WELCOME BOOKLET

Welcome!

This document brings together the useful information you need to enjoy your stay in the property with peace of mind and to take care of the house, the animals and their surroundings.

You can modify it as you wish to adapt it to your specific needs.

1. ESSENTIAL INFORMATION

Our contact details

Name(s)

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Telephone

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Other number / person to contact

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Property address

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Access and security

How do you open and lock the property? Where is the alarm? Is there a code or any particular instructions?

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Wi-Fi

What is the network name and what is the password?

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2. THE HOUSE

Things to know on arrival

Is there anything important to know as soon as you arrive at the property? Is there a room or piece of equipment that should not be used?

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Water and electricity

Where is the water meter? Where can the water be shut off? Where is the electricity meter? Where are the electrical panels?

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Heating and temperature

How does the heating work? Where is the thermostat? Is there a temperature to maintain or any particular precautions to take?

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Appliances and equipment

How do the specific appliances work? Are there any appliances that should not be used? Where are the instructions or remote controls?

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Cleaning and maintenance

Where are the cleaning products? Where are the vacuum cleaner, broom and cleaning equipment? Where are the bin bags?

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Special precautions for cleaning or using certain pieces of furniture in the house

(e.g. varnished wooden table, delicate furniture, laminate or wooden worktops, etc.)

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Other household routines

What needs to be done regularly? Are there any particular habits or routines to follow?

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3. OUR ANIMALS

What do they eat and in what quantities? At what times ? Where are the food and bowls? Where are their accessories? What outings or walks are necessary? What care, treatments or medication are required? Are there any particular habits or precautions to be aware of?

Vet / animal emergency

Contact details for the vet to call? Is there a veterinary clinic that should be given priority in case of an emergency?

4. OUTDOORS AND GARDEN

Garden and plants

What needs watering? How often? How does the watering system work? Are there any particular plants to keep an eye on?

Swimming pool / spa / outdoor equipment

Is there any monitoring or maintenance to be carried out? How do the equipment and systems work? Are there any particular instructions?

Tools and equipment

Where are the gardening tools? Where are the equipment and tools needed for outdoor maintenance?

Other instructions

Is there anything particular to do or avoid outdoors?

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5. NEIGHBOURHOOD, MAIL AND DELIVERIES

Neighbours

Is there a neighbour to contact if needed? Who knows the house well or can help quickly?

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Mail

What should be done with mail received during the stay? Where should it be placed?

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Deliveries

Are any deliveries expected? Where should they be left?

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Other information

Are there any particular points concerning the neighbourhood, noise, parking or access to the property?

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6. IN CASE OF A PROBLEM

Water / leak

What should be done in case of a water leak? Where can the water be shut off? Who should be contacted?

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Electricity

What should be done in case of a power cut? Where is the electrical panel? Are there any particular instructions?

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Heating

What should be done in case of a heating problem? Who should be contacted?

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Other problem in the property

Which equipment may require a specific intervention? Who should be called first?

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Useful numbers

Plumber: .....

Electrician: .....

Heating technician: .....

Other: .....

7. PRACTICAL INFORMATION

Shopping

Where can you do your shopping? Which shop is the most convenient? Is there a market or shop nearby?

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Health

Where is the nearest pharmacy? Which doctor or healthcare professional should be contacted if necessary?

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Transport

What transport options are available? Where are the stops or stations?

Recommendations

Any restaurant to recommend? A walk to take? A market, activity or place to discover?