

50 West Avenue

Information Sheet

www.FileyHolidayHouse.com

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Key Collection

We will send key collection details separately as we can't really place these on the internet – sorry!

Please use the contact form on www.fileyholidayhouse.com or call 07771 895 825 or 07803 925 990 if we haven't sent them

The House – arrival and leaving

On arrival

If you have not got two sets of keys, please contact us on Helen 07771 895 825 or Chris 07803 925 990 or use the contact form on www.fileyholidayhouse.com for further information.

Everything is for your use, the beach toys, the games etc. If something looks like it may be broken or missing, don't hesitate to let us know by email or phone. Got a suggestion of what we may need to change or haven't got, again please contact us!

Sometimes a cupboard that should be locked may not be after change over. Please be careful of the little ones if this happens and contact us as soon as possible and we will arrange for it to be locked.

We really hope that the weather is kind and that you will have a fantastic holiday! Below are a few places we recommend, take your time. If eating early and hope to catch a deal or a chippie you really need to go to the eating section. Chippies close early by and large..be warned.

On leaving

We are sad to see you go, hopefully everything is here and you had a great time. To help ensure the next guests have a good time, could you please take a little time on leaving.

A few things to do please if you can.

Security..

- 1 Windows closed and locked
- 2 External doors locked

Our house..

- 3 Lights off
- 4 Radiators control box not on "OFF"
- 5 Empty dishwasher
- 6 Take bedding from beds, towels etc in piles
- 7 Spare keys, main keys back to where they came from
- 8 Guestbook

For you..

- 9 Remember to pack all your things (including phone chargers, washer, dryer)
- 10 Book your next break at www.fileyholidayhouse.com !

See you next time!

Pubs

Many, many great places in Filey, a lot are child friendly, a lot have bands or a 'turn' and serve staple British pub food.

These are some of them:-

The Cobblers Arms (Real ale micro-pub)

2 Union Street

Filey YO14 9DZ

Tel. 01723 512511

<https://www.facebook.com/cobblersarms/>

If you want something different to Carling...

Bucaneer (British pub, kid friendly)

8-10 Union Street

Filey

Tel. 01723 518504

<https://www.facebook.com/pages/category/Seafood-Restaurant/Smugglers-Cove-at-The-Bucaneer-Filey-North-Yorkshire-64965991493/>

The Star (normal pub!)

23 Mitford street

Filey YO14 9DX

tel 01723 512031

<https://www.thestarfiley.co.uk/>

Friday night comedy, music etc

Cobble Landing Bar and Bistro (open late)

Cobble Landing

Filey YO14 9LF

Tel. 01723 516528

<https://whatpub.com/pubs/SCA/200/cobble-bar-bistro-filey>

On the balcony on a warm evening.. great

Gin and Whisky Joints

Downcliffe House Hotel

The Beach

Filey

Tel. 01723 513310

<https://downcliffehouse.co.uk/>

On the terrace on nice evening...bliss

Banks Lounge Bar (Many, many gins)

5 Murray Street

Filey

YO14 9DD

<https://www.facebook.com/banksloungebar/>

A very , very nice way of spending an evening minus the kids...

The Boat Shed

7 Murray Street

Filey YO14 0EH

<http://www.boatshedfiley.co.uk/>

In town, watch the world go by

Spirit of Yorkshire Distillery (Tours)

Unit 1, Hunmanby Industrial Estate,

Hunmanby YO14 0PH

Tel. 01723 891758

<https://www.spiritofyorkshire.com/>

A bit out of town, but whisky in Yorkshire..got to be worth a visit on day off from the beach

Eating in Filey

Like for pubs, there are a lot of places in Filey. These are the one we have tried and really liked.

In Filey the chippies tend to close early (by 8pm) but are open all day. Be warned! The places like (San Marco) with a happy hour get booked, so book early. Best to phone before hand and book a table. If you want a busy Friday book before you arrive! Look out for 'Early Bird' or 'Happy Hour' offers between 5 and 6pm.

Eat in

San Marco (Italian)

13 Murray Street

Filey

Tel. 01723 514771

<http://www.sanmarcofiley.co.uk/>

Great happy hour deals, book though!

Amparian (Spanish)

25 Mitford Street

Filey YO14 9DX

Tel. 01723 447227

<http://www.amparian.com/>

Lovely food. Recommend the squid, bean casserole

Filey Bistro and Coffee Bar (British)

22 Murray Street

Filey YO14 9DG

Tel. 01723 512032

<https://www.facebook.com/FileyBistroandCoffeeBar/>

Bella Italia (Italian)

20-22 Mitford Street

Filey

Tel. 01723 516001

<https://www.bellaitaliaristorantefiley.co.uk/>

Fab, small but fab, book early

Cobble Landing Bar and Bistro (Mixed)

Cobble Landing

Filey YO14 9LF

Tel. 01723 516528

<https://whatpub.com/pubs/SCA/200/cobble-bar-bistro-filey>

Good pub food, pizza etc after a walk on the beach. Great for kids

Bronte Vinery

40 Belle Vue St

Filey YO14 9HY

Tel. 07976 882731

<https://www.facebook.com/pages/category/Cafe/Bronte-Vinery-623151844377882/>

Breakfast, snacks and meals

The Ox

31 Manor View Road

Lebberson

Scarborough

Tel. 01723448308

A few miles away, but good food

A little more expensive, but very good!

Downcliffe House Hotel (Mixed)

The Beach

Filey

Tel. 01723 513310

<https://downcliffehouse.co.uk/>

More expensive, but great for a special occasion

The White Lodge Hotel (Mixed)

The Crescent

Filey YO14 9JX

Tel. 01723 515457

<https://www.whitelodgehotelfiley.co.uk/>

Very good, more expensive but worth it

Take away and eat in

Monsoon Indian Cuisine (Indian)

19 Hope Street

Filey YO14 9DJ

Tel. 01723 514567

Had many a happy evening in here

Inghams Fish Restaurant (British Chippie)

40 Belle Vue Street

Filey

Tel. 01723 513320

<https://www.facebook.com/InghamsfishrestaurantFiley/>

Of all the chippies, these have the best fish

Takeaway Only

New Kam San (Chinese/ Oriental)

12 Murray St

Filey YO14 9DG

Tel. 01723 512878

<https://take-a-way.co.uk/menu/3431/new-kam-san-filey/>

Filey Curry House (Indian)

16a Belle Vue Crescent

Filey YO14 9AD

Tel. 01723 515992

A newcomer, good food

Gold River Chinese (Chinese)

29-31 Mitford Street

Filey

Tel. 01723 513679

House Admin, How Things Work and the Boring Bits

Fire Alarm

There is a fire alarm in the house with smoke or heat detectors in all rooms. (Heat detectors in the kitchen and lounge.) There are also 4 break glass points in the house – 1 in the hall, 1 on each landing and 1 in the Utility Room. We hope you won't have to use these, but please familiarise yourself with them when you arrive.

In the event of a fire, if the alarm is already sounding, leave by the nearest exit. If you suspect a fire, use the nearest break glass to alert the other guests.

There is emergency lighting on the landings and in the hall that will come on if the power fails in the event of the fire.

We recommend at night that you do not double lock the front door as this is the main point of exit and needs to be easy to exit.

In the rare event of a false alarm (burnt toast or similar), it is easy to stop the alarm. The control panel is in the hall and there is a key already in there. The key needs to be turned 90 degrees to a vertical position and the middle 'silence' button pressed. It is then best to shut the kitchen door to the hall and open the windows or utility room door to allow the smoke to escape. Once this has been done, the alarm **MUST** be reset. This can be done by turning the key back 90 degrees to the original horizontal position and pressing the 'reset' button. It is then important to log the false alarm in the 'breakages and false fire alarm book' in the kitchen, kept on the shelves under the glasses cupboard. Please remember to date and detail the entry and also print your name.

The key in the control box **MUST NOT** be removed.

Security

You should be provided with 2 sets of keys on arrival. These include 2 for the front door and 1 for the back door and also a window key. We recommend that you use both locks when leaving the house unattended and close and lock windows. Security has not been a problem in Filey, however we would not like your holiday to be spoilt by an opportunist passing by and cannot take responsibility for your property whilst on holiday.

At night we recommend you do not double lock the front door as this is the main point of exit and in the event of a fire, needs to be an easy escape.

Please, please close the window on leaving, even those on the upper floors. We are on the coast and really don't need a seagull or northeaster blowing through the house.

Hot Water and Heating

The hot water is extremely hot, please be careful when bathing young children – always run the bath before they enter and check the temperature first.

There should be plenty of hot water available for your use. Hot water is on demand, so no need to wait.

The boiler and heating has been set to 'on' for the duration of your stay (unless the height of summer when it's just the boiler).

The heating is set automatically by schedule. You are very welcome to increase, decrease the temperature in each room which can be done via the control panel on the stairs going into the kitchen.

You can reset the temperature until the next set time or permanently. We can reset these via the net when you leave.

You can also adjust the temperature in each room via the electronic radiator control. Please don't set to 5C though, its an override setting that stops the radiator working at all.

PLEASE NOTE REGARDING THE HEATING

It is important that the controls of the boiler are not tampered with. If the house is too hot, please turn the heating to OFF or down on the control panel, don't use the boiler controls!

You can also set the temperatures on each radiator until the next set point via the electronic controls on most radiators, **But, please avoid setting the electronic temperature controls on the radiator to OFF or 5C..we cannot override this by the internet and will cause a call out by the housekeeper to be made after you leave.**

Showers

The shower in the main bathroom on the first floor is an electric shower and needs to be switched on outside the bathroom before use. There is an 'on/off' button to turn the shower on and off. It is almost immediate when turned on, but there is a 5 second delay when turning it off.

The water for the shower in the en-suite is controlled by the boiler and has a long way to travel; it will take a few minutes to run hot when turning it on.

Utility Room and Child Safety

The boiler, dishwasher, washing machine and tumble dryer are all found in the utility room along with some cleaning fluids under the sink. From our own experience children love to press buttons and look at things in cupboards. We have placed a lock (a simple hook) at the top of the kitchen door into the utility room and recommend that you lock this if you have young children in the house.

Wifi

There is Wifi throughout the house. The code is on the back of the router (in the lounge) and attached to the information file (usually in the kitchen, but it can travel!). At the front of the house the strongest signal is on "fileyholidayhouse"

There is an extender at the back of the house on the first floor. At the back side of the house, it may be better to use fileyholidayhouse_ext as it will be stronger. It is the same password as the main signal, but you will have to log into it.

If the router plays up (and we all know they do), pull the power cord out, count to 30 slowly and plug back in.

TV, Satellite and YouView box

The 'One for all' remote can control TV, TV's DVD player (right hand side half way up the back of the screen) and the satellite, but the YouView box has its own remote.

The top button on the remote determines which device the remote is communicating to. Keep pressing this button until TV light flashes.

When the TV is switched on, the One for All remote's AV button allows you to select

DTV	This is normal digital TV
DVD	
SCART1	This is the satellite
SCART2	
HDMI1	

HDMI2
Etc

This one is the Youview box

To use the YouView box the TV and YouView must be switched on.

The TV must be set to HDMI (2) using the AV button on the All 4 one remote.

YouView has a Netflix account, but please don't change the account details! It also has iPlayer, ITV, 4 on demand and 5 on demand, all logged in using our accounts

To use Satellite

The satellite box must be on, with the TV's AV button on a SCART source (1 or 2)

To return to normal TV, select AV button on the One for All remote and select DTV.

Satellite will allow you to get the regional programmes and news from where you come from. It will give the news from Yorkshire – the digital TV on the East coast is unfortunately from Newcastle, so can seem a little odd!

Subtitles

For the digital TV (ie not the satellite or YouView) the sub-title button on the remote is “-/--” on the number section. Having selected it, then turn on or off using the direction keys.

Fuse Box

The fuse box is under the stair in the first cupboard toward the front door. It has trip switches. Unfortunately modern system trip a circuit if a bulb blow (they are designed to do this). We are switching to LED, but unfortunately they do occasionally blow.

Spare Light Bulbs and Batteries

These can be found in the kitchen cupboards and are regularly checked. If stock is running low, please email us to say.

Everything is now LED apart from the light over the upper shower, so they shouldn't give issues for years

Breakages and Faults

There is a breakages and faults book, but please do take the time to email us. At changeover in busy times this book can and sometimes does get overlooked by the housekeeper.

It is much better if we can organise a replacement or repair for the next guests!