

## WELCOME TO CITY VIEW APARTMENTS!!

You're here at last!!!

We are glad that you have arrived safe and sound and no doubt are going to be in need of a either a cuppa or a stiff drink ~ milk is in the fridge, tea and coffee is on the side and there are ice cubes at the ready in the freezer for you, should you require a stiff drink

We hope that you enjoy your stay at City View and to make it that little bit stress-free, on your behalf, we have included some useful information about both our property, as well as the local area, to help you find your bearings

Sophie has grown up in Plymouth with her family nearby to the property and has many fond memories of the City, now she is only too happy to pass it on to you to make some memories of your own. Her family are passionate sailors and she a scuba diver, so if you have any questions about Plymouth in that retrospect whilst you are here, do get in touch

We have all lived in Plymouth for our whole lives so together share a lot of knowledge about the surrounding areas, if there is a specific reason for your visit and you are unsure of how to obtain any specific and necessary information, please do get in touch, we will only be too happy to help!!!

.....So... the important and boring stuff first:

## CHECK IN/CHECK OUT:

Check In: 16:00

Check Out: 11:00

Please use the allocated space as per number 20 to park your car, it is in front of the first set of windows. Please return the keys and fobs to the lock box after checking out. There are two side doors to the building, please use the one on the right. When you enter the property you have two options, the stairs or the lift. If you choose the lift, please turn right, walk towards the end of the corridor and the lift will be located on your right, the apartment is on the 1st floor, so select option 1 in the lift. When you come out of the lift, turn left, walk through the doors and your apartment is through the door on your left. You will see number 20 located to your right (the only apartment). If you choose the stairs, please turn left, climb 4 flights of stairs and walk through the door at the top of the stairs. Please take the first door you see on the right and your apartment is located here on the right hand side (the only apartment) If you have any issues, queries or questions, please do not hesitate to get in touch.

## KEYS AND PARKING:

There is grey master lock box located at the back entrance on the brick wall to the left of the gate. The code to access this box with your front door key is 2006. There will also be two key fobs attached to your front door keys, the grey one is for all door entrances and the black one with two buttons is for the car parking area.

Utility Key: Non existent

**\*\*Please lock all doors and windows when you leave the house\*\***

## WIFI:

WiFi network: VM1640939

WiFi Password: t4ddThcbxd3p

## BATHROOMS:

Please ensure all taps are turned off when not in use, thank you

## HEATING:

There is a wired thermostat located inside the boiler cupboard in the kitchen and there are full instructions on how to work this and operate the heating. This will automatically turn the heating off after a set time of running, should you wish to use the heating outside the programmed time slots. City View

does heat up fast, so do be aware. If you venture out, please ensure that the heating is turned off to prevent wastage, thank you

## DEPOSITS - FYI:

Deposit: This will have been paid prior to check in and will be returned in full on check out to the account/card details originally paid from/with, providing there has been no damage or loss of items. We do understand mistakes happen, so please don't panic if you accidentally break any glasses or crockery

## PAYMENT/INVOICE:

Arranged prior to check in

A copy of your invoice can be provided for your records should you need a further copy

ID checks will have already been completed prior to check in

Terms and Conditions would have been signed prior to check in

## CHILDREN/PETS:

Thank you for checking with us about bringing your children or furbabies along to City View

We have ensured that your fur babies are treated whilst here, please see the goodies for them in the cupboard underneath the sink, as well as a little bowl, also for their use

Please **DO NOT** allow them to go upstairs ~ only ground level

**\*\*PLEASE NOTE\*\***

You are liable for your children whilst staying at City View

Please clean up any mess that your fur babies make, this is not the duty of our cleaning team

**CHECKING OUT:**

When checking out, please strip your bed of all linen so that the cleaners can ensure a quick turnaround for our next guests, thank you

Please could you also empty bins used during your stay and leave the bags in the kitchen, thank you

## TRANSPORT LINKS:

Road: There is one permitted parking space for number 20, which is available for you to use. Additional permits cost a fee of £4.00 per day but, if you are staying for a week or longer, you will receive a discount as agreed with Louise Lewis Property Limited. These permits should have been paid prior to arrival – however should you have not requested one but wish to now, get in touch with a member of staff. Additionally, you can park outside the apartment on North Road West for up to 2 hours 9am-5pm Monday to Friday. Please see a separate a map of the designated parking areas within this welcome book for your own reference – ZONE FF

Bus: Royal Parade is located within a 5 minute walking distance, with one of the busiest bus routes you can use in Plymouth as there are main links to this specific area from surrounding districts of the city. When you walk out of City View, turn right and at the end of the road turn right again, walk up the slight hill and follow this road to the underpasses. Go through the underpass on the right and continue straight forward through the city centre. Look for the main road going through the city centre, with multiple bus stops on the pavement.

Frequent bus's to use:

## ALL ROUTES

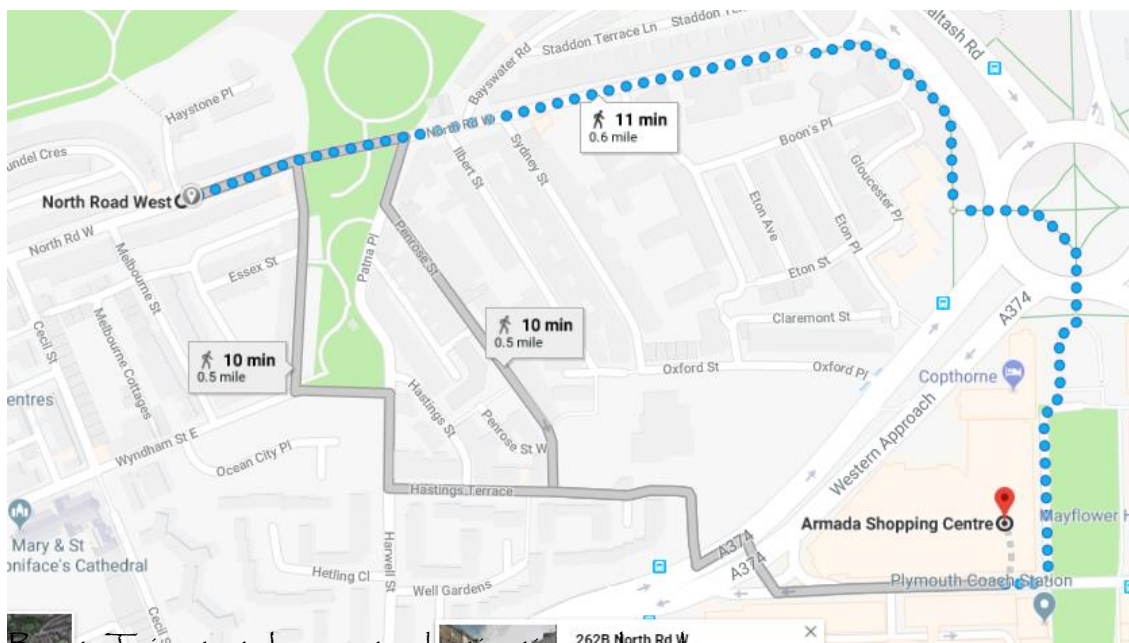
Taxi:

- Taxi First: 01752 222222
- Silverline Taxis: 01752 242424

- Tower Cabs: 01752 252525
- Ladies First Taxis: 01752 600012

We use the above regularly, they are quick and cheap and the drivers are very well spoken and provide an excellent customer service! The address should you need it is 20 City View Apartments, PL1 5BY

On foot: The city centre will take you roughly 10 minutes, please see the map below to give you an idea of the quickest route:



Boat: Trips to take you to destinations elsewhere:

- Torpoint Ferry ~ Torpoint & Cornwall
- <http://www.tamarcrossings.org.uk/index.aspx?articleid=49585>
- Cremyll Ferry - Mount Edgcumbe
- <http://www.plymouthboattrips.co.uk/ferries/cremyll-ferry/>
- Mount Batten Ferry - Mount Batten & Wembury walks

- <http://www.mountbattenferry.co.uk/>
- Cawsand Ferry – Cawsand & Kingsand
- <http://www.plymouthboattrips.co.uk/ferries/cawsand-ferry/>

## GUESTBOOK & REVIEWS:

We value your feedback significantly, as it allows us to make any necessary adjustments &/or changes to the service that we provide future guests with. Please leave these in the visitor book, located in the front room, along with anything that you are particularly happy with during your stay. Craig and I always enjoy reading them

*\*\*Air B&B/Booking.com or any other web portals to which you made your reservation, please, if you would be so kind to take 5 minutes to review 20 City View, it would greatly appreciated. We are passionate about hosting and we believe that this has a significant effect on our business\*\**

## EMERGENCIES:

Sophie – 07736 332993

Craig – 07494 448137

## RECOMMENDATIONS:

There is so much for you to see whilst you are here and we are sure that you'll definitely agree that it was a trip worth having.



We have included a few links for your perusal to see what is going on to date in the local area but we have some personal recommendations for you including; places to visit, things to do and restaurants to visit, in the meantime take a look at these:

<http://www.visitplymouth.co.uk/things-to-do/attractions>

<http://www.visitplymouth.co.uk/whats-on/events>

<https://www.dayoutwiththekids.co.uk/things-to-do/south-west/devon/plymouth>

Places to Visit:

- ♥ Take the boat over to Mount Batten and follow the public footpath around to Wembury, this is great if you have a dog as the beach is dog friendly. The views of Plymouth Sound and Plymouth Hoe as well as the breakwater are truly outstanding
- ♥ Dartmoor National Park along with Burrator Reservoir
- ♥ Mount Edgcumbe ~ be sure to visit the Edgcumbe Arms for a pint... or two and rent Segway's to ride around the whole park, don't fall off!
- ♥ Take the Torpoint Ferry over to Cornwall and either drive to Whitsands Bay stopping off at the café at the top of the hill for a crab salad and a glass of white wine (highly recommended) or keep going and visit Looe famous for its fish, chips, Cornish cider and cream tea's
- ♥ Drive over the Tamar Bridge and visit the Eden Project, there is nothing quite like it and heaps for the children to do too

## Things to Do:

- ♥ Visit Plymouth Hoe and the Barbican for a nice afternoon stroll
- ♥ Visit Royal William Yard and check out their Facebook page as they run a lot of weekend events
- ♥ Visit Saltram House to soak up some National Trust ambiance
- ♥ Visit Mayflower Steps and relive the history of The Pilgrim Fathers, take a trip to the Aquarium whilst you're there
- ♥ Visit the Plymouth Gin Distillery, famous for it's Plymouth Gin.. which tastes great!
- ♥ Plym Bridge Woods provides some beautiful walks for those who love the outdoors and have dogs visiting with them
- ♥ For those wishing to do something different, there is a live escape rooms challenge in two locations, check them out, they are hard mind you so make sure your head is screwed tight.
- ♥ Adrenaline Leisure for those adrenaline junkies
- ♥ Clay art making for those pottery and craft lovers
- ♥ Comedy night at B-bar on the barbican, sure to get you on your knees

## Places to Eat:

- ♥ Suphas - THIS IS A MUST - it is a favourite restaurant of ours, if you like Thai food, as it is cheap and cheerful- you'll have a true Thai authentic experience
- ♥ Quay 33 - One for the family, their Surf & Turf is fantastic

♥ Treby Arms – This is at the higher end of the budget and you usually have to book in advance as it is Michelin Star BUT it is worth a shot if you are celebrating a special event. Failing that, please do have a look at Chloe's the lobster is a dish NOT to be missed!!!

♥ Royal William Yard – A fantastic selection of your popular and well known restaurants, do be sure to check out the super wine tasting bar named Vignoble if you fancy a splash of wine for afters

♥ Positano is the best Italian restaurant in town!

♥ Veggie Perrins for all the vegetarians out there, be sure to pay it a visit, I guarantee you will not be disappointed.

♥ Rock Salt Restaurant – 5\* seafood dishes.

♥ Minors Arms – Good food and brilliant outside play area for children

We both hope that you have a truly fantastic time in Plymouth and only hope that you return in the future.

Best Wishes

Craig & Sophie

[www.louiselewis-property.com](http://www.louiselewis-property.com)



