

# SELF-CATERING INFORMATION

Since starting York Holiday Homes in 1986, self-catering holidays have changed considerably and visitors' expectations have altered. Below we give an outline of what we provide for you, and what you should expect from your holiday with us.

## ON ARRIVAL

A thoroughly cleaned and prepared property – A tea/coffee tray with fresh milk – Flowers on the table – All beds made up – 1 large and 1 small towel per person – Tea towels, j cloths and oven gloves.

To ease you into your holiday, we also provide you with some starter items.

A toilet roll, rubbish bags, spare light bulbs, 1 small wrapped soap and adequate cleaning materials e.g. washing up liquid.

Please note we DO NOT supply large amounts of toilet rolls.

We DO NOT supply non-slip mats for the baths and showers as they are un-hygienic. If you need a non-slip mat please bring your own.

**OUR AIM** is to offer you your "own home" in York for the duration of your stay. You are responsible for what goes on in the property, treating neighbours with respect and showing equal respect for the property you are occupying. Our office staff are available for information and assistance during office hours and after that time we provide you with contact and emergency numbers, but we CANNOT provide you with hotel service.

For holidays of more than one week, we change bedlinen, towels and tea towels weekly, but we DO NOT provide a cleaning service.

## DEPARTURE

All rubbish should be removed from the property into the dustbins provided. (It is not acceptable to expect our staff to remove visitors' rubbish).

**THE PROPERTY SHOULD BE LEFT AS CLEAN AND TIDY AT THE END OF YOUR STAY AS FOUND ON ARRIVAL.**

Make sure to leave **TWO SETS OF KEYS IN THE PROPERTY.**

Prompt Departure – no later than 10a.m. – is essential for us to have enough time to service the properties to be ready for the next visitors, whose expectations are as high as your own.

At York Holiday Homes we work hard, and take great pride in providing you with accommodation for an enjoyable and relaxing holiday in our beautiful City. We hope that these notes will help you to help us provide this.