

Dear Guests,

Welcome to Amy's House and thank you again for choosing to stay in our cottage.

This compendium aims to help you make the most out of your stay by being a quick reference. If at any time you have any questions please feel free to call or message us on 0408492281.

We hope you have a great and relaxing stay.



YEV AZZOPARDI

Owner

EMERGENCY TELEPHONE LIST:

If you need assistance at anytime please don't hesitate to call the B&B manager on 0408 492 281.

EMERGENCY – 000

POLICE – 8842 2711

VICTORIA RD MEDICAL CLINIC – 8842 1000

CLARE HOSPITAL – 8824 6500

VET – 8842 1074

GARAGE, AUBURN SERVICE – 8849 2388

RAA, BP IN CLARE – 8842 2172

Entertainment

The cottage is equipped with a digital flat screen TV which can be used to view TV, AUSTAR or DVDs. A selection of books and DVDs are provided for your convenience.

TV. To use the TV ensure that the power switch is turned on. This is located on the bottom right hand side of the TV facing the ground.

To view TV channels, press the **source** button on the TV Remote and scroll and select TV from the on screen menu. To view a **DVD** select **HDMI1**, to view **FOXTEL** press **VIDEO**.



FOXTEL Pay TV. Ensure TV source is set to VIDEO. To view the FOXTEL program guide press TV Guide on the remote, use the scroll up and down buttons to peruse the channel guide then simply press the select button to view the program of choice.

FOXTEL has a wide range of music channels which can be selected by entering the TV Guide as above and selecting option 8 (Music and Radio). To get out of the music area, press the Austar button.

DVD. Ensure the TV source is set to HDMI1. Then use the DVD remote for further functionality. Once the DVD is in it should display a menu on screen. Follow the menu to start watching the

movie. A selection of DVDs are provided for your convenience. Please do not remove from the cottage. An inventory is taken after every stay.

BREAKFAST

Breakfast provisions are provided depending on the package purchased.

Matches, BBQ Wipes, Cooking Oil/Spray, Aerogard, Sewing Kit, Dish washing Liquid, Torch, First Aid Kit, Fire Extinguisher and Fire Blanket are located under the sink.

BATHROOM:

Please enjoy a spa bath by candle light but be careful if you sit on the edge as it can get slippery.

If you are using the shower please be careful when exiting due to wet floor.

The Hot water system at Amy's House an 'off –peak' system and the hot water will be replenished overnight so please be mindful when using hot water so as not to run out. If there is any problems please call.

As Amy's House is on an Enviro-Cycle System, we ask that only toilet paper is flushed. Bins are provided for sanitary disposal.

CANDLES:

Please never remove candles for the bathroom as this can be hazardous. More candles are located under the kitchen sink.

WOOD HEATER:

The fire place can be used in winter months. Only use hardwood for the wood heater. A basket of fire wood can be purchased for \$15. This should have been pre-organised before your stay however we are sometimes able to accommodate supply depending on housekeeper availability. Firewood may also be purchased from the IGA supermarket on the main street.

Please do not leave anything especially candles or matches on top of the combustion heater. Use extreme caution when handling the wood heater. Only use a couple of logs at a time as the cottage can become uncomfortably hot. The surface temperature of the wood heater is extremely high and

can cause severe burns if touched. Please ensure the wood heater is off if using the sofa bed. It is not recommended to use the wood heater when young children are present.

SMOKING:

We respect your right to smoke and trust that you will respect our policy of no smoking inside the cottage. We have made provisions for those who wish to smoke outside on the veranda.

We ask that you do not discard your cigarette butts in the garden due to the fire danger it creates and for aesthetic reasons.

BUGS AND INSECTS:

Many insects are attracted to light in the warmer months so to minimise their presence we suggest keeping lighting to a minimum. Feel free to use the mozzie coils provided but these are only to be used outside.

For your convenience and comfort during your stay, we have provided personal insect repellent and fly spray, located under the sink.

LAUNDRY:

Iron, Ironing Board, Washing Machine and dryer are available in laundry. The laundry can be accessed through the back door. A small amount of powder has been provided with our compliments and can be found under the sink in the kitchen.

BBQ:

Please feel free to enjoy the undercover BBQ area. In the interest of other guests, please clean up after each use and smear a light amount of oil on the surface to avoid rusting. **Failure to clean the BBQ will result in a cleaning surcharge.**

INTERNET:

WIFI Internet is available at the cottage for your convenience. Please text 0408 492281 to request the password. WIFI Internet is provided as part of the Indulgence package otherwise a \$10 charge can be added to your account if you require this option with our budget/continental package.

MASSAGES:

There are a number of providers in the area, some are able to come to the cottage. Since these providers are constantly changing please search via google or similar.

BIKE HIRE:

Bike hire is available at \$25 per bike per day or \$30 for up 3 days.

DEPARTURES:

Check-out time is strictly by 10:00am. A late checkout fee will apply if guests do not depart by the designated time. This is to cover the housekeeper time and is charged at \$25 per half hour.

When checking out, and if the housekeeper is not around, please leave the key in the door.

FINAL WORD:

We really appreciate your decision to stay at Amy's House. We hope you have had a very comfortable and relaxing time and that you've experienced the well renowned hospitality of the Clare Valley region.

Please share your positive experience with your friends and family as we would be delighted to host them as well.

Warm Regards
Yev Azzopardi

Some Local Businesses

MELLORS CAFE AT AUBURN RESTAURANT

Main North Road
Auburn SA 5451
PH: (08) 8849 2030
Breakfast & Lunch – Friday to Monday

RISING SUN HOTEL

Main North Road
Auburn SA 5451
PH: (08) 8849 2015
Voted in the top 30 pubs in Australia

MT HORROCKS CAFÉ & WINES

The old railway station
Curling St
Auburn SA 5451
PH: (08) 8849 2202
Open weekends and Public Holidays for Lunch

SKILLGALEE WINERY & RESTAURANT

On the skilly Ridge
Sevenhill SA 5453
PH: (08) 8843 4311
Open 7 days 10am – 5pm
Clare Valley's Favourite Vineyard Restaurant

SEVENHILL HOTEL

Main North Road
Sevenhill SA 5453

PH: (08) 8843 4217
OPEN 7 DAYS

SHAMROCK CAFÉ

St Vincent Street
Auburn SA 5451
PH: (08) 8849 2262

BENTLEYS HOTEL/MOTEL

Main North Road
Clare SA 5453
PH: (08) 8842 1700
Family friendly pub
Entertainment every Sat Night

ARTISSANS TABLE

Wendouree Road
Clare SA 5453
PH: (08) 88421796
WED – SUN Lunch & Dinner
Seafood and Steaks

ERIN EYES

Main North Road
Auburn SA 5451
PH: (08) 8849 2065
Cellar Door

SIMPSON RICE'S CREEK

Saddleworth Road
Auburn SA 5451
PH: (08) 8849 2323
Mini Golf, Cellar door, Café, Gallery, Nursery and
Giftware.

RISK MANAGEMENT POLICY

This business is very aware of its duty of care to all of its customers. With this in mind it promises, to always be mindful of potential risks and hazards.

Management and staff are aware of their responsibilities, and have made the commitment to the business not only to complete their daily tasks safely but also to be watchful for any problem which may arise.

In the event of an accident or incident the details will be reported and recorded, with a view to prevent recurring.

.....
Signature of Proprietor
On behalf of all staff

.....
Date

EMERGENCY, EVACTUATION AND FIRE DRILL

In the unlikely event of a fire or the smoke alarms have been activated please take the following steps:

- Evacuate ALL people from the cottages.
- Contact the country fire service on 8849 2000 from your mobile phone, neighbours phone or telephone box.
- Contact the owner – Yev on 0408 492 281
- to advise of emergency.
- Assemble at the front of the cottages on ELDER Street and remain together.
- Await instructions or the all clear from the CFS

In the event of a small fire use the extinguisher in the kitchen cupboard only if you feel confident in its use and contact the owners straight away

Cancellation policy

- Cancellation notified more than 30 days prior to arrival will incur a 50% cancellation fee, one night bookings are fully forfeited.
- Cancellations notified within 30 days will incur a 100% cancellation fee; unless we can re-book your entire stay to another group at full tariff.
- We recommend you take out travel insurance to provide protection against loss due to illness, injury, death, loss of luggage and cancelation of travel.

Privacy Statement

All personal information collected is used only for our purposes outlined below:

Security on information

Our database is protected from unauthorised access using current techniques. You should be aware of inherit risks associated with the transmission of information via the internet.

Should you not wish to transmit specific information across the internet, we supply alternative was of providing information. For example, you can post, fax or communicate with us by telephone.

Data Collected

Emails and Electronic Forms:

- We will record your email address only if you sent us a message, or issue it to us via our feedback sheets. Your personal information will only be used for the purposes of communicating be Amy's House, keeping you up to date with news and current offers.
- Your details will not be forwarded to any third party, except when authorised, or required by law. Where you choose to send us a completed electronic form the includes your personal details, we do collect personally identifiable information, such as name, address and other contact or request details.

Details discussed over the phone:

- When booking is arranged over the phone you name, address and contact details will be requested.
- We will then forward to you, details of you pending reservation.
- Bi-annually, we intend to forward to you, our news letter containing special offers and general updated information we believe our guests will find relevant.
- When an enquiry is received your name and address details will be requested, to post a brochure out to you. Enquirers will not be put on our mailing system -only our staying guests.

INCIDENT DATE	INCIDENT TIME
INCIDENT LOCATION	
INCIDENT DESCRIPTION	
INJURED PERSON	
NAME	CONTACT PHONE NUMBER
BIRTH DATE	SEX (M / F)
DESCRIPTION OF INJURY	
INITIAL TREATMENT	
NAME OF TREATMENT PROVIDER	NUMBER
ESTIMATED DAYS OFF WORK	

EQUIPMENT DAMAGE	
REPORTING – Should this incident be notified to a government agency?	
REPORT FORM COMPLETED BY	
NAME	DATE
SIGNATURE	

INCIDENT REPORT FORM - TEMPLATE

**On behalf of the staff at
Amy's House**

**I confirm having received and read the Code of Sustainable
Practises.**

**We agree to follow the principles and work practices as
described in the Code of Sustainable Practice.**

.....
Signature of Proprietor
On behalf of all staff

.....
Date