

GUEST INFORMATION PACK

Bee & Bee Property Management

Helpful details for a comfortable stay

Welcome

Thank you for choosing this property for your stay. We hope you have a comfortable and enjoyable visit.

This guide includes important information about the property, house rules, and the local area to help you settle in.

Property Details

Property name: [Owner to add]

Full address: [Owner to add]

Parking information: [Owner to add – e.g. on-street, driveway, permit required]

Check-In & Check-Out

Check-in time: [e.g. from 3:00pm]

Check-out time: [e.g. by 10:00am]

Check-In Instructions

- How to access keys / lockbox: [Owner to add]
- Door / entry code (if applicable): [Owner to add]
- Alarm instructions (if applicable): [Owner to add]

Check-Out Instructions

- Please leave keys in: [e.g. lockbox / kitchen table]
- Turn off lights and heating before you leave.
- Close and lock all windows and doors.
- Place rubbish in the correct bins (see “Bins & Recycling”).
- You do not need to strip the beds unless otherwise requested — we’ll take care of laundry.

Wi-Fi Details

Network name: [Owner to add]

Password: [Owner to add]

Please don’t reset the router or change Wi-Fi settings unless you have been asked to.

House Rules

To help keep the property comfortable and in good condition for all guests, please:

- Do not smoke inside the property.
- Avoid parties or events.
- Keep noise to a respectful level, especially after [quiet hours, e.g. 10:00pm].
- Only the guests included in the booking should stay overnight.
- Look after furniture, fixtures and fittings and report any damage as soon as possible.

Pets: [Owner to add – e.g. pets not allowed / pets allowed by prior agreement only]

Using the Appliances

Heating & Hot Water

- Thermostat location: [Owner to add]
- How to adjust the temperature: [brief instructions]
- Any timing or hot water controls: [Owner to add]

Kitchen

- Oven & hob: [simple notes on how to turn on/off safely]
- Microwave: [basic instructions, including any child lock]
- Fridge/freezer: [any notes, e.g. please don't change temperature settings]

Laundry

- Washing machine location: [Owner to add]
- Simple cycle to use: [e.g. "Mixed" or "Quick wash"]
- Detergent location: [Owner to add]

Dishwasher

- Where to find dishwasher tablets: [Owner to add]
- Recommended programme: [e.g. Eco / Normal]
- Please scrape plates before loading where possible.

TV & Streaming

- Which remote to use: [Owner to add]
- Available apps: [e.g. Netflix, Prime Video – guests to use their own accounts]
- Any special instructions: [Owner to add]

Bins & Recycling

Bin day: [Owner to add – e.g. Tuesday morning]

Where to leave bins: [Owner to add – e.g. kerbside / side alley]

Recycling

[Owner to add a simple explanation of what goes in each bin]

General Waste

[Owner to add where general waste should go and any local rules]

Safety Information

Fire Safety

- Smoke alarms are fitted and tested regularly.
- Fire extinguisher location: [Owner to add]
- Fire blanket location: [Owner to add]
- Safest exit route in case of fire: [Owner to add]

Carbon Monoxide

If you hear a carbon monoxide alarm or smell gas:

- Leave the property immediately.
- Call the emergency services on **999**.
- Once safe, contact the host or manager.

First Aid

First aid kit location: [Owner to add]

Local Area & Amenities

Shops & Essentials

- Nearest supermarket: [Owner to add]
- Nearest convenience store: [Owner to add]
- Nearest pharmacy: [Owner to add]

Food & Drink

[Owner to add a few recommended pubs, cafes, restaurants or takeaways]

Things to Do

[Owner to add suggested walks, attractions, local points of interest]

Transport & Taxis

[Owner to add taxi numbers, bus routes, nearest train station]

Contact During Your Stay

If you have any questions or something isn't quite right, please contact:

Host / Property Contact: [Owner or manager name]

Phone: [Owner to add]

Email: [Owner to add]

For life-threatening emergencies, always call **999** first, then let us know once you are safe.

Enjoy Your Stay

Thank you again for choosing this property. We hope you have a relaxing and enjoyable stay.

If you've had a good experience, leaving a review really helps support small property owners and managers.