



VeloGites.com

+33 (0) 6 04 02 69 15

info@velogites.com

GUEST INFORMATION PACK

GETTING HERE

You can find us by entering the following into a Sat Nav.

VéloGîtes, Lieu de la Bussiere, Availles-Limouzine, 86460 GPS: 46°07'38.1"N 0°39'49.4"E

We are also listed on Waze and Google Maps under "VéloGîtes".

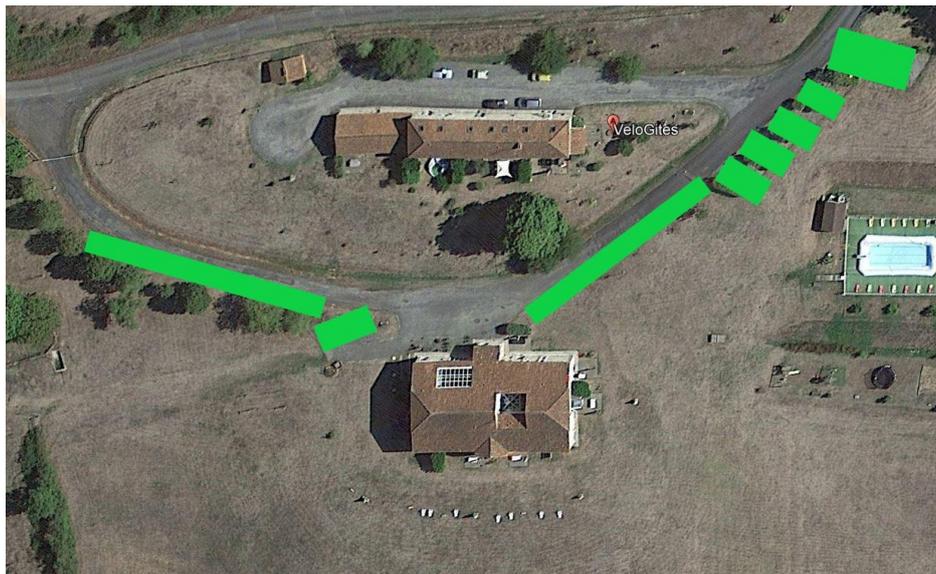
VéloGîtes, is located on the slopes of the Vienne valley, overlooking the lively town of Availles-Limouzine. If your route takes you through Availles-Limouzine, you will cross the main bridge, and soon after, pass the Salle Polyvalente on your left-hand side. You will see VéloGîtes signposted at the bottom of the hill. The entrance to our road is about 800 meters up the hill, on the left; another VéloGîtes sign will show you the way! Keep on this small road and you will pass a farm on your right-hand side; after 800 metres you will see the entrance to VéloGîtes.

If your route takes you South West (from L'isle Jourdain), you will be directed along the D34. Once you head down the hill towards Availles-Limouzine, your sat-nav will indicate a turning right towards La Villate. Keep on this small road and you will pass a farm on your right-hand side; after 800 metres you will see the entrance to VéloGîtes.

Once you enter the property, you will see the large gite building in front of you (our house is on your right). We will be at the Gite building ready to welcome you! Please text us your expected arrival time and keep us updated if you expect any delays.

PARKING

We have enough parking for about 30 cars, please park in the green areas: -





VeloGites.com

+33 (0) 6 04 02 69 15

info@velogites.com

CHECKING IN

We will be here to welcome you for your holiday. When you arrive, you will be asked to complete a short registration form; we will then show you to your gîte. Check in is after **5pm**. Please send us a text to 06 04 02 69 15 to let us know your expected arrival time.

KEYS

Each gîte can be accessed from the main foyer area and from its own terrace. You will be given a keyring with 3 keys on, one for the main building entrance, one for your entry door, and one for your terrace door. Please keep these safe, key cutting in France is expensive and we will have to levy a charge of €30 if you lose your keys. 😞 Please make sure that the front door to the gîte building is kept closed at all times, birds will fly in and our cats love exploring the building!

SMOKING

Please note that **no smoking is permitted within the gîte building at all, nor in the swimming pool fenced area**. This is to ensure that all guests are comfortable and reduces fire-risk. It is also against the law in France! There are plant pots with sand in near your terrace for use as ashtrays. If any guest is found to have smoked in the gîte building we will insist on the payment of €200 to conduct a deep clean of the building. (that would be an expensive cigarette) 😊

FIRE ALARM

We have recently installed a state-of-the-art Fire Alarm system which is within the office area (this is locked unless either Kathy or Graham is present). There are numerous red alarm boxes which should be used if a fire is detected: -



This will set off a (very) loud alarm which also relays to our house. Security lights and fire exit arrows can be seen in all of the gîtes and communal areas, please familiarise yourself with the exits and gather in between the gîte building and the swimming pool : -





VeloGites.com

+33 (0) 6 04 02 69 15

info@velogites.com

Each gîte is equipped with a fire extinguisher which can be found near to your entrance door. A fire blanket is also provided which can be found in the kitchen areas.

WATER / GAS / ELECTRIC

Each gîte has its own gas fired boiler which provides hot water on demand. If several people are having a shower at the same time in your gîte, be aware that the water flow may be reduced, if possible, try to use the showers at different times!

The boiler cupboards are located in each gîte kitchen. Within the boiler cupboard is a water cut-off tap and also a main gas cut-off for your gîte. Each gîte has its own electric cupboard with trip switches, in the unlikely event that a circuit is tripped, please give us a call on 06 04 02 69 15 and we will re-set it for you.

UNDER-SINK CUPBOARDS

One door of your under-sink cupboard does not open, please do not try to force it open! (it's a long story but for both doors to open would have required new sink units and cupboards!) A cut-off valve for your gas cooker / hob can be found in the under-sink cupboard.

COOKERS

All of the cookers have both gas hobs, and gas ovens. Each gîte will have a lighter provided to light the oven and the gas rings on the hob. If you have any problem at all in lighting your cooker or hob, please contact us and we will help.

TV's / DVD PLAYERS

Each gîte has a TV and a DVD player. The TV's are not connected to an aerial. We invite you to watch DVD's or connect to our WiFi network via your tablet / phone / laptop to watch streamed TV.

INTERNET

We live in rural France where internet speeds can be notoriously slow, however have invested heavily in a mesh Wi-Fi network to provide you with the best internet speeds possible. Dotted around the property you will see a TP-Link deco unit :-





VeloGites.com

+33 (0) 6 04 02 69 15

info@velogites.com

If any of these are switched off, the Wi-Fi will fail, please do not switch them off! Our internet speed is approximately 12 mb, you may find that download speeds will fall if many guests are using the internet at the same time; sadly, optical fibre has yet to arrive in Availles-Limouzine. The Wi-Fi code can be found in your gîte.

SHOWERS / BABY BATHS

Please ensure that when you are taking a shower, the shower curtain is placed within the shower tray or flooding could occur! Showers mats are provided for the floor. There are no baths in the gîtes (nor in our house), we do have a baby bath that can be filled with water from the shower, please ask if you would like to use this.

FANS / HOT WEATHER

It can get extremely hot here! A fan is provided for each gîte, however the best way of keeping the temperatures down in the summer is to make sure that the shutters in each room are closed in the early morning and re-opened at dusk. The building has 75cm thick walls and is more comfortable if the shutters are shut during the day.

ANIMALS

We LOVE animals and have our own “mini farm” with goats, sheep and chickens. PLEASE DO NOT FEED THE ANIMALS ANYTHING WITHOUT US BEING THERE TO SUPERVISE. They could become extremely ill or even worse, die, if they are fed incorrectly. Every evening between 5pm and 6pm we will be feeding them and having our usual “Goat & Sheep O’Clock”. The goats are very vocal and huge fun, they often charge around their enclosure! The Sheep are the smallest breed in the world – Ouessants, they are a bit timid so don’t expect them to want to be petted. The Chickens are Brahma’s – the biggest breed in the world. Roger, the cockerel will often let you know that he is there by crowing! There is an electric fence around the field, we do not currently have this switched on but please don’t give it a try!

We have two Rhodesian Ridgeback dogs, Bruno and Lottie. They are likely to bark their welcome and can seem a bit intimidating. We have a fenced area around our house and for that reason, please do not open our gates! If you would like to contact us, please just call 06 04 02 69 15 and we will be with you straight away. We never allow our dogs to roam the grounds as we understand that some people are frightened of dogs. Because of our dogs, and the other animals, we have a strict guest no animals policy for our guests, apologies for this.

We also have two cats, Noodle and Pip. They are extremely friendly, and you can often see them out hunting! They also love exploring the gîte building; please do not encourage them in, we may have guests staying who have severe allergies to cats!

BBQ’s

Each gîte has a barbecue you will find tongs etc in your kitchen. Please feel free to use the barbecues and we would ask that they are thoroughly cleaned after use ready for our next guests to use.

SWIMMING POOL

We are extremely proud of our swimming pool with stunning views over the village of Availles-Limouzine but for guests’ safety we have some strict rules, by using the swimming pool, you accept these rules: -



VeloGites.com

+33 (0) 6 04 02 69 15

info@velogites.com

We will open the swimming pool from 11am and close it at 8pm. There are two gates in our security fencing, the one furthest from the gîte building will be permanently locked. The entrance that we ask you to use is the gate closest to the gîte building. Please ensure that the gate is kept closed at all times.

We perform the pool maintenance in the morning and take our measurements to ensure that the water is in a condition for swimming; cleaning is also done during this period. Please help us maintain the water quality by showering before entering the pool (within your gîte). Sunbeds are available around the pool, as are parasols; please close the parasols when you leave the pool area. If we experience very hot weather, and / or there are a large number of guests using the pool, the water quality may deteriorate during the day. We will do our best to maintain the water quality but please understand that in exceptional circumstances, we may be forced to close the pool. Please bring your own towels for use around the swimming pool. Prior to entering the pool, please wipe yourself down to reduce the amount of sun tan oil / cream; apart from creating difficulties in managing the chemical levels, oils / creams also create "traps" for bacteria and viruses (Covid-19 regulations). We strongly suggest wearing long sleeve t-shirts to bath in.

We have three critical rules for the use of the swimming pool: -

- 1. Children should always be accompanied when using the pool and are the full responsibility of the parents / carers when using the pool.**
- 2. No food should be taken into the pool area, and drinks should be contained within non-breakable containers (bottles).**
- 3. Sun tan cream and oils should be wiped off prior to entering the swimming pool, if this is not adhered to we may be forced to close the swimming pool.**

RUBBISH / RECYCLING

We are passionate about protecting the environment as much as possible. France has an extremely good recycling service. In your under-sink unit, you will find some yellow bin-bags. These are to be used for recyclable items (paper / cardboard / plastic / tins etc). Once full, regular black bags and the yellow bags should be taken to the bins at the entrance to VéloGîtes (there is a brown bin for regular rubbish, and a yellow-topped bin for the yellow recycling bags). Glass should be recycled in the bin at the back of the Salle Polyvalante (at the bottom of our hill).

WATER

Please use as little water as possible! During the Summer months we can have no rainfall and we always do our best to use as little water as possible.

LIGHTS

Please ensure that lights are switched off in your gîte building when you do not need them. We have replaced all the bulbs with LED energy efficient bulbs but we ask that you help us to help protect the environment by using as little energy as possible.

GARDEN

Our property extends to 10 acres (4 hectares). When we bought the property there were no natural areas and we took the decision to allow large areas to return to a natural state. We have noticed the impact of this immediately with a huge number of butterflies and bees now being seen. Please feel



VeloGites.com

+33 (0) 6 04 02 69 15

info@velogites.com

free to take a walk around the garden areas, we have cut paths out so that guests can enjoy the natural areas.

OUTDOOR GAMES

A wide range of outdoor games can be found in the Wooden shed. Please return the items to the shed once you have finished using them. The code to the keypad is C2019X

GEOCACHING

We have hidden a number of Geocaches around Availles-Limouzine. For a fun day out simply go to your app store on a smartphone and download the geocaching app



This is a free activity, none of the geocaches that we have hidden require a subscription to the app. Please contact us if you would like some help – a warning, some of the “hides” are tough to find!

CYCLING / BIKE HIRE

The roads around Availles-Limouzine are simply amazing for cycling. We have created a number of routes that can be downloaded on to navigation devices (Garmin / Wahoo etc). Please let u know if you would like to use any of our routes. We also have a small workshop if you need to conduct repairs to your bike while you are staying with us at VéloGîtes, please let us know if you would like to use this facility by calling 06 04 02 69 15.

With regards bicycles, we recommend using Bike Hire Direct who can supply fully serviced cycles, safety equipment and bike locks. Please contact us if you would like to hire bikes and we can organise them for you. Website: www.bikehiredirect.com Email: info@bikehiredirect.com

SHOPPING

Availles-Limouzine has several shops including the Tabac which sells groceries. Fresh bread can be bought from the bakery. There is also a butcher who sells the most amazing Limouzine meat; strongly recommended! For “British” style cuts, Monty’s butchers is about 25 minutes away (Search on Facebook for directions).

For larger grocery shopping, we recommend going to Confolens, or L’isle Jourdain. In both towns you can find an “Intermarché”.

MARKET DAYS

Availles-Limouzine – there is a small local produce market every Thursday morning in the square

Confolens - Markets every Saturday morning and Wednesday morning. On the 12th of each month there is a larger market: Fair Confolens.

L’isle Jourdain - Market every Saturday. The larger fair takes place on the 20th of every month.

DEPARTURE DAY



VeloGites.com

+33 (0) 6 04 02 69 15

info@velogites.com

Holidays sadly have to end. We would appreciate your help in reducing the length of time it takes to prepare the gîtes for our next guests. A full list of requirements can be found in your gîte, check out time is before **10am**.

REVIEWS

We launched VéloGîtes with one main aim – to provide the perfect holiday venue for our guests. We are passionate about improving our service to you and welcome any feedback you may have. If you have ANY concerns during your stay with us, we want to help immediately so please call us if anything is not up to your expectations or you need help. (Clues for the Geocaches may require bribery 😊).

Please feel free to leave reviews on any of the review sites (Google / TripAdvisor etc). We also have a blue guest review book which can be found in the entrance foyer where we welcome your comments and suggestions.

⚠ FRENCH EMERGENCY NUMBERS ⚠

English speaking SOS helpline 01 46 21 46 46

SAMU (medical help): 15

Police and Gendarmerie: 17

Sapeurs Pompiers (fire and accidents): 18

SOS - all services (recommended when calling from a mobile): 112

SOS – all services (hearing aid or if you cannot talk): 114

Coastguard: 196

Samu Social (emergency shelter): 115

Child in danger: 119

Missing Child: 116 000

Out-of-hours doctors: 116 117

Emergency Online Contact: <http://www.samu-urgences-de-france.fr/fr/contact/>



VeloGites.com

+33 (0) 6 04 02 69 15

info@velogites.com

⚠ ESSENTIAL MEDICAL TERMS IN FRENCH ⚠

Doctor: un médecin

Where's there a doctor's surgery: Où est-ce qu'on peut trouver un cabinet médical?

Call a doctor at once: Appelez un médecin tout de suite

Emergency: une urgence

Medecine: médicament(s)

Ill, sick: malade

Chemists: une pharmacie

I'm very sore here / it hurts here: J'ai très mal ici

We need to find a doctor urgently: Nous avons besoin de voir un médecin au plus vite. C'est urgent.

--oo0oo--

VG