

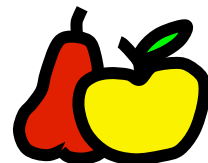
User Manual

Holiday Home Le Verger

February 20th, 2018

Adress holiday home:

Rue du Gros Bois, 20
6990 Hampteau
Belgique



Welcome to the Ardennes!

In this document you will find some instructions and tips to make your stay at the holiday home Le Verger holiday as pleasant as possible. For a correct use of the home you are kindly requested to follow the instructions carefully.

In case you have an urgent question or a problem during your stay you can always reach the owner on GSM +31 6 1070 6442 or email infohuisje@gmx.com.

Have a pleasant holiday!

Arian Simmelink

Legenda:



Please give your special attention to the text with this symbol.

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1. General Rules

- Pets are not allowed in the house unless stated otherwise in the rental agreement.
- Smoking is not allowed in the house unless stated otherwise in the rental agreement.
- Please park your cars and other vehicles only in the parking lot. Don't leave any materials on the lawn (grass) as this could damage lawn mowers.
- Dispose your waste in the appropriate bags, on the compost heap or in the black barrels. Definitely **do not** put Groceries Fruits Plants, cardboard, cans, PET bottles or glass in the paid community bags!
- Always inform the owner when there is damage to the house or the inventory. In case of substantial damage that causes a dysfunction of the house or inventory please inform the owner directly on identification of the damage. In other cases please report the damage within 3 days after the rental period ended.
- In case a lamp or the central heating is still on after you left the property please inform the owner so it can be corrected.
- Please use the property of others with care and bring everything back to its original place and state.

2. Access to the House

For access to the property there is a key box mounted on the outside wall. You received the access code to the safe when you accepted the rental agreement. When you arrive in the evening have a flashlight at hand to see everything properly.

The vault is a small metal box with buttons that you will find around the corner next to the white garage door and below the terrace. To open the safe enter the CODE and turn the knob to the RIGHT. The front panel can be removed and the door key is available. To close the vault place the panel back, press the letter "B" and turn the knob to the LEFT. The safe is locked.



With the front door key you can enter the house. In the kitchen you will find on the rack a complete set of house keys for all the doors. Place at the end of your stay the house keys back on the rack and leave the house through the front door. Close the front door and put the key back into the vault.

3. Upon arrival

3.1. The arrival time

Please be so kind to comply to the agreed arrival time. Do not arrive before the indicated time. The cleaning lady or others need time to do their job and schedules are set. Random checks on complying to the indicated times in the rental could take place. Thanks for your understanding.

3.2. A good start

Upon arrival at the holiday home the following suggestions are given to make your stay comfortable:



No.	Action
1	Switch the heating system ON if not already so and set the desired temperature. See for

	user instructions section 4.1 of this document.
2	During winter time when it is cold you could use the fireplace for extra warmth in the first couple of hours. See for user instructions section 4.2 in this document.
3	Turn the knob on the refrigerator to position 4 which corresponds to approx. 5 degrees. Turn on the freezer if required by turning the small knob at the top of the refrigerator (light is burning). Position 2 – 3 is recommended as deep freezing for longer periods will not apply.
4	Make sure you know where to find emergency information. Please see Appendix I in this document. The document itself is also present in the red folder that is normally located in the left-hand drawer of the sideboard in the living room.

4. The House

4.1. Central Heating

The property has a high efficiency condensing boiler with radiators in all rooms. The thermostat is located in the living room. Below is a brief instruction on how to operate the thermostat.



User Instruction thermostat:

See below the user instructions to switch the heating ON or OFF and to set the desired room temperature.

The TADO Thermostat is a smart thermostat that can be controlled remotely by the owner. Please do not tamper with the wiring, router or bridge or alter the hot water function. If you cannot manage to set the preferred temperature please call the owner at 0031 6 1070 6442 for help.

Press the button once and the current room temperature will be shown shortly followed by the setpoint temperature and the current operating mode. The operating mode is automatic when the symbol of a house is shown and manual when the hand symbol is shown.

Changing the setpoint temperature always makes that the manual mode is entered. You can end the manual mode and change back to automatic by changing the temperature back to the setpoint temperature. The house symbol is shown again.

To change the temperature to your desired value just press the arrow down or up. Keep pressing the arrow to speed up counting down or up. To turn off the heating system just keep pressing the down button till the display shows OFF.

Please switch the heating system OFF when leaving the house at the end of your stay.

4.2. The fireplace

The fireplace is made with French chalk and has a high efficiency. It can be quite hot in the living room when it is fully stoked. After you have started the fire and it is burning well you can best add a single piece of wood each time the other one is almost burned out.



When starting the fire, and when the fireplace is not really hot yet, you should NOT use the ventilation system (exhaust hood) in the kitchen simultaneously. The suction ensures that the smoke enters the living room! It is better to slightly open a window during the first 5 minutes to get the fire going.

A supply of dry firewood is present in the hall of the basement. Then the required pieces for use. If the stock is low replenish it with the wood from the woodpile under the terrace. The use of wood is included in the rent.

Tip 1

Unfamiliar with starting a fireplace? Put a lump of newspapers into the fireplace, put a fire starter (one or two little blocks) between the newspapers and put some small pieces of firewood on top. Finally put a larger piece of firewood on the pile. Set both sliders of teh fireplace fully open. Ignite the newspapers. Once the fire is burning shut the bottom slider till it is only open for 1/5. The top slider should be open for 1/3.

Tip 2

During winter time it can be cold when you arrive for the first time in the house. A modern condensing boiler is economical and environmentally friendly and gradually heats up the house. Good for the environment but the disadvantage is that it takes longer to get your desired temperature. To get the house warmed up quickly use the fire place in addition and heat it up quickly (e.g. two pieces of wood at a time). Also open the door between the kitchen and the hallway so the warmth is spread throughout the house.

Tip 3

During winter time when the fireplace is on it can be warm in the living room but in the bedrooms stay cool. The thermostat in the living room is no longer responding. To get the bedrooms warm close the radiator valves in the living room and kitchen and set the thermostat temporarily at a temperature above the current room temperature. For example at 25 degrees while it is 23 degrees in the living room.

4.3. Wastewater and rainwater

For environmental reasons the house has its own station IBA (Individual Sewage Treatment); a mini water purification system under the ground. Every hour an aeration pump in the garage turns on for half an hour to feed the biological reactor in tank 2 of the IBA station with oxygen.



Use no or very limited chemical cleaners in the sinks and toilets that can disrupt biological activity in the tanks. Toilet tablets in the toilet bowl is not wise and form a continuous disturbance for the biological reactor. Single short cleaning of sinks and toilets with a detergent is OK.



The rainwater is collected in an underground basin of 5,200 L. The toilets and outside tap are supplied by this rainwater. **Never drink the rainwater from the outside tap!**

4.4. Waste

In the scullery there are two bins: one for garbage and one for organic waste. Use a small trash bag in the bin for residual waste. A trash bag in the bin for organic waste is not necessary. When the bucket for organic waste is full deposit the waste on the compost heap in the garden. Only throw Vegetable, Fruits and garden waste on the compost heap! Please do not deposit non-degradable diapers, wipes or anything else!




Trash bags can be found in the kitchen drawer at the corner of the kitchen counter. There are special gray bags labelled with **the municipal "Hotton"**. These bags are paid for. Put the full smaler trash bags in the special gray bags and when it is fully loaded close the bag properly and put it on the street in the wooden waste container. The waste container must be shut properly so animals can not reach it! On Monday morning the garbage is picked up by the municipality.

If there are no longer special gray bags labelled "Hotton" please be so kind to buy some in local supermarkets (for example Carrefour (GB) in Hotton). In general this should not be necessary as the bags are included in the rent.

In the shed down stairs there are three black barrels for PET bottles (non packaging deposit money), cans and glass. Also, there is a box for paper and cardboard. Please separate waste and deposit it in the appropriate bin or barrels. If the barrels are full please be so kind to bring the bottles and cans to the recycling center in Hotton. Normally, this will not be necessary. The address of the "parc à conteneurs" is Route de Barvaux 28 in Hotton. Go at the bridge in Hotton straight through the village and then up hill. Then turn left just before the edge of the forest.

4.5. Drain

 It may happen that the drain in the utility room or shed has no working air lock. This may lead to odor. This can be easily remedied by pouring some water into the siphon so it is filled again. Don't forget to fill siphon of the hose from the washer as well.


4.6. Mobile phone reception

The holiday apartment is located in a rural area where coverage of GSM masts is moderate. Your mobile phone has the best reception at the front of the living room. Of course calling outside is even better.

4.7. Windows

Most windows in the house are so called tilt & turn windows. Latch up (vertical) is tilted position, latch horizontally pivot position and latch down window is closed. Keep the window closed if you are going from tilt to turn position otherwise it may damage the mechanism.

4.8. Home Theatre System and Digital Television

 There is an HTS system and digital television for a complete audio and video experience. You can play CDs and DVDs and you will have many digital TV and Radio stations available including Flemish, French, German and Dutch channels. Free to air radio stations can also be received with the HTS system. Please DO NOT move the TV cabinet, change the apparatus or wiring!

4.9. Internet and WIFI

Internet with WIFI connection is available in the house. The modem is located in the living room. De SIDD code of the network is **vo0945067** and the password is **FALCIYFE**. Be reasonable in using data. Please do not alter configurations, connections and devices.

4.10. Louver/Blinds

At the kitchen window, the shower window down stairs and the small window by the stairs you will find horizontal blinds. When pulling up or lowering the slats put the slats always first in the neutral position (horizontal).

4.11. Electricity and gas

The main switch and fuses are located in the fuse box in the shed down stairs. All switches are automatic.

In the garden there is an underground propane tank of 3,600 L. The central heating system in the shed is gas-fired and in the kitchen there can be cooked with gas. The stove in the kitchen has a special protection to prevent accidents with gas.

4.12. Beds and bedding

In the house are eight beds available. Two times a double bed with single mattress size 80 x 200 cm and four times a single bed with mattress size 90 x 200 cm. All mattresses come with a

mattress protector. Pillows and quilts (single) are present. The cushions have a pillow protector. Please bring along your own mattress covers, duvet covers and pillowcases. Bring also your own towels and dishcloths with you. They are not included in the rent.

5. For the young ones

5.1. Facilities for babies and little children

For babies there is a changing table, a baby bath and highchair. There is also a travel cot with extra mattress and a big bear. For older children there is a variety of toys. There are several cartoons on DVD and we also have games for young and old.

5.2. Good to know

Make sure the children do not drink the water from the outside tap next to the barn door (shed). The tap does not provide drinking water. It is rainwater. Finally, a brief instruction for unfolding and folding the travel cot.

To unfold

- First snap the short sides,
- Then snap the long sides,
- Finally push down the bottom.

To fold

- Lift up the bottom using the loop in the center,
- Unclip the long sides, if necessary press the button on the joints,
- Unclip the short sides,
- Fold up the cot entirely by pulling the loop completely up,
- Wrap the mattress around the bed and fix the straps.

6. The Garden and Outdoor Games

6.1. The Orchard

Pick fruit that is ripe otherwise the birds will have the advantage. Check the labels on the trees whether the fruit can be harvested. Pick the fruit not too early, it does not taste well.

6.2. Mountain bikes (MTB)

In the shed there are four mountain bikes you may use. A foot pump is available to fill the tires if needed. Always wear a helmet when cycling and make sure you can master the bicycle before running down the steep paths.



Please hose the bikes after use with the garden hose present in the shed. Tidy up all accessories such as water bottles and helmets. Thank you.

6.3. Game materials

Downstairs in the shed there are two baskets with games like soccer, croquet, badminton and petanque. There are also some backpacks for hiking or biking. In the living room there are several board games to play. Have a good time!



6.4. The terrace

The terrace connected to the living room has a wooden railing that is not so strong any more. The railing is planned for renovation. **Please do not lean against the railing, sit on it or pull at it.** In any case it is not wise to test a railing and always be careful when you stay close to edges. The owner does not accept any liabilities whatsoever.

Finally a request not to place the concrete holder of the parasol on the wooden deck of the terrace. There is a shade sail with two poles present in the shed down stairs.

7. Where to find things?

When you are discovering the house most items will become clear however a few points are highlighted:

- The vacuum cleaner is in the hall behind the kitchen door. If the dust bin is full or the vacuum cleaner is not performing please clean the dust bin thoroughly.
- The broom and snow shovel are in the shed downstairs.
- Mop, bucket and ironing board are in the scullery
- Seats (cushions) for the garden chairs are on the cupboard in the downstairs bedroom. Please return seats after use and do not leave them downstairs in the shed otherwise mice will have their go!

8. Leisure

8.1. Information folder and hiking maps

In the living room is a folder with tourist information on the area. The folder is located in the box of the TV cabinet or drawer at the corner of the dresser. There are also bike / walking maps available.

9. Neighbourhood and facilities

9.1. Bakery

Unfortunately the bakery closed its doors in the village. For fresh bread please visit the GB supermarket or the Delhaize supermarket in Hotton. Also open on Sundays.

10. On departure

10.1. Departure time

Please be so kind to adhere to the agreed departure time. Do not leave any later. The cleaning lady or others need time and schedules are sometimes tight. Random checks on compliance with the agreed times could take place. Thanks for your understanding.

10.2. House rules on departure

When you leave the house please observe the following house rules:



No.	Checkpoint
1	Basic cleaning duty – Clean kitchen from waste, spills and left overs. Clean tables and vacuum clean floors to remove any visible dirt and stains. Don't leave dirt or left overs to

	avoid odor and vermin.
2	Turn OFF fridge, freezer and dishwasher Disable fridge, freezer and dishwasher and put the doors half open to prevent dampness and mold. The small button on the top of the freezer and in the fridge is at zero and the light is OFF.
3	All equipment is OFF or on STANDBY . Also for the audio-video equipment, washer and dryer. The plugs of the cooker (water boiler) and coffee machines are removed from the outlets. Clean the machines to prevent mold. In particular clean the trays of the Senseo machine and Espresso machine. Put lids open to allow evaporation.
4	Clean up Appliances, furniture, crockery and toys and put back in the right place. Leave everything behind like it was so other guests will enjoy the house aswell.
5	Separate and dispose GFT, Carton, PET bottles, glass and cans! Dispose of in the appropriate black barrels, boxes or the compost heap in the garden. Only the residual waste must go in the special gray bag labelled "Hotton". The municipality refuses bags with the wrong waste in it! Close the bag properly and place the bag in the wood waste container on the street. The municipality bags are in the kitchen drawer.
6	All garden furniture , BBQ equipment and other attributes such as play materials should be stored the basement at the correct places. Clean the MTBs and accessories when used and tidy up. Check the lawn for anythings left that can damage mowers. Close the drying frame in the garden and put the cover on.
7	Empty the ash-tray of the fireplace onto the compost heap. Set the THERMOSTAT to heating system OFF (frost protection). See for user instructions section 4.1 of this document.
8	Make sure all outside lights and inside lights are OFF . Do not forget the lights in the basement. Turn the outside water tap next to the basement door (red door) in the open postion and close the valve on the inside. This prevents theft of water and protects the pipe from freezing.
9	Close and lock all windows and exterior doors tightly. Close all curtains except the ones in the front of the living room. The blinds are lowered and shut in the kitchen, bathroom and hallway and the house keys are put back on the kitchen rack.
10	Leave the house through the front door . The front door should be locked well and put the master key back into the key safe on the outer wall.

Your attention please!

Unfortunately we learned that sometimes people leave dishwashers full of dishes or leave refrigerators turned on or off with closed doors and then let it get moldy. It also happens that the thermostat stays at 22 degrees. Therefore please take note of the instructions in this manual! In extreme cases a penalty may be charged. Thanks for your understanding.

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Important telephone numbers

Service	Contact number	Remarks
Pompiers (fire brigade)	100 or 112	Location: Rue du Parc Industriel 12 6900 Marche-en-Famenne
Police	101 or 112	Location: Rue des Ecoles, 46, 6990 Hotton
Ambulance	100 or 112	
General emergency number	112	
Burns Centre (fire injuries)	+32 (0)4 366 72 94	Location:
Poison Control Center	+32 (0)70 24 52 45	
DocStop	0800 2123 2123	To block lost identity cards and passports or to report stolen or lost bank cards. Possibly only available to Belgian citizens.
Trauma Helicopter (MUG) (base station Bra-sur-Lienne)	100 or 112 or +32 (0)86 45 51 11	Mobile Emergency Team 24 x 7 service, uses MUG-helicopter
Pharmacy Care	0900 10500	Location: see www.apotheek.be (24x7 services on rotation)
Police service (Hotton)	+32 (0)84 37 02 1990	non emergency
SOS Pollution	+32 (0)70 23 01.30	
Interruptions of electricity in het GRID INTERLUX	+32 78 78 78 00	24h service Grid ID EAN541449060005848253
Electrabel Home Assistance	+32 (0)78 35 33 34	Incidents with CV/Boiler, electra or water Client number 2 200 951 125 (Consult with property owner first!)
Primagaz Emergency Service	+32 (0)2 507 21 51	Client number CU5115540 In case of trouble call Primagaz and a certified engineer will do the necessary repairs. (Consult with property owner first!)
Dokter / artstenpost	1733	http://www.santefamenne.be

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