

VILLA INFORMATION

ARRIVAL PACK & GUIDE

Key 'Must Read' Points & Advice

- 1 Please familiarise all of your party with key locations and key access codes.
- 2 View and store Support/Host numbers in your phone(s) and the location of key services such as Pharmacies, grocery stores and hospitals.
- 3 Mobile phones: TRNC is not covered under EU Sim roaming allowances, eSIMs are advised for internet access beyond the villa in TRNC.
- 4 Please see safety guidance in this guide and around the villa.
- 5 Please take care when using the parasols (see instructions) and take down when not in use.
- 6 Follow the exit checklist to avoid any surprise charges.
- 7 Download this Information file on your phone in the event of no internet access.

Contents

1	ARRIVAL & ACCESS	3
1.1	Location	3
1.2	Villa Entry.....	3
2	SUPPORT & EMERGENCY CONTACTS.....	4
2.1	Villa Support	4
2.2	Emergency & Medical	4
2.3	Local Facilities	5
3	WELCOME PACK AND GROCERIES	6
4	WATER SAFETY	7
5	ELECTRICITY, HEATING & COOLING.....	8
5.1	Electricity & Power Cuts.....	8
5.2	Water Heating.....	8
5.3	Air Conditioning and Allowances	8
6	KITCHEN & CLEANING.....	9
6.1	Kitchen	9
6.2	Washing Machine & Clothes Drying.....	10
6.3	Linen & Bedding Supply	10
6.4	Cleaning	11
6.5	Bins	11
7	INSIDE.....	12
7.1	Safes.....	12
7.2	Blinds	12
7.3	Baby & Toddler Equipment	12
7.3.1	Cots	12
7.3.2	Baby Monitor	12
7.3.3	Other Baby Equipment.....	12
7.3.4	Stair Safety Gates	13
8	MEDIA, PHONES & INTERNET	14
8.1	Mobile Phones & Mobile Data	14
8.2	Villa Wi-fi.....	14
8.3	TV & DVD	14
8.4	Damages	14
9	OUTSIDE	15
9.1	Driveway	15
9.2	Rear Garden/Courtyard.....	15
9.3	Pool Area.....	15
9.4	Gardening and Plants.....	16
9.5	BBQ.....	16
9.6	Upper Terrace	16
10	EXIT CHECKLIST	17

1 ARRIVAL & ACCESS

1.1 Location

- The address is 4 Yovus Sokak, Greatstone Park, Esentepe. Local directions as follows:



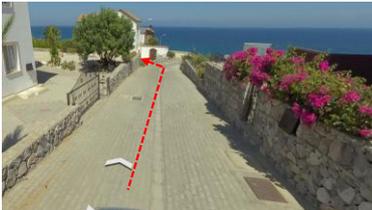
1 Turn off main coast road, using 'Esentepe' turning, then immediate right into Greastone Park



2 Head up steep access road (1st gear usually) and bend to the right



3 At Junction turn right



4 Head down the road towards the sea and The Jasmine Villa (No.4) is 2nd on the left

1.2 Villa Entry

- Please refer to your Arrival Information guide on access, key safe locations and codes - After removing keys, please close key safe and scramble numbers.
- Access is via either:
 - a) the "Front" wooden door, accessed through the wooden garden gates, brings you into the lounge – lights switches are to the left of the door as you enter (on the exterior wall)

or

 - b) the "Rear" metal & glass door - lights switches are to the right wall, up the steps, as you enter

2 SUPPORT & EMERGENCY CONTACTS

2.1 Villa Support

- Our Local Letting Host (for Villa matters and any emergency assistance) is Jackie Swainston. She and her husband Pete are located very nearby and can be contacted on +90 539 100 9638 or +44 7964 069495.
- Booking matters (if booked directly) please contact Jon Davis +44 7713 064069.

2.2 Emergency & Medical

- **Local Emergency numbers:**
 - Police 155 (Non-emergencies – Esentepe police 0533 823 632)
 - Ambulance/Hospital 112
 - Fire 199
 - Coastguard 158
 - Forest fire 177
- **Nearest hospital**
 - AK Çicek Hospital, Kyrenia - Address: Main Road into Kyrenia from Esentepe – about 1 mile (1.6km) from centre of Kyrenia
 - Tel No: 0392 815 2266 or 0392 815 2254
- **Nearest English-speaking doctors' surgery:**
 - Esentepe Health Centre (follow road signs in village)
 - Tel no: 0533 823 6352
- **Emergency Doctor (24 hour)**
 - Kolan British Hospital, Kyrenia (Girne) – Tel: 0392 444 1199 or 0392 680 8080
- **Emergency Dentist (24 hour)**
 - Cyprus Dental Clinic, Kyrenia (Girne) – Tel No. 542 869 3914
- **Emergency Optician & Ophthalmologist (24 hour)**
 - Sezgin Eye Clinic (Dr Huseyin Sezgin), Kyrenia (Girne) – Tel No. 0533 840 2424 or 0392 815 3838
- **Nearest Pharmacy**
 - Ömrüm Aki Pharmacy (Eczanesi), Esentepe. Tel No. 0533 825 1125 (Opening times: Mon-Sat 9am – 7pm)
 - This is located on the main road to Kyrenia (Girne) next to Şençağ supermarket (about 3 minutes' drive from Jasmine Villa). A defibrillator is located outside the pharmacy. Another defibrillator is located outside the Esentepe Belediyesi (Council) Office in the centre of the village.

- British High Commission Office (passport loss etc.)
 - Address: 23, Mehmet Akif Çaddesi, Lefkosa (Nicosia)
 - Tel no: 0392 227 4938

2.3 Local Facilities

- Nearest bank with ATM
 - Limasol Turkish Cooperative Bank in Esentepe village centre. An ATM is also located at the garage 400m from the villa on the main road towards.
- Nearest Bureau de Change
 - From the villa about 400m up the hill towards Esentepe village, on the left-hand side.
- Taxi
 - Esentepe Taxi, Tel no: 0533 823 6028. Elexus Taxi Rank (about 10 minutes from villa near Elexus Hotel):
 - Tel Nos: 0533 8691 244 or 0533 852 3346.

3 WELCOME PACK AND GROCERIES

- A small complimentary welcome pack is provided which contains some basic starting provisions; typically, **Bread, Margarine, Fresh Milk, Orange Juice, 5l water and 6 eggs.** A few Coffee sachets and teabags are also typically available.
- Basic cleaning and washing supplies are also provided but as a self-catering villa, may need some further purchasing depending on usage and need.
- There are no grocery shops within easy walking distance - *so if you require additional supplies before any car hire is delivered, we recommend asking your airport transfer taxi driver to make a stop at a nearby store.*
- However, there are several Grocery stores within c5-10 minutes drive - see map below. For a larger shop either Dima or Sengun are more recommended.



4 WATER SAFETY

- The property is served by mains water and in the event of a disruption, 5-ton internal tanks create an automatic back-up.
- Tap water in TRNC is generally regarded as safe to drink but most visitors do not drink large quantities of tap water quantities as it differs from other countries water composition - often just using it for brushing teeth.
- Bottled water is recommended, available everywhere, in different sizes and low-cost.

5 ELECTRICITY, HEATING & COOLING

5.1 Electricity & Power Cuts

- Sockets - Power in Northern Cyprus operates at 240 volts and at 50 hertz. The wall sockets in the villa are of the U.K. style - three flat pin type.
- The Jasmine Villa is connected to the main Electricity network. Power cuts, though rare do happen, so we would recommend familiarising yourself with the emergency torches installed and wind-up lanterns. Seeing streetlights or other houses have lights can indicate if it is isolated or a general area.
- The internal fuse box has trip switches and is located in the hallway by the downstairs toilet. Please use the local support team if you need advice.

5.2 Water Heating

- Automatic Solar power is unused for the Water Tank and can provide hot water for up to 30 minutes of showers depending upon the weather. In the mornings it may take a few seconds to get hot water as it flows through.
- However, an Immersion Heater is installed, and the grey switch/panel is located at the top of the stairs. This can be set to be on for 15, 30 or 60 minutes. Typically, once set to on, it heats up a tank in circa 15 mins.

5.3 Air Conditioning and Allowances

- Air Conditioning Units are supplied throughout the property. Obviously keeping doors closed or turning off when not in use, improves the efficiency and reduces the electricity units used. The units also provide Heating if required.
- In the hottest months, bedrooms can often be cooled by using the air-conditioning for about ½ hour before going to bed. If found necessary to use at nighttime, we would strongly suggest setting temperature to 23/24 degrees (to avoid excess cold at night) and selecting the economy setting.
- As a reminder, 7% allowances of the base rental fee is allocated as an electricity allowance. If this is exceeded, then the additional cost (charged at the local KW rates) is deducted from the Security Deposit.

6 KITCHEN & CLEANING

6.1 Kitchen

- The kitchen is well equipped for both cookery, cutlery and glassware as well as cooking utensils and appliances.....
 - Cup and Glassware to the (upper) further left of the cooker [7 + 9]
 - Pots, Pans and Chopping boards to the (lower) left of the cooker [6]
 - Plates and Serving dishes to the (lower) further left of the cooker [8]
 - Cutlery and Utensils – in the vertical drawers near the sink [10]
 - Grocery storage area – above and to the (upper) right of the cooker [1+3]
 - Kids cups and plates – to the left of the dishwasher [12]
 - Appliances and Dishes - above the microwave [13]
 - Bar wear – (upper) cupboard near the sliding door [14]
 - Cleaning supplies - under the sink [11]



- The hob has 3 gas and 1 electric ring. The gas bottle is in the cupboard to the (lower) right [2]. If this needs replacing please contact our local agent.
- A first aid kit and fire extinguisher is provided in the drawer underneath the oven [4].
- Please use the provided pot stands for hot items when placing on the table or work surface.
- Please let us know about any breakages or faults (no charges made) so that we can repair or replace.

6.2 Washing Machine & Clothes Drying

- The Washing machine is located in the downstairs utility area, under the stairs. Small amount of powder and conditioner are provided, however more may need to be purchased for multiple washes. Please read the machine user instructions to load and use the best cycle.
- NOTE: There is an isolation switch on the wall facing the machine.
- A freestanding airer can be located in the Utility area.
- A clothesline is provided and is located just outside the rear/metal door and hooks into the stone walling across the driveway (about 2 metres high). Pegs are provided in the Utility area.

6.3 Linen & Bedding Supply

- Sufficient bedding and towels are provided for your stay/number of guests. If this requires a clean during you stay then please use the Washing Machine provided.
- In the event there is insufficient amounts provided or is damaged then please contact our local agent.
- While hand and bath towels are provided, please bring your own face cloths and beach towels. The villa's towels are not to be taken outside the property. Please do not use these towels after using hair products containing bleach.
- Beds/bedding used beyond the agreed number of guests will incur additional laundry charges of £7 per bed and deducted from the Security Deposit at the end of stay.
- If supplied fresh linen/towels are required, this can be provided for an extra fee.

6.4 Cleaning

- The villa is cleaned thoroughly before each hire. The floors are vacuumed and mopped but it must be appreciated that the villa is located in a near Middle East climate and dust can sift in when doors and windows are open.
- It is recommended that the villa floors are given a quick sweep daily - a broom and a light vacuum cleaner are located in the Utility area.

6.5 Bins

- Bin liners are supplied for the duration of the stay and are located in the cupboard under the sink
- Bins should be emptied into the main wheelie bins (labelled no.4) by the gate of the villa. Unfortunately, TRNC does not operate a dedicated recycling service, so all rubbish is placed into a single bin.
- Bin collection days is Tuesday morning but is subject to change.

7 INSIDE

7.1 Safes

- A safe can be found in the master bedroom cupboard. The crime rate is low in Northern Cyprus, but it is recommended that guests place valuables and passports in the safe for peace of mind. Please leave the safe key in the safe door at end of your stay. Loss of key may result in the replacement of the safe and therefore loss of the whole Security Deposit.
- A fixed lockable Security Box is also available in the large downstairs bedroom for the convenience of guests who are happy to use this rather than the upstairs safe. We cannot be held responsible for any losses

7.2 Blinds

- If when you are raising these they may go up unevenly, to stop damage to them, reverse the process by pulling the cord the other way and they should raise evenly and may need to be “dressed” to look right.

7.3 Baby & Toddler Equipment

7.3.1 Cots

- These are two travel cots, and they will normally be erected on your arrival. Otherwise, one is located in the single wardrobe of the large bedroom downstairs and the other in the wardrobe of the smaller bedroom upstairs.
- Cot linen and blankets will be provided on arrival. A mosquito net will be found in the wardrobe of smaller upstairs bedroom and another in the single wardrobe in the large downstairs bedroom.

7.3.2 Baby Monitor

- A baby monitor can be found in the top bedside drawer in the smaller upstairs bedroom.

7.3.3 Other Baby Equipment

- Two safety bedrails can be found in wardrobe in the smaller upstairs bedroom.
- Baby feeding equipment, which can be found in the lower kitchen cupboard (left of the dishwasher)
- A highchair is located in the utility area

7.3.4 Stair Safety Gates

- KiddyGuard child safety gates are installed at both the bottom and top of the stairs. Do not touch these gates unless you have a toddler as guests are constantly damaging them trying to see how they work. They work on the same principle as a roller blind by simply 'disappearing' when not in use.
- To use the gates:
 - (1) Pull out the combination button on the top of the gate.
 - (2) While retracted, push down the inner button
 - (3) Push the combination button back to its original position, while maintaining a downward pressure on the button
 - (4) The gate is then unlocked, and the button can be released.
 - (5) Pull out gate blind and hook the locking catch onto the locking hooks. KiddyGuard automatically locks closed. The KiddyGuard makes a whirring noise (a safety feature) when it retracts

8 MEDIA, PHONES & INTERNET

8.1 Mobile Phones & Mobile Data

- TRNC is not covered under EU Sim roaming allowances, eSIMs are advised for internet access (this provides data only, not cellular calls or texts) beyond the villa in TRNC. Data is helpful for any SatNav requirements or WhatsApp calls.
- Various companies provide a TRNC eSim service - [TurkSIM](#) seem to get solid reviews, please note:
 - Check specific phones for compatibility
 - Ensure you order a 'Northern Cyprus' service (not Turkey)
 - Read the activation guidelines in detail
 - Order before you travel and activate the data eSIM once passed through the border into TRNC

8.2 Villa Wi-fi

- The villa has good wifi (ID: Multimax_John) - the best that is available in TRNC and has a wifi booster upstairs (Multimax_John_EXT). The latest password is located on top of the router which is located behind the TV.
- Reception is usually quite strong into the garden too but multiple streaming, especially video or the TV (see below), can cause intermittence.

8.3 TV & DVD

- TV - TV channels are delivered via IPTV / Internet streaming device. This is via its own HDMI input (see how this physically connects on the rear of the TV). Channels are accessed/loaded via a separate, smaller remote control similar to a firestick.
- The IPTV controls can take some time to master so please refer to the physical step-by-step guide in the villa or sent pdf. But once set-up it provides access to 000's of International and English-speaking TV channels and films.
- DVDs - This is played through a separate HDMI input Please select the correct HDMI input on the remote control. A selection of DVDs are located in the cabinet at the rear of the Lounge.

8.4 Damages

- We understand accidents do happen and occasional breakages are perfectly normal and not charged unless there is evidence of obvious misuse. Please let us know of any breakages or faults so that we can repair or replace.

9 OUTSIDE

9.1 Driveway

- The driveway has space for multiple cars, and to help our neighbour, we kindly request you use the driveways for any car(s) and not park on the road.
- Please take care when exiting as it is a tighter right turn and up a slight slope

9.2 Rear Garden/Courtyard

- Garden furniture and seating is available in rear garden/courtyard area – feel free to move any furniture but we would request this is returned to its original position upon your exit.

9.3 Pool Area

- Risks - While every attempt has been made to make the Pool area as safe as possible due to low-slip tiles etc. the area is still risky and subject to accidents – please ensure all guests take care both in and outside of the pool. Please read the safety instructions about care around the pool and depths. Please do not enter the tank and pool systems areas.
- Guests should consider using the outside shower by the pool before entering as sun cream can affect the chemical balance of the water and can, in extreme cases, turn pools green.
- Plenty of patio furniture is in place around the pool and lower terrace area – feel free to move any furniture but we would request this is returned to its original position upon your exit.
- For safety, use only plastic glasses (provided) in pool area. Tiled roman steps into pools are a convenience but are nearly always slippery even when regularly cleaned (as ours are). Sun cream on the feet accentuates the situation.
- Large Pool-side Parasols – Large parasols are weighed down to lower the risk of blowing over – however please do not use in high winds and lower/fold away when not in use. To use, move trigger handle up to full height and lock, then unwind canopy. To take down, wind in canopy, then move trigger handle down and lock.
- Pool inflatables and toys – kindly many guests have left behind new inflatables or pool toys, though plenty are available to use. We try to operate a 1 in 1 out approach, so if something is being left then please dispose of an existing, similar item
- Pool Cleaning – Our local Pool cleaners (Modis) visit twice a week; this is typically before 0900 on Tuesdays and Fridays but this is subject to change. Please note they have access to the pool and garden via the gate and aim not to cause any disruptions for a typical 20 minute clean, please let us know of any issues.

- The pool works on a timed overflow system that means any surface debris is removed via the overflow channels. The system is typically on from mid morning to early evening.

9.4 Gardening and Plants

- Our gardening contractors will call at the property once a fortnight to ensure that the garden is looking its best. Please allow them access to carry out this essential maintenance.
- Most Mediterranean shrubs have flowers and leaves that are toxic if eaten. Young children should be supervised to ensure they do not pick or eat any of these.

9.5 BBQ

- A charcoal BBQ is located in the garden or lower terrace. Please clean after use and leave in a reasonable condition at the end of your stay. If intensive cleaning is required by our agents' staff, the cost will be deducted from the Security Deposit at the end of stay.
- The ashes, when cold, should be disposed of in a large bin liner with other refuse and not directly in the dustbin. BBQ utensils may be found in the cupboard to the right of the cooker in the kitchen.

9.6 Upper Terrace

- Furniture and parasols are also situated on the upper terrace, which is accessed via a key to the terrace door or via the patio doors from the main bedroom.
- Terrace Parasol – Wind/Unwind using handle, there is a brake under the handle. Please ensure the parasol is wound down when not in use as winds are more forceful in that elevated location.

10 EXIT CHECKLIST

We hope you have had a wonderful stay and, upon exit, we kindly request that you ensure the following items have been completed:

Exit Checklist

- Move any furniture items to their original position
- Empty the fridge, freezer and cupboards of all purchased items (no items can be left for the benefit of other guests)
- Empty the safes and leave the safe keys in the safe door
- Close all windows
- Lock all doors
- Turn-off any Aircon and lights
- Empty all the bins and place in the outside refuse bins
- Leave the house keys on the table
- Exit via the main wooden front door
- Message our local host to say that you have departed – please let her know of any issues or breakages