



# MARINE VILLA

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

Preparing to arrive and when you get here!

### 1. Please send us the guest list form

We have sent you a Marine Villa Guest List form, please complete this with the names and age group for all the guests attending and return to [info@artdecohouseuk.com](mailto:info@artdecohouseuk.com) at least 5 days before arriving. Please do NOT include contact details for anyone under 18. We are required by our insurer to have the full name and postal address of the person making the booking (and we'll also send you a Christmas card!)

### 2. Letting us know when you will arrive

You MUST PLEASE contact the House Manager ; Elizabeth Matthews on 07717 666406 ([housemanager@artdecohouseuk.com](mailto:housemanager@artdecohouseuk.com)) about your arrival details a few days before you check in (4pm or later). Lizzie will meet you when you arrive. **Please text Elizabeth 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, even if you see our staff in the house, they are not ready to let you in.

[When planning your departure travel, note that you must please 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. 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](http://TheTrainLine.com) or [Redspottedhanky.com](http://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!

### 4. What will be provided

This is a self-catering holiday property, so as such, you are obviously expected to provide for yourselves. 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!).

## 5. 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 two of the bedrooms have 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, and dig out all those hotel slippers you have collected, bring them along so you don't have to wear shoes around the house!

## 6. Groceries

We recommend you get a supermarket grocery delivery arranged (TESCO, Sainsburys and Waitrose deliver to our house) 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 the Red Funnel ferry terminal 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!

## 7. Kitchen and catering facilities

There are 3 electric ovens, a 5 ring gas hob, two microwaves, 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.

## 8. 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. Please note that other commercial companies are not allowed at Marine Villa without prior approval and proof of insurance cover. If you do use a professional caterer, we do insist that you also place a minimum order of £120 for magnums of champagne and wine directly from Judapa Wines who are the only supplier licensed at Marine Villa. (Judapa Wines is actually Sharon Boyse-Smith's (the joint owner) company. Price are very competitive as the wine business is a labour of love more than anything!). Email [judapawines@artdecohouseuk.com](mailto:judapawines@artdecohouseuk.com) to get the current wine list or place your order.

## 9. Additional Cleaning

If you are staying for longer than a short break, you may want additional cleaning during your stay. The cleaning will be of the bathrooms and kitchen only and not the bedrooms. We send two people for 3 hours and the charge is £120 but this must be booked and paid for at least 4 weeks before your arrival. For stays of over 7 nights we offer a free of charge linen change for all the beds and fresh towels.

## 10. 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.

## 11. Fire Works

There are tens of thousands of pounds worth of irreplaceable original stained glass windows throughout the house and as such these much be carefully protected. One of the biggest dangers are the use of fireworks in

the gardens, not just the firing but even the noise of them. The use of fireworks is therefore totally prohibited in the grounds and gardens of the house. If fireworks are used, your entire security deposit will be forfeited, even if no damage results. Thank you for your understanding.

## 12. Glasses

There are plenty of wine glasses, pint glasses, shot 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.

## 13. 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.***

## 14. 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, 20 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 60 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. If you stay in the winter months, we recommend when the sun goes down to pull the curtains (with the pull cords) across the stained glass windows in at the upstairs front of the house. These windows are original 90 year old glass and are quite draughty!

## 15. 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](#)

## 16. SONOS and Netflix etc

There is a SONOS sound system in the Dining Room, kitchen and the Drawing Room (hidden in the antique radios in two of the rooms). Download the app to your Smartphone or tablet from Apple or the Google Playstore or onto your laptop (SONOS.COM). You can associate your Spotify or Deezer account too or play any music you have on your own device. (you can also add your NETFLIX or Amazon Prime account to most the TVs, but do not forget to delete it before you leave, unless you want future guests to use your account!)

## 17. This house is our home

Please remember that this is NOT a hotel with an army of cleaners and staff, this is actually our home that you are renting. Can you please treat the house with respect. Little things like taking your shoes off while in the house, putting coasters under your drinks glass before you put it down on the antique furniture, like not leaving mountains of rubbish in your rooms (and please NEVER leave soiled nappies in the house, put them in the outside bin).

#### 18. 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.

#### 19. In an emergency

Other than emergencies that require the emergency services, if there is a problem with the house, please call the House Manager Elizabeth Matthews on 07717 666406 ([housemanager@artdecohouseuk.com](mailto:housemanager@artdecohouseuk.com)).

Elizabeth is about 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.

#### 20. What to do when you are leaving

Please let the House Manager 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.

#### 21. Tell people about us

We hope you had a great time, if you did not then please email us on [info@artdecohouseuk.com](mailto: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 or photo. **Also feel free to Tweet and mention us @artdecohouseuk**. Also please leave reviews on TripAdvisor or the site where you booked the house through. Your review can help other people decide if the house is right for them or not!

<https://www.homeaway.co.uk/p1599673#reviews>

[tripadvisor.com](https://www.tripadvisor.com) reviews