



ART DECO HOUSE UK

MARINE VILLA. ISLE OF WIGHT

The Art Deco House UK on the Isle of Wight

Preparing to arrive and when you get here!

1. Please send us the guest list

Please send us an email (info@artdecohouseuk.com and copy housemanager@artdecohouseuk.com) with the names and ages where under 18 for all the guests attending and send at least 5 days before arriving. Please mention if you need a cot or high chairs provided too. Please do NOT include contact details for anyone under 18, just their age. 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!). If you provide us with your email address, by providing it, you will be giving us permission to include you in our monthly special offers and news email to Friends of The Art Deco House. If you provide any other emails please ensure you have their permission to provide it to us for inclusion.

2. Letting us know when you will arrive

You MUST PLEASE contact the House Manager ; 07485 137641 (housemanager@artdecohouseuk.com) about your arrival details a few days before you check in (4pm or later). One of the House Management Team will meet you when you arrive. **Please also text 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 may 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. We have discount codes for the ferries which get you around 15% off the published price. Email us and tell us if you are using Wightlink or Red Funnel and how many cars you need codes for (info@artdecohouseuk.com). If you shop at Tesco's, they have some good Clubcard deals for the Ferry. If you work for the Emergency Services or are in the armed forces, BlueLight Card offers even better discounts. When you leave the ferry terminal, follow signs to Sandown, then follow the A3055 to Shanklin, passing over a railway bridge. When you spot 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 Lake or Shanklin, including the ferry crossing. (It takes just a little over 2.5 hours from London! 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!

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 salt and pepper). There is a big US style fridge freezer (with a built in ice dispenser) and a small “under the counter” fridge in the kitchen. A drinks fridge is in the Utility Room next to the washing machine. 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!). There are some cleaning sprays in the sink cupboard, together with a few spare bulbs and fuses but you may want to bring some additional cleaning products. There is a small first aid kit in the kitchen for minor cuts etc.

5. Towels and Linen

All bed linen is provided except bed linen for cots. The beds will all be made but some of the additional beds in family rooms will simply have the bedlinen folded on them on in boxes under 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, we do provide two Marine Villa bathrobes in every bedroom, and you are welcome to buy new ones to take away as a souvenir (pay at www.artdecohouseuk.com/yesplease/) or you may wish to bring your own for wearing around the landing area. Don't forget to 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 (Waitrose, TESCO, Asda and Sainsburys all deliver to our house) timed for shortly after you arrive. If on arrival on the Island you wish to do some shopping for groceries, depending on your route from the ferry you will pass a large Sainsbury's, Tesco and probably Morrison's and almost next door to Morrison's an Aldi store. There is a Lidl and Co-op in Shanklin. 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 to the right as you leave Littlestairs Road about a mile away. 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, two fridges and a drinks fridge 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. Thinking of hiring a professional caterer?

We have an approved caterer who can 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. Many guests get a meal delivered for their first evening, as no one will want to cook after travelling! You can contact him at kevinhendyfood@gmail.com for example menus and prices. He can also provide a wonderful dinner with table service if you want something special any evening.

Be very careful if you plan to hire any other caterer, no matter their reviews. They MUST be insured (In February 2020 we had to turn away a caterer who had good reviews but their insurance specifically said they were NOT insured if they cooked at anyone else's premises). It is a legal requirement that they must provide us (info@artdecohouseuk.com) with proof of their third party liability insurance and must bring their own cooking equipment including saucepans etc, or else we reserve the right to deny them access for safety

reasons and if they are not insured, you may personally be liable for any uninsured losses, including if they take more equipment away than they arrived with (yes, it has happened to us, several times)!

Are you celebrating something?

We have a framed picture of the Art Deco HouseUK available for sale which would make an amazing gift for the main person in your party. It costs just £60 and one is on display when you arrive. If you let the housemanager know then or beforehand, we can make sure one is available. You can pay at <https://www.artdecohouseuk.com/yesplease/> We can also provide chilled MAGNUMS of Champagne, Prosecco, Rose or White wine for when you arrive (or not chilled magnums of Red wine). They have price labels attached. Wine for us is a shared labour of love, we have no a time for a silly mark up, so the prices are sensible for great wines!

Just please pay at <https://www.artdecohouseuk.com/yesplease/>

9. Additional Cleaning

If you are staying for longer than a short break, you may want additional cleaning during your stay. We can provide two levels of additional cleaning, subject to booking and payment at least 3 weeks before arrival, and availability of the ArtDeco House UK cleaning team. Please email us with your requirements as soon as possible. Due to Covid19 demands, cleaning can only take place if you are all out at the time, and we have very restricted availability during 2021 as not all our cleaning team want to clean a house while guests are staying and we are respecting their preference, so sorry if we cannot do the additional cleaning this year.

1. Spruce Up of ArtDeco HouseUK

£120 per clean

This is putting items in the kitchen into the dishwashers and starting them, emptying bins in kitchen if required; Cleaning all bathrooms that have been used (there are 5 bathrooms and 2 WCs); Making beds with the linen already on them. Any clothing would be moved to a chair in the room; Dining table cleared, replace tablecloths if soiled; Property hoovered clean. (2 cleaners for up to 2.5 hours each)

2. Full refresh of ArtDeco House UK

£250 per clean

This is the same as the Regular Cleaning, plus all bed linen, towels and table cloths are changed.

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 many tens of thousands of pounds worth of irreplaceable original stained glass windows throughout the house and as such these must be carefully protected. One of the biggest dangers are the use of fireworks in the gardens, not just the firing off 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 champagne glasses. *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.

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.

Sorry, but it is illegal to use candles at The Art Deco HouseUK, so please do not use candles or have any other naked flames anywhere in the house.

13. 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 although the House Manager will have remotely set up the house heating before you arrive and can remotely adjust the heating or hot water if you need that. Each room has its own radiators with controls. 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 92+ year old glass and are quite draughty!

14. 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 65 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](#)
[0800 free numbers](#)
[0500 free numbers](#)

15. SONOS. ALEXA and Netflix etc

There is a SONOS sound system in the Dining Room (inside the radio), kitchen, upstairs Sun Room 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 (if you get the choice, select "Sonos S2") or onto your laptop (SONOS.COM). There are also ALEXA devices in the kitchen, Dining Room, Drawing Room and SunRoom. They only listen to you if you first call out 'OK ALEXA!' so no need to worry about the devices if you do not want to use them. (Sometimes when other guests have come, the kitchen Sonos seems to forget Alexa. Sorry, but we cant help if this has happened)

You can associate your Spotify account too or play any music you have on your own devices. (you can also add your NETFLIX, Disney+, Britbox or Amazon Prime accounts to most the TVs, (but do not forget to delete them before you leave, unless you want future guests to use your account, and they will!)

16. 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).

17. 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.

18. In an emergency

Other than emergencies that require the emergency services, if there is a problem with the house, please call the House Manager on 07485 137641; (housemanager@artdecohouseuk.com).

Depending on who is on duty, they may be up to 10 miles away but either they or another member of our team will attend to assist. Please however respect her privacy too, and if things can wait until the morning, please text or call her then.

19. What to do when you are leaving

Please let the House Manager (07485 137641) 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.

20. 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 or photo. 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 (https://www.tripadvisor.co.uk/VacationRentalReview-g190925-d7341561-Marine_Villa_The_Art_Deco_House_UK_Isle_of_Wight-Shanklin_Isle_of_Wight_England.html)

21. Subscribe to our 'Friends of Art Deco House UK' list

We would love to stay in touch! We send out about 15 emails a year, but only to guests who have provided permission for us to contact them (and you can unsubscribe at any time). Just go to

<https://www.artdecohouseuk.com/subscribe/>