GENERAL INFORMATION

Please do not remove

L'OUSTALADO

Important information regarding your visit at L'Oustalado, please read on arrival

General Information

Telephone numbers in case of problem\emergency:

In the first instance you should call the management company, Bon Voisins, they can be reached on 00 33 (0)6 80 07 56 64 or 00 33 (0)4 90 04 86 44

If you cannot reach anyone on this number please call Gary Widdison (Owner) on 00 44 (0)7920 780 925

Fire brigade : 18

Police : 17

Ambulance : 15

Emergency call in Europe : 112

Hospital : Centre hospitalier, 119 Avenue Georges Clemenceau, 84304 Cavaillon
Tel : 04 90 78 85 00

Doctor : ADAM Brigitte, 26a rue haute, 84660 Maubec
Tel : 04 90 76 85 15

Pharmacie: Pharmacie des Marronniers, Avenue Aristide Briand, 84440 Robion

Ringing UK from France: 00 44 (0)+ area code…

Ringing France from a UK phone: 00 33 (0)+ number

If you have any general questions about the property please feel free to call me (Gary Widdison) on the above number or email me at garywiddison@outlook.com

Smoking Policy:

Please note that this is a no smoking property throughout.

Internet:

The wireless network is called Oustalado, the password for this is “yucca321”

Keys:

There should be six keys in total, they are as follows:

1 Front door
2 Patio doors
3 Front gate
4 Back gate
5 Shed
6 Balcony gate

The front door and patio door keys you will have got from the key safe on first arrival, the others will be on the key hooks in the kitchen, please verify that they are all there on arrival.

Please take care not to lose any keys as there will be a charge of €30 per lost key.

Can you please make sure that you leave the property secure (front door and garden gates locked) when you go out.

When leaving the property upon departure please lock the front door and replace the keys in the key safe.

Camera:

We have installed a security camera outside (located under the eaves facing the front gate), if you would prefer this to be off while you are here the power for it is located to the left of the router\internet TV box (top left of the TV cabinet), it is marked "Camera", if you pull the mains lead out of this the camera will be turned off. If you do unplug the power could you please plug it back in again before leaving.

Below is a picture of the camera's field of view.

Swimming Pool:

The pool is checked\maintained once per week, the pool technician has a key for the back gate and the pool equipment, he will not ring the bell so please do not be alarmed if you see someone in the garden! There may also on occasions be a gardener working in the garden.

We have installed a pool cover for your safety and also to try to help keep the water clean and in good condition. It is French law that this cover is used to ensure safety.

We have also bought a solar cover for the pool, there is more information on this in the pool information booklet.

There is a pool cleaning net kept next to the pool should you wish to remove any floating debris from the pool. Some debris does collect at the bottom of the pool between cleanings, this is nothing to worry about and should not stop you from using it!

The switch for the pool light is in the shed to the right of the door, if you use this please remember to switch it off after use.

It is the responsibility of the renter to ensure that the pool is kept covered whenever there is any risk of anyone being in danger of drowning.

The pool should have both its covers in place when you arrive at the property, the handle for unrolling the safety cover should be in the shed, if you are going to leave the fastening straps off for any length of time could you please place these in the bag used to hold the long draw strap and store in the shed.

Could you please ensure that the pool is left covered when you go out and when you vacate the property at the end of your stay.

Outside:

There are sunbeds\loungers in the shed for your use, if you do use these could you please place them back in the shed before your departure.

There is a gas barbecue in the garden kitchen area. If you do use this could you please ensure that it is left in a clean condition with the cover on when you depart, please make sure that you do not put the cover on it when it is still hot!

There are bikes that you are welcome to use in the shed, if you do use these please leave them as you find them for others to use and please note that you use them at your own risk as we can take no responsibility for any accidents\injuries caused while cycling. The combination for the locks is the same as for the key safe (this is on your directions sheet).

There is a rotary washing line in the shed that you can use if needed, this fits into the socket in the flagstone in the garden.

Cleaning:

Please leave the property as you found it in good order with all cutlery and crockery washed and put away, the property is cleaned between rentals but any excessive cleaning will be charged for at €25 euros per hour.

Pets:

We welcome pets (indeed, the location of the property was one of the reasons we bought it as it is safe for dogs and there are excellent walks in the woods nearby) but please keep them off the furniture and clean up any animal hairs from inside the property and any mess they make in the garden.

Remote Controls:

There are separate remote controls for the TV, DVD Player, Internet TV and Stereo (Although the TV can be operated from the DVD remote), we hope these are reasonably self explanatory, the TV can be switched between inputs by pressing the button on the top left of the TV remote, the 3 useable options are as follows:

Digital TV: selecting this will access French digital TV channels, pressing the button marked "guide" will bring up the different channels

HDMI1: selecting this will access the Internet TV channels (IPTV box needs to be switched on)

HDMI2: selecting this will access the DVD player

Stereo: There is a stereo radio\CD player in the front room and also Sonos players in the front room and kitchen, there is an android tablet which can be used to operate the Sonos system, you can also download the Sonos app to your own smart device to operate the system, you can select various radio stations directly from the Sonos app, to use the stereo, turn the stereo on then on the Sonos app select "browse" on the lower menu bar then "Line in", to go back to the radio stations select "My Sonos" from the menu bar. The small amplifier on top off the Sonos unit in the front room does need to be switched on for the stereo to work.

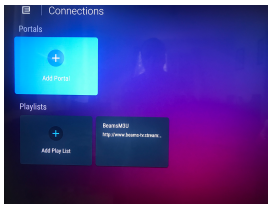
Power to TV & Internet:

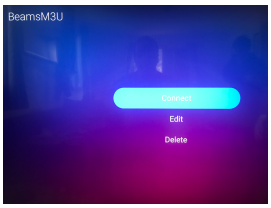
The TV and internet equipment is protected by an anti-surge power strip, this is supposed to trip out in the event of a power surge (such as a nearby lightning strike) this is located behind the TV unit, in the event that this has tripped it should be reset by pressing the switch at the end of the unit (a light should be on when there is power to the unit).

UKTV & Netflix

We have installed a UK TV service, this is an IP TV service which means that it is delivered via the internet instead of via and aerial or satellite so the internet needs to be working for the TV service to work.

When using this service, the IPTV remote (marked “FORMULER”) can be used for the TV and the IPTV box. The button marked “TV” (top left) is used to turn the TV on and off and the “STB” button (top centre) is used to turn the IPTV box on and off and providing HDMI1 is already selected the TV should start showing the last viewed channel when switched on, the “SOURCE” button (top right) can be used to select HDM1 for the UK TV service if not already selected (the TV remote can also be used for this).
There should be a red or green light on the IPTV box, if there is no light, check the power is on by checking the small switch in the power cable to the IPTV box.
When the IPTV box is turned on the display should be one of the following: TV channel list, TV channel or one of the following screens:





If the 1st screen is shown, use the arrow keys to select “mytv” then press the “OK” button, this will take you to the 2nd screen, use the arrow keys to select the bottom right box (labelled “BeamsM3U”) and press the “OK” button, this should then show the 3rd screen, making sure that “CONNECT” is selected press the “OK” button this should take you to a TV program, pressing the “EPG” button will bring up the Electronic Programme Guide and you can then navigate through the programs and select a channel, It is best to avoid HD channels as the broadband speed is not enough for these channels, I have selected most of the SD channels and grouped them into “Favourites” (EPG groups can be selected using the centre right button marked “GROUP”). Pressing “MENU” from the main TV screen will bring up a menu where “VOD” can be selected, from here you can select various films and box sets, pressing “Back” will take you back to the TV, (you may need to press “Back” a few times).

For volume control I find it easiest to leave the IPTV volume on full and use the TV remote to change the volume

The above can seem a bit complicated when reading but is fairly easy in practice, if you do have any problems feel free to email me at garywiddison@outlook.com

As the service is internet based, if people are streaming films, music etc. at the same time as watching then this can cause stuttering of the programme, this can happen occasionally anyway though.

If the UKTV service does not respond to the remote control the first thing to try is turning the IPTV box off and on again! there is small switch in the power lead to the rear of the unit to do this.

Netflix

We leave our Netflix account signed in and guests are welcome to use this, please use the “Oustalado” profile as using the others will fill up our history and items watched on our own profiles with guests viewing choices!, to use the Netflix service you will need to use the Sony TV remote control, make sure you first select TV (rather than HDMI1), next select the “home” button and navigate to applications -> Netflix, when exiting Netflix just select TV again or turn off the set. **Please do not** sign out of Netflix as you will not be able to sign back in as we do not leave our password with anyone.

Using the Oven and Hob:

Turning the knob that controls one of the gas rings about an eighth of a turn anticlockwise starts the spark ignition, pressing the knob at the same time should light the gas burner, if the spark ignition fails there should be a lighter near the oven or with the cutlery.

If the gas runs out the bottle will need changing, there is a spare gas bottle behind the curtain next to the oven and a set of grips on the wall.

To remove the regulator, first turn the gas off using the gas tap then turn the notched brass nut the opposite way to usual to loosen it, (left hand thread), fit the regulator to the new gas bottle and tighten the nut, again the opposite direction to usual, when this is tight, turn the gas tap on, the gas ring should now work as usual.

After changing the gas could you please leave a note so that the management company know it has been changed and can get the empty bottle changed or send me an email on garywiddison@outlook.com and let me know.

The barbecue uses the same gas so if this runs out the spare gas bottle can also be used for this, there is a spanner for the regulator on a chain attached to the barbeque, again, if you change this could you please leave a note for the management company or send me an email.

Undo regulator

Tighten regulator

Windows and Shutters:

All of the window pairs except the twin bedroom and the left hand of the two main room windows have one tilt and turn window, with these, if the handle is turned upwards the window will tilt towards you.

All of the shutters except the bathroom and the twin bedroom can swing open to allow ventilation while the shutters are in the closed position, to do this, first make sure that the shutters are properly latched and closed, the handles at the sides can then be raised upwards slightly to allow the shutters to be opened (hinged at the top) to allow ventilation.

Handle at side of window

Shutter shown Latched

Shutter shown slightly opened

Shutter in open position

Rubbish:

There are communal rubbish bins opposite L'Oustalado, these are separated for different types of rubbish, re-cyclable, glass, etc….

Please dispose of all your rubbish in these bins prior to vacating the property.

Rubbish Bins opposite L'Oustalado

Electricity:

It is possible that the electricity could trip, (although it has never happened to us yet), there are two places it could trip out, the first is in the kitchen behind the false cupboard door to the left of the kitchen, at the top left of the fuse-board is the main trip, this should be up, if it is down try resetting this by pushing it back up.

If this is up it is possible that the trip outside the house has operated, to the front of the building are a collection of utility boxes, the one containing the main trip for L'Oustalado is the top left of the four equal sized boxes, it has a black cross on it, inside this is the main trip, if the switch is down, try to put it back up to the "on" position, if it is already up then there may be a power cut!
If there is nothing obvious and other people have power you will need to call one of the emergency numbers.

Utility box outside to front of property

Trip shown in "on" position