



WELCOME TO


WEST HOE 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, please do help yourself!!

We hope that you enjoy your stay at West Hoe Apartments and to make it that little more 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 apartment and has many fond memories, 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 her a scuba diver, so if you have any questions about Plymouth in that retrospect whilst you are here, do get in touch. We have both lived in Plymouth all of our lives so together share a lot of knowledge about the area, if there is a specific reason for your visit for and you are unsure of how to obtain the correct information, please do get in toucher , 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

KEYS:

Main house Key: the lock box code will have been provided prior to arrival via the booking portal you used, once your stay has finished please return and mix up the pin code on the master lock box at the front of the property, on the left of the front door, for box number 4.

Back Door Key: Non existent

Utility Key: Non existent

Terrace Key: The small silver key attached to your key ring.

****Please lock all doors and windows when you leave the property****

WIFI:

WiFi network: VM5872418

WiFi Password: gfyynpQhf8yd - found on the right hand side of TV box

BATHROOM:

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



HEATING:


The boiler is located in the kitchen, to the right of the window. If you wish to use the heating use the wireless thermostat located in the main entrance hall (Please try to use this first.) Failing that, click the on button on the top left to turn on – if not already done so (blue light will come on), then select the switch with on – off and turn it to on, to turn off press move the switch back to off. Should you wish to set it to a timer so it comes on at certain parts of the day, feel free to move the little dials on the clock on the main face of the boiler, there are instructions on the boiler to assist. There are also temperature dials for the radiators and hot water, please alter according to your needs. There is extra information in the kitchen drawers should you need it. West Hoe Apartments heats up very quick, so do be aware. If you venture out, please ensure that the heating is turned off to prevent wastage, thank you

ELECTRICS:

The electrics may be turned off when you enter the apartment, do not worry if this is the case. There is an electric box as you walk in through the apartment door, straight ahead in the apartment. Pull both red switches up and the electrics will then turn on, leave the black up

ENVELOPES - FYI:

Deposit: If this has not already been paid to Sophie, could you please transfer £75.00 into account details; Ac – 87833368 Sc – 30-96-68 , this



will be returned in full on check out 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 if requested

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 you bringing your children or furbabies along to West Hoe Apartments. A security deposit for the furbabies will have been discussed prior to check in.

We have ensured that your fur babies are treated whilst here, please see the goodies for them on the side in the kitchen and a bowl for their use

PLEASE NOTE

You are liable for your children whilst staying at West Hoe Apartments

Please clean up any mess that your fur babies make



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

TRANSPORT LINKS:

Road: There is plenty of on road parking but it does cost, the fee is £1.50 per hour and £2.00 overnight from 6pm until 8am. There is plenty of parking around the area but unfortunately Plymouth City Council does not provide permit badges for West Hoe Apartments.. Visitor Permits are currently being looked into if not already discussed with yourself by Sophie. There is free parking near the shops at the bottom of the road which is free in the evenings until 11am in the morning, please do check the signs. There was a car park behind the property, which they have now knocked down and are building apartments, for this we can only apologise. There is also a car park nearby that goes by the name of King Point, the charge is £6.00 for 24 hours. The post code you will require for West Hoe Apartments, is: PL1 3BN

Bus: There is a bus stop within 10 seconds walking distance which is part of the main route into the city centre and will take no longer than a few minutes travel time. Leave West Hoe Apartments and turn right, cross over the road and the bus stop is here.

Frequent bus's to use:

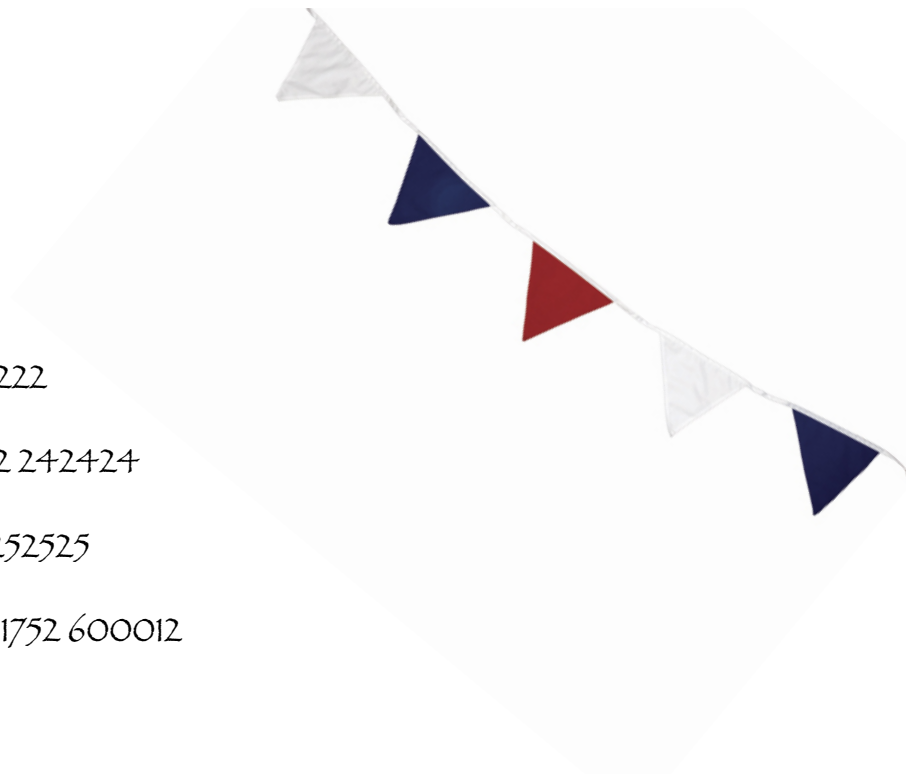
25

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 18 Walker Terrace, West Hoe, PL1 3BN

On foot: The city centre is all downhill and will take you roughly 20 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— MountEdgumbe
- <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 guest book along with anything that you are particularly happy with during your stay, Craig and I always enjoy reading them, you'll find this located in the little welcome basket.

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 West Hoe Apartments it would greatly appreciated by us both. 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 Sophie and my favourite restaurant, if you like Thai food, cheap and cheerful then please visit this restaurant – 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

♥ Salumi – For those who want to walk and return within 5 minutes, if you visit here, check out tiger milk underneath the Duke of Cornwall – not to be missed

♥ 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.

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)

