile phones work best outside the house. This is a rural area with weak signals due to the terrain and distance from the mobile network mast.

### Property Name and Address

Tyddyn Morthwyl  
Criccieth  
Gwynedd  
**LL52 ONF**

### Principal Contact

Info in house

### Secondary Contact

Info in house

### Emergency Services

Fire, Police, Ambulance, Coastguard and Mountain rescue  
**999 / 112**

### Nearest Hospital

Minor Injuries: Ysbyty Alltwen, Tremadog, LL49 9AQ  
District General Hospital: Ysbyty Gwynedd, Bangor, LL57 2PW

### Non-Emergency Service contacts

Police – 101  
NHS Doctor (Criccieth)  
Surgery Hours: 01766 800550  
Out of hours Service: 0300 123 55 66  
NHS Direct: 0845 4647 (<https://www.nhsdirect.wales.nhs.uk/>)  
Dentist (Criccieth, 17 Mona Terrace) – 01766 522455  
Chemist (Criccieth)  
John Davis, Criccieth High St  
Veterinary Surgeon  
Milfeddygon Deufor, Y Ffor, Pwllheli, LL53 6UB  
01766 810 277

### FIRE!

**Fire-blanket** – Kitchen Unit, by door to Utility Room

**Fire extinguishers** – Front door and Kitchen unit by door to Utility Room

**In the event of an uncontrolled fire, alert everyone, get everyone out of the house to a safe place (the lane), call the fire brigade out (999 using a mobile phone, or landline available at Hen Stabl, the cottage further down the lane) and stay out.**

**First Aid Kit** – Available in the Utility Room

### Ants and Pests

To avoid problems with ants and pests, we recommend all surfaces are wiped clean and kept free of crumbs and sticky substances and that all food is wrapped and put away. Rubbish should be disposed of on a regular basis, as it also attracts pests.

### **Pets**

We Welcome pets, but they must be kept under control due to the farming and camping in the adjacent fields. We ask that you restrict your pets to the kitchen, utility, dining room and sun lounge. It is essential that pet owners remove all their pet's feces from the garden, as animal waste is a serious health hazard.

### **Custodian Callout**

If we must visit the house at your request to address a snag, then we will do so as soon as we can or send an appropriate tradesman. However, if it emerges that the visit was unnecessary, then we reserve the right to charge a £25 call out fee, or the tradesman's attendance cost, whichever is greater.

## **Kitchen Essentials**

### **Fridges**

One under the peninsular unit and another larger one in the cupboard by the window

### **Freezer**

One, near the utility room

### **Bin-bags**

Please place all rubbish in bin bags

Nappies must be put in nappy sacks prior to disposal

Full bin bags should be placed in the 'general waste bin' (Green) – over the lane

An initial supply of bin bags is available under the sink.

### **Oven**

Gas operated – ensure rings are lit or 'off'

Do not use the timer to control the ovens

### **Cleaning materials**

Under the sink

Mop and bucket, Vacuum Cleaner – under the stairs in the hall

### **Heating**

Please read the General Information section in the house manual for more information

The temperature of all upstairs rooms, kitchen, and lounge are regulated by the radiator

Thermostats (5 or V = hottest) which operates off a timer. A setting of III (3) equates to 20 degrees C.

### **Dishwasher.**

This is easy to use and reliably washes dishes provided it is helped as follows:

Ensure there is no debris in the base and the filter is clean

Ensure the filter is locked into the base and it is restraining the grid it sits in.

Load the dishwasher tablet at the base of the door (nb the powder dispenser is temperamental, so tablets work best).

Select an appropriate programme by Pressing '>' and programme indicated by a green light.

Close the door and let the machine run its full cycle.

### **Tables**

Please use the table protectors and cloths on the tables to protect the furniture

More detailed information is available in the General House Information section of the House Manual and for manufactures manuals for the appliances, please visit [tyddyn-morthwyl.com/appliances](http://tyddyn-morthwyl.com/appliances)

## **Babies and Infants**

We hope that your little ones enjoy their stay. To help you:

Stair gates are available for the top and bottom of the stairs.

If they are not fitted when you arrive, they are stored under the stairs.

There is also a portable gate that adjusts to fit across door entrances.

Small Children should be supervised in the garden – the lane is a public footpath and serves the traffic to and from the campsite. There is also livestock in the adjoining fields which could present a danger to your child.

Please ensure that you seal all nappies in a plastic bag before putting them in the bin for disposal.

An Initial supply of bags has been provided under the sink.

The toilets empty into a septic tank – please do not flush nappies, wipes, bleaches... etc... down into the loo, as it can become blocked or stop the septic tank working.