



Guest Information Pack

Bee & Bee Property Management

WELCOME TO YOUR STAY

Thank you for choosing this property for your visit.

We hope you have a comfortable and enjoyable stay.

This guide contains everything you need to know, including:

- How to check in and out
- Wi-Fi details
- House rules
- Appliance instructions
- Safety information
- Local recommendations
- Contact help

If you have any questions, we're here to help.

1. PROPERTY INFORMATION

Property Name:

Address:

Parking:

(Owner can customise these fields)

2. CHECK-IN & CHECK-OUT

Check-In Time: ____

Check-Out Time: ____

Check-In Instructions:

- Key collection instructions
- Lockbox location
- Alarm codes
- Any quirks guests should know

Check-Out Instructions:

- Please leave keys in _____
- Turn off lights and heating
- Close windows and lock doors
- Put rubbish in the correct bins (see section below)
- Report any issues
- Don't worry about laundry – we handle it!

3. WI-FI DETAILS

Network Name: _____

Password: _____

Please do not reset the router unless instructed.

4. HOUSE RULES

To keep the property in good condition for all guests:

- No smoking inside the property
- No parties or events
- No unregistered guests
- Quiet hours after _____
- Treat the property with respect
- Please report damage as soon as possible

Pets allowed? Yes / No (owner can toggle)

5. APPLIANCE INSTRUCTIONS

Below are instructions for the most commonly used appliances.

Owners can customise these.

Heating & Hot Water

- Thermostat location: _____
- To turn heating on: _____

- Hot water instructions: _____

Kitchen Appliances

Oven & Hob:

- How to switch on/off
- Safety notes
- Induction hob notes (if applicable)

Microwave:

- Basic usage
- Child lock (if any)

Fridge/Freezer:

- Temperature controls
- Please do not change settings unless needed

Washing Machine / Dryer

- Location
- How to start basic wash
- Do not overload
- Detergent location

Dishwasher

- Basic cycle
- Detergent tabs location
- Please rinse plates before loading

TV & Streaming

- How to turn on
- Which remote to use
- Apps available (Netflix, Prime, etc.)
- Please use your own accounts

6. BINS & RECYCLING

Bin Day: _____

Where to leave bins: _____

Recycling:

- What goes in each bin
- Any local rules

General waste location: _____

7. SAFETY INFORMATION

Fire Safety

- Smoke alarms are fitted and tested regularly
- Fire extinguisher location
- Fire blanket location
- Emergency exits / safest route

Carbon Monoxide

If you hear an alarm or smell gas:

1. Leave the property immediately

2. Call emergency services
3. Contact us right after

First Aid Kit

Location: _____

Emergency Numbers

- Emergency Services: **999**
- Non-emergency (police): **101**
- NHS 111

In an emergency

Call **999**, then contact us.

8. LOCAL AMENITIES & RECOMMENDATIONS

Shops

- Closest supermarket: _____
- Corner shop: _____
- Pharmacy: _____

Food & Drink

- Restaurants
- Cafes
- Takeaways
- Pubs

(Owner can add suggested places)

Things to Do

- Local attractions
- Walks
- Transport info
- Taxi numbers

9. CONTACT INFORMATION

If you need assistance with:

- Property issues
- Lockouts
- Safety concerns
- Anything unexpected

Please contact:

 **Manager Phone:** _____

 **Email:** _____

(Owner can insert your contact or their preferred method)

Emergency? Always call **999** first.

10. ENJOY YOUR STAY

Thank you again for staying at this property.

We hope you have a wonderful visit!

If you enjoyed your stay, leaving a kind review really helps support small property owners and managers like us.