

STAY.

*On the High St.*

GUEST INFORMATION

# DEAR GUEST

Welcome to STAY on the High St.  
We hope that you have an enjoyable stay with us here at  
Stay. We want to make your stay as perfect  
as possible so please let us know if any issues arise whilst you are  
staying with us.

## **CONTACT US:**

[reservations@theholliesretreats.com](mailto:reservations@theholliesretreats.com)

Monday to Sunday, 9am – 5pm: 01829 760 414

Out of Hours: 01829 760 009

If you would like to shout about your stay on our socials,  
then please feel free to tag us!

Instagram: @theholliesfarmshop or @theholliesretreats\_cheshire

Facebook: The Hollies Farm Shop

TikTok: @theholliesretreats

Best wishes,

Your Hollies Team

## **WELCOME TO STAY. *ON THE HIGH STREET***

Welcome to STAY. *On the High Street*, your home away from home in the heart of Tarporley village. This welcome pack is designed to enhance your experience both before and during your stay. Please ensure to familiarise yourself with this information to ensure a comfortable and enjoyable visit. By reading this document, you agree to all our guidelines and conditions.

### **CHECK-IN / OUT TIMES:**

- Monday – Sunday: after 4 pm.
- Check out is 10am

### **CHECK-IN PROCESS**

Our access at STAY is entirely keyless, and utilises self check-in. Access to the rooms at STAY can not be accessed via Hollies Farm on the High St.

Upon arrival at STAY, please head to the door to the left hand side of the building signposted ‘STAY on the High St’. Please use the keypad attached to the door frame and enter the code provided to you via email, this will grant you access to the entranceway door. Please remember this code, as you will need it to access the external door should you leave, and return.

Please make your way to your room, labelled per your Booking Confirmation.

Each room at STAY has a code generated personally to you and your room – this code will be needed for your initial entry. Details of how to access using your unique code can be found in your pre-arrival email.

Once you have successfully entered using the door code, you will find an access card inside your room which can then be used to gain access to your room. This swipe card can be held to the door handle to unlock the door and gain entry. You do not need to enter the code each time you enter the room if you have the swipe card.

### **PARKING:**

We have 5 spaces for use by guests on a first come first served basis. Sorry, we are unable to pre book these spaces at this time. The car parking is located to the rear of STAY on the High St.

### **FOR YOUR INFORMATION:**

We want every guest to have a pleasant stay. Please observe the following guidelines:

- We appreciate you maintaining the cleanliness and order of your room during your stay.
- Guests will only be able to access accommodation and rooms directly through the external side door.
- Noise should be kept to a minimum after 22:00 to respect other guests.

## **WIFI**

We are happy to offer free Wi-Fi in every room for your convenience. Please note that there may be occasional disruptions to the service that are beyond our control. To connect to the Wi-Fi, please follow these simple instructions:

- Connect to the WiFi labelled STAY on the High St. There is no password required for this.

## **BREAKAGES:**

In the event that you experience any breakages during your stay, please don't hesitate to notify a member of our staff. We'll be happy to replace any items, where possible during your stay. Please note that any damages or breakages that are considered unreasonable will be charged from your pre-authorisation (excluding general wear and tear) upon checkout or once the damage has been brought to our attention.

In the event that any items within your room are not working properly, please let us know as soon as possible during your stay so we can promptly repair or replace them. To ensure the safety and comfort of all our guests, our Rooms are thoroughly checked and serviced upon departure.

## **WHO TO CONTACT**

Our Accommodation Team can be reached by calling 01829 760 414 and following the options for the shop between the hours of 8.30am - 7pm Monday - Saturday and 8.30am - 5pm on Sundays.

Our Out of Hours Emergency number 01829 760 009 outside of these hours. Please be aware this service has limited abilities to immediately respond, and therefore should only be used in an emergency. We will endeavour to fix any problems you may have as quickly as possible.

**If you require emergency assistance, please dial 999.**

The full address for STAY is:

**STAY. *On The High Street***

**32 High St,**

**Tarporley**

**CW6 0DY**

If you do call any emergency service, you are to inform the Out of Hours Emergency Line on 01829 760 009.

## **FIRE**

- If you discover a fire, please call 999 and evacuate the Room to the assembly point. The assembly point is located outside the main building, turn right from Stay and walk 30 meters to the cobbled area. Assemble behind the bollards, in front of the parade shops. If you do call any emergency service, you are to inform the warden on 01829 760 009. Follow the sign to the assembly point and wait for assistance.

**IN A NON-EMERGENCY FIRE - 01606 868700 POLICE - 101**

## **LOCAL HOSPITALS**

Victoria Infirmary, Winnington Hill, Northwich,

CW8 1AW

01606 564000

## **ROOM ETIQUETTE**

We ask that you please consider all other guests and our neighbours by always keeping noise to reasonable levels.

Please consider that during the evening any noise travels much further due to the environment. Excessive noise and disruption could result in you/your party having to leave the premise. Any behaviour that is deemed anti-social or where there is failure to follow any of the site safety signs and instructions could again result in you/your party having to leave the site.

**We ask for all guests to keep noise to a minimum by 10pm.**

## **LOST PROPERTY**

Please contact us as soon as you know you have left something. If we find any lost property, we will make every reasonable effort to locate the owner and return it, but if we cannot locate the owner and an item is not reclaimed within 3 months of the guest's departure it will be disposed of by the Housekeeping Team.

## **REMOVAL OF / DAMAGE TO HOLLIES PROPERTY**

We reserve the right to charge guests the cost of replacing any items that are removed from the premises without consent. The charge will be the full replacement amount of the missing item, including any carriage charges. Should the fact that the item is missing become evident after the guest has departed, we reserve the right to make a charge to the guest's pre-authorised credit/debit card or send an invoice for the amount to the registered address.

We reserve the right to charge guests the cost of rectifying damage, caused by the accidental, deliberate, negligent, or reckless act of the guest to the property or structure. We will however make every effort to rectify any damage internally prior to contacting specialists to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.

## **SMOKING**

A strict non-smoking policy is in place inside STAY. *On The High Street*, this applies to cigarettes and e-cigarettes. If it is found that you have been smoking inside the room or within the premise, there will be a charge for cleaning of £500. There are wall-mounted Cigarette Disposal Bins located externally for your convenience. They are at the rear of the property next to the carpark Please ensure all cigarettes are fully extinguished.

## **WASTE DISPOSAL**

We kindly ask that all guests to use the bin provided within the room.

## **PETS**

Pets are NOT permitted in the rooms, with the exception of assistance dogs such as guide dogs or service dogs, which are always welcome. If this strict rule is broken, a cleaning fee of £100 will be charged.

## **THE HOLLIES FARM SHOP OPENING HOURS – GUEST BENEFITS**

As a valued guest of Stay. *On the High Street*, we are delighted to offer you an exclusive 10% discount on produce, food, and drink at The Hollies Farm Shop. The Hollies began in 1959 as a vegetable barrow on the side of the road with an honesty box. Over 60 years later, The Hollies Farm Shop has grown to become one of the best Farm Shops in the Northwest. 4 generations in the making, the family's passion lies in sourcing great food and providing the best customer service, through every part of the business. With more than 50 local suppliers, we stock some of the best produce that Cheshire has to offer, complimented by the best food from other regions and abroad. The family's heritage lies within farming and they have always believed that the best local food should be tasty, high quality and fully traceable. Potatoes, carrots, seasonal vegetables, pumpkins, Christmas trees and plants are grown and nurtured within the family.

### **THE BUTCHERY**

The Hollies Butchery offers our customers the finest, fully traceable meats available including local meats, fillet steaks, roasting joints, homemade award-winning sausages, burgers, kebabs, and many other great meat products.

### **THE DELICATESSEN**

The Delicatessen offers a range of homemade pies & quiches, pizza, pasta salad, home cooked meats, homemade coleslaw & potato salad, freshly baked bread, pâté, olives, cheese, oils, and many other tasty treats.

### **THE BARN**

Treat yourself or someone special to a fabulous present. The Barn Home and Gift Department stocks a wide range of unique and unusual gifts including jewellery, clothing, homeware, beauty products, luxury toiletries, toys & cards.

### **THE FRIESIAN ROOMS**

Open daily from 8am our Takeaway at Little Budworth offers breakfast, brunch, lunch, sweet treats and great coffee by local roasters.