



**SKYLINE ISAF
GLYNCORRWG**

c/o 16 Cynllan Avenue
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Date As Per Covering E Mail

Welcome Letter and Booking Schedule

Thank you for booking our holiday home. Please take a minute to read this letter, it does four things:

- It confirms your booking details, facts and figures – on Page 2.
- It provides some helpful information to get you started on your holiday. Page 3.
- It provides a list of 'What To Do Next'. Page 5.
- It reminds you of the Terms and Conditions (T&Cs) that you may have already seen on the website. Page 6.

See Page 5 For A Summary Of What You Should Do Next.

USEFUL INFORMATION

Directions

These are available on [our website](#) Skyline Isaf is number 7, Mathew Street SA13 3BD, which is the fourth house from the top on the left hand side. If some reason you don't have web access or you need extra help, please call us and we will help.

Keys

Please [call us](#) a week before arrival to check your key-codes. You will be sent instructions as to where to find the keys. Once inside the house, you will find a key box in the cupboard under the stairs. The keys are all clearly labelled including the garage alarm fob.

Alarm

The garage alarm will be deactivated when you arrive. There is a brief set of instructions near the front of the welcome folder and the full manual is in another folder in the lounge with all the other appliances' user manuals. It can also be downloaded from [here](#).

Parking

There is usually ample roadside parking in the street. If for any reason there is not enough room in the street (or if you prefer to park on the flat), there is always plenty of room on the bottom road, Norton Terrace. If you park in the top road, Bryn Road, please stay clear of the disabled parking bay and avoid parking opposite it as this may block the road and bridleway.

Telephones And WiFi

There is limited mobile phone coverage at the House. This is covered on the website [here](#) and in the welcome folder, but there is a land-line which you are welcome to use subject to the [T&Cs](#) – the number is 01639 699959. You are welcome to use the WiFi subject to the [T&Cs](#) - the network name and key are printed on the router in the lounge.

Midges

Unfortunately, in the nice weather Glyncoirwg can be badly affected by midges and that includes the trails and gardens, you can get eaten alive unless you use some form of protection. See [this link](#) for more tips.

Support and Housekeeping

We hope nothing goes wrong during your stay, but if it does, please [contact us](#), we will try to put things right, but please be aware that we are a small organisation and are not in a position to offer 24/7 housekeeping services. So we might not be able to respond straight away and you may have to work around any problems in the mean time.

Rubbish

Please see the note in the Welcome Folder for instructions on how to sort and dispose of waste, recycling etc..

Food

Don't forget to check out the latest attraction at Tai Skyline Houses, [Jo's Homemade Welsh Cooking](#) – delivered to your fridge.

RIVERFORD Organics

Also deliver to the house once a week, just log on to their website [here](#) (e mail address is groceries@skylinehouse.co.uk, password is 'organic') or you can contact Julie on 01443 675551. All orders need to be prepaid.

Other grocery stores deliver to the area - see [here](#).

Bike Hire

We are delighted to be able to offer you our new Cycle Hire Service. To make your action-packed holiday complete. We can you rent you anything from a set of 5 bikes for all the family. Full details are available [here](#).

On Departure

Please set the central heating thermostat back to 'Frost'. If you have time, we would appreciate a few words in the visitors' book to let us know what you thought about the place.

Lock up all doors and windows and return the key to the combination safe - you will need to exit via the back gate and leave this unlocked.

What you Should Do Next

- Check all details at the Booking Schedule above.
- Complete the '[Booking Confirmation](#)' form online to 'rubber-stamp' this booking.¹
- Make a note to call us to confirm your key-codes.
- Read the T&Cs, below.
- Read the rest of this letter and see the website, at your leisure for lots of useful info.

¹ Only applicable once you have paid in full and have been e mailed a link to the 'Confirmation' form

TERMS AND CONDITIONS

Please take a look at the attached [Terms and Conditions](#), they are a part of this booking agreement. Let us know if there anything you disagree with or if you have any special requirements. Otherwise, we assume you agree.