Welcome book (house manual) – [Property name]

Welcome! We're so glad you're here. Everything you need for your stay is in this book. Any questions, message us on [Airbnb / Booking] or call us on [your number]. Enjoy your stay! – [Name]

At a glance

- **Wi-Fi:** network [network name] – password [password]
- **Check-in:** from [3pm]
- **Check-out:** by [10am]
- **Your host:** [Name], [phone]
- **Address:** [street, town, postcode or ZIP code] – [floor, flat / apartment number]

Arriving

- **Front door:** [entry code, floor, lift]
- **Keys:** [key safe to the left of the front door – code sent on the day you arrive]
- **Parking:** [space no. …, permit zone, nearest car park]
- **By bus or train:** [stop or station, line, minutes on foot]

The home

- **Heating and hot water:** [boiler, thermostat, timer]
- **Kitchen:** [hob, oven, kettle, coffee machine – pods provided?]
- **Washing machine / dishwasher:** [programme to use, where the detergent is]
- **TV:** [remote, channels, Netflix with your own account]
- **Bedding and towels:** [provided, spare blankets in the wardrobe]
- **Stopcock and fuse box:** [where they are]

House rules

- No smoking inside, including [the balcony / the garden].
- No parties. Please keep noise down after [10pm].
- Maximum [4] guests.
- Pets: [welcome / not allowed].
- [Another rule for your home]

Bins and recycling

- **Where:** [by the side gate / in the bin store]
- **Recycling:** [what goes in which bin]
- **Food waste:** [caddy under the sink]
- **General waste:** [which bin]
- **Bin day (trash day):** [day – please put the bins out the evening before]

Fire safety

- **Smoke alarms:** [where they are]

• **Fire extinguisher and fire blanket:** [where they are]

• **Way out:** [escape route and exit doors]

• **If there is a fire:** get everyone out, stay out and call [999 in the UK / 911 in the US].

Checking out

□ Leave by [10am]

□ Start the dishwasher if it's full

□ Put rubbish and recycling in the right bins

□ Close the windows, turn off the lights and heating

□ Keys [back in the key safe]

No need to strip the beds – we'll do that.

Emergencies

• **Police, fire, ambulance:** [999 or 112 in the UK / 911 in the US]

• **Urgent medical advice:** [NHS 111 in the UK / your local urgent care]

• **Nearest pharmacy:** [name, address, opening hours]

• **Nearest A&E / ER:** [hospital, address]

• **Your host:** [Name], [phone]

Our favourites

• **Breakfast:** [café] – [3 minutes' walk]

• **Pub:** [name] – [what to order]

• **Walk:** [beach, park, trail]

• **Rainy day:** [museum, cinema]

• **Supermarket:** [name, opening hours]

Good to know

• **Licence or registration number:** [if your area requires one]

• **Parking permits:** [where to get one, if needed]

Thank you for staying – see you again soon!

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