

The Brow Information Pack

Thank you for booking The Brow for your trip away!

We hope that this information pack will give you all the information you need, both before and during your trip.

Charlotte will meet you when you arrive and will give you all the information you need but please do call if you have any further questions about the house, local area or would like tips for things to do before you arrive.

The Brow will be “your” house for the period you’ve booked it so feel free to read the books, explore the grounds, use the house’s many facilities (all listed in this booklet) and above all relax and enjoy yourselves. If you’ve chosen The Brow for a special celebration or event, then you’ve chosen the ideal house!

But also please make every effort to leave The Brow in the state in which you found it – neat, tidy with your cooking things cleared away in the kitchen and the dishwasher emptied.

We operate an honesty system, so if you have used more than the first load of logs, please note these down in the book on the hall table. You can either give the money to Charlotte when you check out or it can be deducted from your deposit, whichever is the most convenient for you.

Have a wonderful trip and thank you again, so much, for booking The Brow.

With best wishes,

Rafela

**Before your stay please contact
Rafela:**

rafela@icloud.com
07956527309

**During your stay, please contact
Charlotte:**

Charlotte_copeman2002@yahoo.com
07960 538089

Guest check in time
Guest check out time

From 5.00 pm
By 10.00 am

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Some essentials about The Brow

Keys, alarms, and security

Please double lock the front door whenever you leave the property – you will need to unlock the bottom lock first and then the top one to open the door. It is an incredibly old door which in wet weather can warp a bit so you may need to give it a bit of a push if it's damp! The alarm will sound immediately. To turn off the alarm please wave the black alarm fob (also on the key ring) in front of the sensor on the alarm to deactivate.

You do not need to activate the alarm at night, i.e. when you're all there, but if ever you go out, please set the alarm and double lock the door as the insurance has specified this. To set the alarm you need to wave the alarm fob in front of the sensor and then close the front door firmly before double locking.

When the house is alarmed when you enter for the first time please only enter by the front door and not – for example – by the French doors in the kitchen as this will set off the alarm!

You may notice some cameras outside the property. Again, this is for insurance purposes and are not monitored when guests are in residence.

Should you accidentally set off the alarm please do not worry, just contact us and we can come and re-set it if necessary. Please call:

1. Charlotte on: 07960 538 089 (first person to try)
2. Karen on: 07516 540 317 (second person to try)
3. Rafela on: 07956 527 309

There are 5 keys on each key ring plus the alarm fob. Two are for the front door, and the remaining two are for the internal doors of the Brow and the French doors in the Kitchen. You don't need to lock the internal doors, and these will all be open when you arrive. To lock the French doors, you must first pull the door handle up and then lock the door. As advised earlier if the alarm is on please don't enter via the French doors.

The 5th key is for the padlock on the gate at the end of the back drive. Guests are welcome to use the back drive to get to the village easily but please do ensure that you keep this gate padlocked – again this is for insurance purposes.

On the day of your departure please call or text Charlotte about 10 minutes before you plan to leave and she will come and say goodbye. Please leave the keys on the hall table by the visitors book – and do please put an entry in the visitors book yourself as well!

COVID-19 FAQ

What happens if I or any of our party develop symptoms before our trip?

If you develop, or a member of your party develops, symptoms prior to your stay, you must follow the latest NHS guidance in this respect and not **travel under any circumstances** and [contact Rafela](#) to discuss rebooking for a later date or a refund on your booking.

What happens if I or any of our party develop symptoms during our trip?

If you or a member of your party begin displaying signs of the Covid-19 virus during your stay, you should inform us immediately and self-isolate where you are to minimise any risk of transmission, and request a test.

Details on how to get a PCR test can be found [here](#). If you are requesting a home assisted test the postcode of the property is LL13 0HF

If it is confirmed you or a member of your party has Covid-19, you should return home if you reasonably can. The Government Guidelines say you should use private transport but only drive yourselves if you can do so safely. If you cannot reasonably return home (for example because you are not well enough to travel or do not have the means to arrange transport), you will need to discuss your circumstances with an appropriate health care professional and, if necessary, the local authority. Guests should follow Government guidance on dealing with possible or confirmed coronavirus (COVID-19) infection.

In the unfortunate event that you have to extend your stay you will be liable for the cost of the extended stay at the same daily rate agreed for the original booking.

What should I do if I or any of our party develop symptoms after our return?

If you develop or a member of your party develops symptoms within 14 days of your stay and a test confirms infection [please let us know immediately](#) to allow the necessary measures to be taken.

What is your cleaning & hygiene protocol?

We have taken advice from the various industry bodies and government legislation. We undertake a thorough clean of the property between each stay and disinfect all “high touch hard surfaces” such as doorknobs, light switches, TV remotes, taps etc.

Hand sanitisers, wipes and other disinfectant products are available in the property for guests’ use.

We request that all guests abide by current hygiene legislation, namely that before going out of the property you wash your hands thoroughly, on your return and regularly during your stay. This is not only for your safety but also to prevent the spread of infection.

Used towels should be left in the bath or on the floor. Please indicate using the double sided cards in each bedroom if a bed has not been slept in, or towels have not been used. Bed linen and towels are washed at the highest temperature.

If you employ staff how do I know that they are free from Covid-19?

We ask our staff to confirm that they have no signs of any of the coronavirus symptoms and that they have not come into contact with any one with the symptoms. Should they develop any symptoms whilst at work they will be sent home immediately to self isolate. In any event all staff working at The Brow understand and follow the applicable government safety guidelines

What is the most recent legislation regarding Covid-19 in Overton?

Please consult [Public Health Wales](#) which updates their health statement daily at 12:00

House facilities

Heating, water and the loos

We have a wonderfully efficient German boiler that heats according to the weather outside and sets the internal temperatures. It should leave The Brow beautifully warm, however we can change the settings if necessary – and if you do just contact Charlotte and she can sort that out for you.

It is not a combi boiler, so the hot water is not constantly on tap – there is lots of hot water at any one time but please don't expect the water necessarily to stretch to 12 full baths and showers! It takes about 45 minutes to heat up again.

The Brow has a septic tank so therefore **please only flush loo paper down the loo**, with wet wipes, tampax etc. placed in the bins provided.

We will leave you loo paper, hand gel and shower gel, washing up liquid, dishwasher tablets and washing liquid/powder. Washing up sponges, kitchen towel and cloths will also be left. The Brow is being transformed into a carbon zero house over the next year, so please do not throw away any of the bottles/containers that have been left as we will clean and refill them. All the loo paper and kitchen rolls are recycled and we are transferring all other items to biodegradable as the supplies are replenished.

Wood burners/fire

Please only use the fire in the Drawing Room and the wood burner in the smaller sitting room and not any of the other fires as these are either blocked or have not been swept.

If you light the fire in the drawing room please note that it can get a bit smoky if too large, and if you leave the room the fire guard must be placed across the fire.

Firelighters should not be used with the wood burner – YouTube experts offer a range of ways to light the wood burner if needed.

We'll leave a basket of paper, kindling and logs by each fire / wood burner. This should be enough for a couple of days but if you need more please help yourselves from the green bin outside the kitchen door, or otherwise outside the old kitchen or teenage den.

Extra baskets of logs are charged at £3. We operate an honesty system so please assess how many baskets' worth of extra logs you think you've used and note this down in the book on the hall table.

Washing and drying

If you need them, the washing machine and drier are in the Old Kitchen. Washing liquid is in the cupboard under the sink. There is also a drying rack – but please avoid putting heavy objects on it!

Beds & linen

There is a full set of linen for each bed. There are some spares in the cupboard, but, if they are used, you will be charged the cost of dry cleaning from your deposit (as per the Corner Shop prices).

From an ecological point of view, we want to avoid unnecessary washing – please could you leave any used towels in the bath or on the floor, so we know that these need washing? And if a bed hasn't been slept in, or any towels not used, could you please leave a card indicating this, so we know that these sheets and towels are clean? These cards will be left in each of the bedrooms.

Please strip the beds which have been used.

Food in the garden

Please do help yourself to any of the fruit and veg in the gardens. There are two orchard areas; one directly opposite the front door and the other near the back gate across the lawn. The vegetable garden is beyond the orchard towards the village. Due to Covid, the vegetable garden has only a very limited stock.

Bins and recycling

All rubbish – general waste, food and recycling – should be put in the red ASH skip which is at the top of the drive. There is no need to separate as this is done in the recycling centre. Please unlock and lock the skip using the key which you were shown when you arrived. It will be emptied every fortnight.

Games

Games, such as Articulate, are in the large cabinet in the dining room. Take care opening the cabinet from the edge of the drawers, and don't close fully. If you do, then use a key in the bowl above to pull it open again. There are also more games in the teenage den (accessed via the stairs in the study). Table tennis is in the cellar and table football in the teenage den. The lower lawn is ideal for croquet – you will find the set in the old kitchen. Please return to there at the end of your stay. There is also a fabulous game called Mulki with the instructions should this be your first time.

Children's facilities

There is a highchair in the kitchen and a travel cot in the small single room upstairs. Google for instructions to assemble the cot. Alternatively, note that the top edge needs to be straightened while the bottom is still bent, then the bottom straightened at the end. Under the bed in the blue room there are a number of toys that children are welcome to enjoy and put back. Likewise, there is a dressing up box at the end of that bed. In the kitchen dresser there are some arts and crafts activities.

There is a wonderful playground in the village just opposite The Brow which children will love!

The Brow has around 5 acres of land surrounding it. Some sections are currently in the process of being rewilded but we are keeping some walkways mowed through so you can reach the trampoline and fruit trees. The trees are regularly audited for their condition and we would like to encourage all to explore and make dens etc, but we cannot take responsibility for any accidents that might occur.

Boots, hats, coats and walking

Please do borrow any boots (in the wine cellar – entrance from the old kitchen), coats, hats etc., in the back corridor, or umbrellas by the front door, but please do put them back. See later in the document for information on walks in the area.

House foibles

As with all old houses, there are a few foibles. I did not want to replace the old taps in the main bathroom so the hot tap is operated by a black valve on the pipe leading to the tap. Although the balcony of the main bedroom looks very inviting, please do not go on it as it is unsafe. The smoke sensor in the back corridor is very sensitive to any hint of burning with the cooker; please press the reset button on the sensor and close the door between the kitchen and back corridor should it go off. There are a number of very old steps around the house. When wet, these can become very slippery so please do take care when walking around.

Village facilities

Shops

The Corner Shop

The village has an excellent Corner Shop. Head across the main lawn, keeping to the right of the Wellingtonia tree. There is a back drive into the village with a padlocked gate (you have keys on your key ring). Go straight ahead on the road and you will reach it. There is amazing GI bread in there, as well as a large range of basic necessities and locally produced goods. You can visit the shop in person, or you can use their new Click and Collect service – full details here:

<https://www.cornershoptoverton.co.uk/click-collect>

ME Evans Butchers

Diagonally opposite to the left on the other side of the road is the butcher with award winning sausages, as well as a wide range of meat, veg, pies and cheeses.

The butcher has a Click and Collect service – full details and opening hours can be found here <http://www.meevans.co.uk/>

Two Doves Gift Shop

At the other end of the village (walk along the high street away from the butcher and the corner shop, pass the Church on your left hand side and follow the road round to the left, and the shop is on your left) is Two Doves Coffee and Gift shop – more details including opening hours can be found on their Facebook page <https://www.facebook.com/TWODOVESCOFFEE/>

Pharmacy

Rowlands Pharmacy is located beyond the Church, just before the High Street bends round to the left. They are open between 10.00 and 5.00 pm on weekdays and until 1.00 pm on Saturday. The chemist is closed on Sundays.

Home Farm

The local farm shop, Home Farm is about a two-minute drive away (turn left out of the gate and go down the hill, you'll see a sign on your right). There is also a tea shop there where you can have delicious afternoon tea.

Full details including opening times are on their Facebook page: <https://www.facebook.com/homefarmoverton/>

Restaurants and take-aways

Alaya Spice

Indian take away located 5 minutes' walk from The Brow. From the main gate cross the road and walk towards the village passing the playground on your left. Continue for 2 minutes and take the first left before the high street bends to the right. Alaya Spice is on the right next to the fish and chip shop. Call for menu and current open hours: 01978 710999

Overton Fish & Chip shop

Located next to Alaya Spice the current opening hours are Friday and Saturdays 12 pm to 2pm and Tuesday to Saturday 5pm to 8pm. Take away only

Two Doves Coffee shop

Full details <https://www.facebook.com/TWODOVESCOFFEE/>

Cross Foxes

Menus and other details can be found here <https://www.brunningandprice.co.uk/crossfoxes/>

You can drive there but you can also get there by a highly recommended 2-mile walk from the house. Consider leaving a car at the pub if you want to avoid the walk back!

Leave from the front door and take the steps to the left then path to the right (the Rose Walk). At the end of the path, join the public footpath down to the stile at the bottom of the hill. Go straight across the field (a well-trodden path) to the

river, then follow the path keeping the river directly to your left through woodland, across fields etc. When you reach some houses, pass them, then turn left towards the road. (If you have a dog, a lead will be needed for this last part) Take a left and follow the road over the bridge and the Cross Foxes is on your left. It is safer if you cross over the main road as there is a pavement leading towards the bridge.

The Boat at Erbistock

Menus and other details can be found here: <https://theboataterbistock.co.uk/>

This is a little further away than the Cross Foxes so best to get there by car.

There are lots of other pubs and restaurants a little further afield, but these are the nearest two.

**** This information is current at time of printing ... please check [here](#) for the latest guidelines as they relate to Wales. ****

Sports and other activities

Tennis

The Brow has membership of the local tennis club. Please ask Charlotte for the code if you would like to play. The courts are located behind the church / cemetery up St Mary's Avenue. If you would like to play tennis, we will need to arrange this in advance and so please contact us and we can set this up for you.

Walking

Overton is surrounded by a forty-mile network of interconnecting public footpaths and bridleways, all of them readily accessible from the village where there is free car parking for visitors.

All the paths are clear and fully waymarked and cover a wide variety of attractive landscapes, riverside, woodland, and pasture, many with extensive views.

[Woods and Meadows around Plas-Yn-Coed and Cloy 5 miles/8 km](#)

[Overton and the River Dee via Knolton Bryn and Llan-y-Cefn Woods \(5 m/8 km\)](#)

[Overton to Trench via Lightwood Green \(5 miles / 8 km\)](#)

Two long distance footpaths pass through Overton parish

[The Maelor Way](#)

[Wat's Dyke Way](#)

Fishing

During the fishing season and depending on availability we can arrange for guests to fish in the Dee using one of our two rods. This must be arranged in advance so please contact Rafela about this.

Church

There are three churches in Overton (Church in Wales, Methodist and Catholic) all with different times of services. Please check on the current issue of the Overton Oracle (the village's monthly magazine) [website](#) for service times.