

Marine Villa, The Art Deco House on the Isle of Wight

Preparing to arrive and when you get here!

1. Directions.

For ferries contact either Wightlink or Red Funnel. Closest car ferry is Portsmouth to Fishbourne, but you can also go Southampton to Cowes or Lymington to Yarmouth. When you leave the ferry terminal, follow signs to Sandown, then follow the A3055 to Shanklin, passing over a railway bridge. When you spot the speed camera on the left and Wiltons Garage to the right, turn left up Littlestairs Rd, we're the magnificent Art Deco House just round the corner. (Post code PO37 6HS). If you are coming on foot, you can book a train from London Waterloo all the way to Shanklin, including the ferry crossing. (It takes just a little over 2.5 hours! Tickets via TheTrainLine.com or Redspottedhanky.com.) You can also come by Hovercraft (Southsea Clarence Esplanade to Ryde), FastCat from Portsmouth Harbour to Ryde. The railway line consists of a 1930s tube train that stops at Shanklin or Lake, both about 1 mile to the house. Arrange to get picked up from Shanklin or else take the cliff walk from Lake!

2. Letting us know when you will arrive

You MUST contact the owner, Laurence on 0787 703 6687 or the House Manager Sara on 07875 399 857 (housemanager@artdecohouseuk.com) about check in details a few days before you arrive (4pm or later). Sara will meet you when you arrive. Please text Sara when you are on the ferry over, but please be aware that you will NOT be able to get into the house before 4pm, no matter what ferry you caught or how desperate you are to use the loo! If you are early, we suggest you go to Sandown, about 4 miles away and have a wander around, or find somewhere nice for a late lunch. PLEASE NOTE< THERE ARE NO EXCEPTIONS in getting in early.

[When planning your departure travel, note that you must leave the house no later than 10AM on your final day as that is when the cleaners arrive. If you leave later than that, you'll need to pay £100 an hour to cover all the cleaner's overtime and you will impact the people following you as they will not be able to get into the house on time.

3. What will be provided

This is a self-catering holiday property, so as such, you are obviously expected to provide for yourselves. On arrival you will find a single toilet roll in each of the bathrooms, so you will probably want to provide more. As much as it pains us to do so, we have to discard all food people leave at the end of their stay, and we are legally required to even throw away herbs and condiments (we will supply you with fresh salt and pepper). There is a big US style fridge freezer and a small "under the counter" fridge. We do supply hand soap in all the bathrooms, some dishwasher tablets for the two dishwashers and full sized washing up liquid in the kitchen (the remainder of which you should please leave for the next guests!).

4. Towels and Linen

All bed linen is provided except bed linen for cots. The beds will all be made but the bunk bed will simply have the bedlinen folded on them for you to make the beds as desired. Fresh hand and bath towels and a bath mat are provided in each bedroom, but bring your own face cloths if you need them. There are a number of tea-towels provided. We do not provide beach towels so please bring those with you should the season be appropriate for such items! It is also worth noting that only one of the bedrooms has an ensuite bathroom (they were not in vogue when the house was built!), though there are 3 other modern bathrooms on the landing serving 4 bedrooms. For the sake of modesty, you may wish to bring your own robes for wearing around the landing area!

5. Groceries

We recommend you get a supermarket grocery delivery arranged (we know TESCO does; Ocado does not deliver here) timed for shortly after you arrive. If you wish to do some shopping for groceries you will pass a large Sainsbury's, Tesco and probably a large Morrison's on the way by road from the ferry terminals. By one of the ferry terminals is a Waitrose. Closer to home, there is a small local store within half a mile of the house (at the end of Littlestairs Road, turn left towards Shanklin on Sandown Road, and it is on the left, on corner of St Martins Ave) also a Tesco Local and a Co-Op within about 1.5 miles of the house towards Sandown if you turn right out of Littlestairs Road. We'll leave a welcome pack for you so you can have a cup of tea as soon as you arrive!

6. Kitchen and catering facilities

There are 3 electric ovens, a 5 ring gas hob, two dishwashers and two fridges at the house. There are cafetieres, various sizes of tea pots, lots of mugs and cups and saucers. There are many large pots, pans, oven tins, serving receptacles and so on provided. So we can provide the best service to all of our guests, please ensure that everything is put away clean, in a condition in which you would hope to find it, and that when you leave, your dishes are in the dishwasher and it is switched on.

7. Professional caterers

We work with 3 approved caterers who will either come to the house and prepare meals for guests or else will pre-prepare meals for you, deliver them so you can heat and serve yourselves. We even have a vintage style cream tea service with vintage crockery that can be ordered. Menus and prices can be provided for all of these

8. Smoking

You should not smoke anywhere in the house. If you smoke outside the house, all smoking debris should be properly disposed of using the refuse containers.

9. Commercial Use

Please note that no commercial company (marquee suppliers, caterers, DJs, Children's entertainers etc) are permitted to conduct their business at Marine Villa without prior approval including proving they have Third Party Liability and Personal Liability insurance. Copies of their insurance should be provided to info@artdecohouseuk.com

This is to protect both yourselves and Marine Villa. The owners have taken out insurance but this is not valid for commercial suppliers and you (and the supplier) will have no insurance cover.

If you use a third party non-approved caterer they should bring their own pots and pans etc. A fee may also be charged. Any damage to any of the kitchen equipment or utensils or additional cleaning (ovens etc) will be deducted from the security deposit.

10. Glasses

There are plenty of wine glasses, pint glasses and we also provide enough champagne glasses for our occupancy number. *Please wash and rinse the champagne glasses by hand* – they invariably break in the dishwasher and besides, did you know the rinsing solution in dishwashers doesn't agree with the champagne bubbles? We also have ice buckets in the dining room dresser and a carafe for those who like to decant their wine. Please note that any breakages will be charged.

11. Dining Room

We provide clean laundered table cloths to each guest party. There are plenty of table mats and serving dishes/utensils (located in kitchen) and even hot plates in the dresser.

It is illegal to use candles at Marine Villa, so please do not use candles or have any other naked flames anywhere in the house.

12. Heating and Hot Water Controls

The house has great heating and insulation, so you'll be pleasantly surprised at how warm this big house gets. There is a thermostat in the hallway that only needs to be set really low, 15 degrees on the dial heats the whole house well (the temperature is well above what the dial says!). The boilers in the utility room are already set to 50 degrees, please do not change this as this delivers endless perfect hot water around the house and really works well at heating the whole house. Please do not touch the timer as we have already set it for what we know really works for the whole house. Each room has its own radiators that are set to 1 or *. This allows you to adjust the heat in the room, so you may want to turn this up or down depending on your personal preference.

13. Phone Calls

There is an old style rotary dial phone at the house (in the traditional place, at the bottom of the stairs), and this phone will receive incoming calls to 01983 864 083. Give this number to people to contact you, as mobile phone reception is patchy. For those of us old enough to remember the original rotary phones, please note that the holes do not line up with the same numbers we used to know, as there are now options for a couple of extra characters (# and *) . (You also do not need to press the A button when the call goes through....only those aged over 55 will have any idea of what I mean, ask them!).

Outgoing calls are all barred with the exception of the following ones which will still work

- 999 Emergency services
- 112 Emergency services
- 144 BT Charge-card
- 0800 free numbers
- 0500 free numbers

14. Recycling

At the back of the house there are three large bins. One is marked 'glass and bottles' and into that you put....yes, glass and bottles; but not drinks glasses! Another is marked 'DRY MIXED RECYCLING' and into here you can put any paper, cardboard, plastic bottles and plastic wrapping, rinsed yoghurt and butter plastic containers. Please do not put the rubbish into bin bags (unless clear), supermarket bags or anything as it stops it being sorted at the recycling plant. Please do not put any food or general waste into this large bin.

The third bin is called 'GENERAL WASTE' and goes directly to landfill. Here you should please use black plastic bags or supermarket bags to help us keep the area clean and free from vermin. Food, nappies, polystyrene, pyrex, broken glasses and anything that cannot be recycled should be put into here please. Please help us to be good **green citizens** of the Isle of Wight

If the bins are full during your visit, please contact the House-Manager and she will arrange for an extra collection.

15. In an emergency

Other than emergencies that require the emergency services, if there is a problem with the house, please call the House Manager Sara on 07875 399 857 (housemanager@artdecohouseuk.com).

She is about half a mile away and can usually attend or arrange someone to attend. Please however respect her privacy too, and if things can wait until the morning, please text or call her then.

16. What to do when you are leaving

Please let the housekeeper know if anything is not working or you have accidentally broken anything.

Please can you help us by making sure all your rubbish bins have been emptied and all of your rubbish put into the bins outside and the rooms are clear. Please leave all the towels in the bathrooms.

Please put all the crockery, glasses etc in the dishwasher, pop a dishwasher tablet in and put it on.

It is this sort of help that allows us to get the house turned around and thoroughly cleaned ready for the next guests. This is a self-catering experience, so please help us to help you.

Leave all keys in the house and shut the door behind you.

17. Tell people about us

We hope you had a great time, if you did not then please email us on info@artdecohouseuk.com.

But if you did have a great time, please “like” our Facebook page (Marine Villa Art Deco House) and post a comment. Also feel free to Tweet and mention us @artdecohouseuk.