



GUEST INFORMATION



Croeso!

that's Welsh for 'Welcome!'

Address:

**New Greenfields
Newport Road
Cardiff
CF3 5TW**

If you have any questions about the cottage,
please call, text or WhatsApp us on

+44 7721 101 331

or email us at **stay@blackberrycottage.wales**



A Note from the Hosts

Dear Guests,

A warm welcome to **Blackberry Cottage** - we're delighted to have you stay with us!

Whether you're here for a relaxing getaway, a city break, or visiting friends and family, we hope you enjoy every moment of your time in Cardiff.

We absolutely love this area - Cardiff offers the best of both worlds. From a vibrant city centre full of shops, restaurants, and attractions, to scenic countryside walks and breathtaking views, and of course, the beautiful coastline just a short drive away.

Should you need anything during your stay, please don't hesitate to get in touch - we're more than happy to help. If you're looking for recommendations or local tips, just ask!

And if something isn't quite right, please let us know straight away so we can put it right for you.

Wishing you a wonderful stay,

Becky & Rich



The Cottage

Parking

Parking is available for 1 vehicle on the drive. Please park in front of the Guest Parking sign, unless you have pre-paid for use of the EV charger which can be found on the right side of the main building, New Greenfields.

Any further vehicles can park for free on Old Hill which is a very short walk away.

EV Charger

- EV charger is available at £15 per night payable directly to the hosts.
- The charging point is for the use of the booking party only.
- We do not guarantee availability, and unavailability shall not constitute a breach of our booking contract.
- There is no cable included with the charging point so you will have to bring your own. The charger is universal and supports all types of electric vehicles.
- Use is at the owner's own risk, and we do not accept any liability for loss or damage sustained by you or your EV as a result of using the charger unless the damage was caused directly by our negligence.
- You shall be responsible to us for any damage to the charging point or loss suffered by us caused by your use of the charging point.
- Domestic electric vehicle chargers (commonly known as a 'granny charger' or a 'trickle charger') are not suitable for use at the property and are strictly forbidden. You are liable for any damage or loss suffered by us due to your unauthorised use of domestic chargers.

Instruction Manuals

Appliance instruction manuals can be found in the purple folder in the left drawer of the TV unit in the lounge.

Wi-Fi

The guest agrees to reasonable and lawful usage.

Wi-Fi Network: **Blackberry Cottage Guest**

Password: **Croeso24**

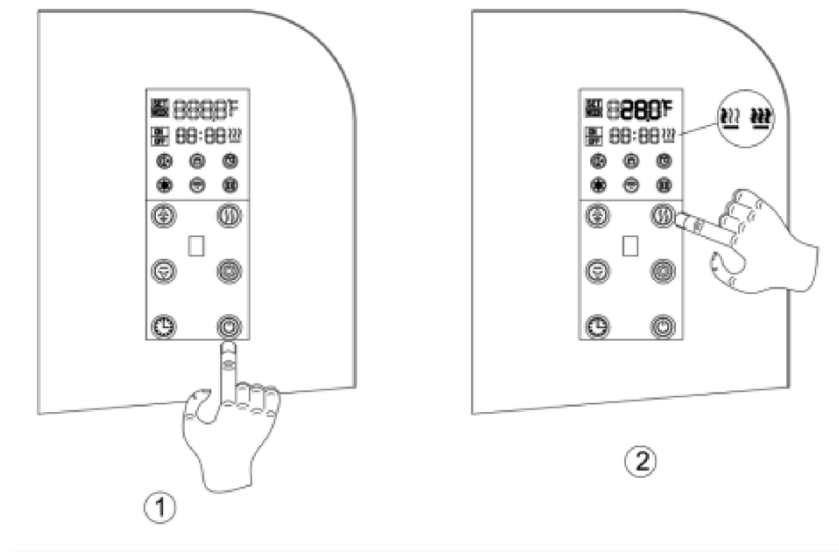




Heating the Property and Hot Water

The property is heated by electric smart radiators.

1. Press the STANDBY button to turn the heater on (figure 1). The display panel will light up and the unit will start to operate with the default settings.
2. Use the UP and DOWN button to change the desired temperature, and the MODE button to change the High Heat and Low Heat modes (see figure 2)



There is a fan and an extra electric fan heater available in the wardrobe if needed. The hot water should not need anything doing as it is already set up. Please let us know if there are any problems.

Dishwasher


A good programme for the dishwasher is **P3 Clean and Shine**.

Washer Dryer

The best programme for a full wash and dry is **5kg Wash and Dry**. This takes around 4 hours 20 minutes in total.

TV

To watch Freesat TV:

Use the **LG** remote to select  and choose **TV**



Power Turns the TV on or off.



Teletext buttons These buttons are used for teletext.



Shows programme guide.



Edits QUICK ACCESS.

- QUICK ACCESS is a feature that allows you to enter a specified app or Live TV directly by pressing and holding the number buttons.



Volume buttons Adjusts the volume level.



Programme buttons Scrolls through the saved programmes.



OK Selects menus or options and confirms your input.



OK Accesses the [Magic Explorer]. When using [TV Guide], [Settings], [Sports Alert], or [Art Gallery], press and hold down on the text.



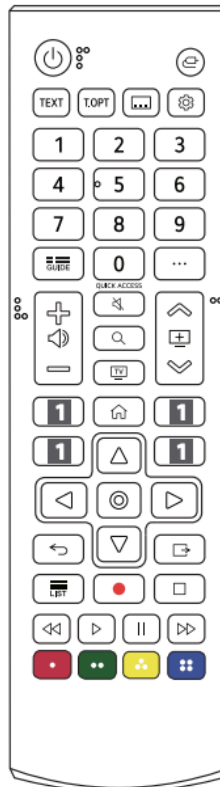
Accesses the saved programmes list.



Control buttons Control buttons for media contents.



Starts to record and displays record menu. (Only Time Machine^{Ready} supported model)



Input Changes the input source.



Recalls your preferred subtitle in digital mode.



Q. Settings Accesses the Quick Settings.



Number buttons Enters numbers.



Accesses the [Quick Help].

More actions Displays more remote control functions.



Mute Mutes all sounds.



Mute Accesses the [Accessibility] menu.



Search Check for recommended content. (Some recommended services may not be available in some countries.)

Search for content such as TV programmes, movies and other videos, or perform a web search by entering text in the search bar. You can watch TV or LG Channels.



Home Accesses the Home menu.



Home Launches the last used apps.



Navigation buttons (up/down/left/right) Scrolls through menus or options.



Back Returns to the previous level.



Clears on-screen displays and returns to TV viewing.



These access special functions in some menus.



the Video Streaming Service.

To watch streaming services (BBC iPlayer, Netflix, Amazon, Disney+ etc):

Use the **LG** remote to select  and choose **HDMI 1**

Use the **ROKU** remote to enter your check out date. Your credentials will be automatically removed from the device on the date you specify.

Blackberry Cottage is not liable for any costs incurred by other guests using a service that has not been logged out of.



Tassimo Coffee Machine

1. Make sure water reservoir on side has plenty of water in.
2. Place mug on the cup stand.
3. Open the head of the coffee machine.
4. Insert a Tassimo pod of your choice with the barcode facing down.
5. Close the head again and press the button.
6. Wait until it finishes pouring your drink.
7. Enjoy!



THE POD RECYCLING SERVICE

Please put used pods in the Coffee Pod Recycling bin next to the microwave.

Tap Water

The tap water in Blackberry Cottage is safe to drink.

Facilities at Blackberry Cottage

If you would like to use any of the following facilities, please let Becky know by sending a message or WhatsApp to +44 7721 101 331. There is no charge to use them, however damages would need to be paid for.

- Bike store
- Wheelchair
- Wheelchair ramp
- Shower chair
- Highchair
- Travel cot
- Dog bed

Recycling and Waste Collection

The hosts will deal with recycling, general and food waste. If your stay is over a week then the hosts will come in during your stay and empty all of these. However, if you would like to empty yourself food, recycling and black bags can be found in the cupboard under the sink.

Useful items

Sewing kit – Bedside table

Umbrella – Coat hook in hallway

Local attraction leaflets – Sideboard drawer in lounge

Step stool – Larder cupboard in kitchen

Iron – Larder cupboard in kitchen

Ironing board – Beside fridge



Check Out

To check out please turn off all the lights, lock the front door and drop the key into the letterbox of the main house opposite – “New Greenfields”.

Check out time is 11am. If you require a late check-out please let us know on arrival and we will do our best to accommodate this.

To lock the door from outside, push the handle straight up (can be a bit stiff) then lock key turns to the left.

If you need luggage storage after check out, please let us know before hand and we can do this for you.



Emergency Information

Doctors

Brynderwen Surgery, Crickhowell Road, St. Mellons, Cardiff CF3 0EF. Tel: 029 2079 9921

Hospital

University Hospital of Wales, Heath Park, Cardiff CF14 4XW
029 2074 7747 – Accident and Emergency 24 hours

In case of emergency: telephone 999 and ask for Ambulance
For non-life-threatening medical concerns: phone NHS 111 Wales

Police

Local Police Station – Rumney
www.south-wales.police.uk

In case of emergency: telephone 999 and ask for Police
For a non-emergency telephone 101

Dentist

Pleasant Dental Care, 36 Mount Pleasant Avenue, Llanrumney, Cardiff CF3 5SZ
Tel: 029 2077 8525

Chemist

Boots Pharmacy, 48 Countisbury Avenue, Llanrumney Cardiff CF3 5SL
Tel: 029 2077 7646



Vet

Vets4Pets, Countisbury Avenue, Llanrumney Cardiff CF3 5NQ

Tel: 029 2079 0222

Out-of-Hours and Emergency Vet

Valley Vets, Unit 2C, Gwaelod y Garth Industrial Estate, Gwaelod y Garth, Cardiff CF15 9SS

Tel: 029 2000 1454

Vets Now, Langstone Business Village, Langstone, Newport NP18 2LH

Tel: 01633 376304



Out and About

Supermarkets

Tesco Express
Countisbury Avenue
Llanrumney
Cardiff CF3 5SQ

Tesco Superstore
Crickhowell Road
St. Mellons
Cardiff CF3 0EF

ASDA Superstore
8 Dering Road
Pontprennau
Cardiff CF23 8NL

Approx. 5 min walk

Approx. 5 min drive

Approx 10 min drive

Restaurants & Bars

Take Aways

Shamrat Indian – Unit 3 Strathy Rd, St. Mellons, Cardiff CF3 0SH. Tel: 029 2077 7555

Lantern Garden – 756 Newport Rd, Rumney, Cardiff CF3 4FG. Tel: 029 2077 8383

Speroni's Fish Bar – 72a Countisbury Ave, Llanrumney, Cardiff CF3 5YR. Tel: 029 2079 6140

Close by

Fox and Hounds – Dog-friendly pub on Chapel Row, 5 min walk

Church Inn – Historic Coaching Inn on Newport Road, 8 min walk

Tyr Winch Pub – Dog-friendly Grade II listed pub on Tyr Winch Road, 8 min walk

City Centre

Bar 44 – Restaurant with great ambiance serving authentic Tapas

The Ivy – Luxurious art deco restaurant serving a range of options

The Giggling Squid – Thai restaurant, with an emphasis on seafood

Family Friendly

Toby Carvery Cardiff Gate – Family restaurant serving carvery, kids' menu and classic puds

Melrose Inn – Pub with a Wacky Warehouse play area

Cedar Tree Farm – Family-friendly restaurant with a beer garden and kids' play area



Public Transportation

Bus 30

Departs from 'The Mount' bus stop outside front of the property heading to Cardiff centre.

Timetables: www.cardiffbus.com

Taxi

Veezu 029 2055 5555

Cardiff Cabs 029 2049 8190

Capital Cabs 029 2077 7777

Train

Cardiff Central Station is 20 minutes away by car or taxi. Parking is limited and pay & display.

Main Line to Swansea (1 hour) and London Paddington (2.5 hours).

Timetables: www.tfw.wales

Aqua Bus

Water taxi from the city centre to Cardiff Bay.

Timetables: www.aquabus.co.uk



Local Attractions

Good for Children

- Techniquest – Science discovery centre in Cardiff Bay
- Ninja Warrior – Physical obstacle assault course
- Infinity Trampoline Park – Large trampoline park close by

Activities

- Lumberjack Axe Throwing – Axe throwing place nearby
- Play at Pins – Glow in the dark bowling alley
- Boom Battle Bar – Games bar in Cardiff city centre

Museums

- National museum Cardiff – Large museum and art gallery
- St. Fagans National Museum of History – Open air museum
- Museum of Cardiff – History Museum in Cardiff city centre

Water

- Cardiff Cruises – Boat rides from Cardiff Bay
- Cardiff Aqua Park – Water obstacle course
- Victoria Park Splashpad – Open during summer months



House Rules

During Your Stay

Blackberry Cottage is perfectly suited for a maximum of 3 guests and an infant.

No unregistered guests can stay.

Strictly no parties (including hen & stag dos).

Pets

Up to three dogs are permitted in the property. Dogs must be booked in advance and on the understanding that all flea and worming treatment must be up to date. There is no additional charge for dogs.

Dogs must not be allowed on the bed or sofa bed.

Guests are responsible for cleaning up after their animals and disposing of waste appropriately. There is a dog relief area to the left of the cottage, with poo bags and a dog waste bin.

Dogs should not be left alone in the property for more than 4 hours at a time.

Guests must ensure that their dogs will not cause damage to the property if they are left unsupervised.

If the property requires additional cleaning due to excessive dog hair or if dogs have been on the bed or sofa bed, we will charge a £30 fee to cover the extra cleaning costs.

You are responsible for your dog(s) and you will be charged for any damage caused by your dog(s).

Behaviour

To make everyone's stay at Blackberry Cottage enjoyable, all guests are requested to be considerate of others. We reserve the right to terminate your booking with immediate effect where the unreasonable behaviour of yourself or any member of your party (or permitted guests) may impair the enjoyment, comfort or health of others. You'll be asked to leave the property, without any refund of the rental amount paid.



Noise

Please respect our neighbours' privacy. Guests are not permitted to play amplified music at any time. After 10.00pm we request that all guests keep noise to a minimum.

Liability

Blackberry Cottage can accept no liability for theft, loss or damage, of whatever nature, during or as a result of your stay.

The person who books assumes responsibility for any other guests within his/her party. You and all members of your party are jointly and severally responsible for all loss, damage or injury which may arise, for Blackberry Cottage or any third party, as a direct or an indirect consequence of your party's stay.

It is the guest's sole responsibility to ensure suitability of equipment & must be assessed by the guests & deemed suitable by the guests before use.

If the cottage or equipment is left in a poor condition resulting in additional cleaning, repair or replacement, you may be charged to cover the costs incurred.

Smoking Policy

No smoking (including e-cigarettes and vapes) is allowed inside the accommodation at any time. Vaping is permitted outside the property.

Smoking or vaping anywhere inside the premises will result in immediate termination of your booking and forfeiture of all payments, including your Damage Deposit. This must be strictly adhered to, and any damage or extra cleaning caused will be at your expense.



TV Channels

101	BBC One	131	5STAR	161	Blaze	700	BBC Radio 1
102	BBC Two	132	5Action	162	Together TV	701	BBC Radio 1Xtra
103	ITV	133	5Select	163	Court TV	702	BBC Radio 2
104	S4C	134	True Crime Xtra	164	That's TV	703	BBC Radio 3
105	Channel 5	135	True Crime	165	That's TV 2	704	BBC Radio 4
106	Channel 4	136	True Crime +1	200	BBC News	705	BBC Radio 5 Live
107	BBC Three	137	Legend	201	BBC Parliament	706	BBC Radio 5 Sports Extra
108	BBC Four	138	Legend Xtra	202	Sky News	707	BBC Radio 6 Music
109	BBC Alba	139	Legend Xtra+1	203	Al Jazeera English	708	BBC Radio 4 Extra
110	BBC Scotland	140	5STAR+1	204	France 24	709	BBC Asian Network
111	ITV1 SD	141	Sky Mix	208	Bloomberg	711	BBC World Service
112	ITV1 +1	142	Challenge	209	NHK World-Japan	712	BBC Radio Scotland
113	ITV2	143	Sky Arts	210	CNBC	713	BBC Radio Nan Gaidheal
114	ITV2 +1	144	TLC	213	Channels 24	714	BBC Radio Wales
115	ITV3	145	Quest	214	Arirang TV	715	BBC Radio Cymru
116	ITV3 +1	146	Quest Red	215	TRT World	716	BBC Radio Ulster
117	ITV4	147	DMAX	216	GB News	717	BBC Radio Foyle
118	ITV4 +1	148	Food Network	300	Film 4	718	BBC Radio Cymru 2
119	ITV Quiz	149	Really	301	Film 4 +1	719	Capital
121	Channel 4 +1	150	TLC +1	306	Talking Pictures TV	720	Capital Xtra
122	E4	151	Quest +1	600	CBBC	721	Classic FM
123	E4 +1	152	Quest Red +1	601	CBeebies	722	Gold
124	More4	154	Food Network +1	691	Daystar	723	Radio X
125	More4 +1	155	PBS America	692	Revelation	731	TalkSport
126	E4 Extra	156	U&W	694	GOD TV	732	Smooth
127	4seven	157	U&Dave	695	Sonlife	733	Heart
128	Channel 5 +1	158	U&Drama			734	LBC
129	5USA	159	U&Yesterday			736	Virgin Radio
130	5USA +1	160	U&Eden			786	Forces Radio BFBS