

# Home Farm House – Self Catering

## FAQ's

- **What time is check-in?**
  - Between 3-6pm
  - Please have at least one of your party check-in and have orientation of the premises etc
- **What time is check-out?**
  - 10:30am
- **Do we pay a bond?**
  - Yes there is a £500 bond on arrival – this will be refunded 48hrs after departure, once a full house check has been taken.
- **Do you allow dogs?**
  - No, even the smallest and most well behaved.....
  - Please note if you turn up with a dog you will be turned away and charged at full rate.
  - We do not condone dogs being left in cars overnight.
- **Do you have WiFi?**
  - Yes, we are hardwired and have very good signal throughout the house.
- **Can I use my mobile phone on site?**
  - We are very rural, and the signal is almost non-existent from the time you enter the village. We suggest you activate your Wifi Calling, use WhatsApp or similar.
- **Is there somewhere to get an evening meal close by?**
  - There are pubs and restaurants from 2.5 miles – we will send you our recommended list or you can take a look at Visit Dorset for a wider range. There is also information in your 'Information File' on site
- **Do you supply any basics in the kitchen?**
  - There are oils, seasoning, tea/coffee/sugar, flour
  - You will receive a welcome pack:
    - home baked bread
    - butter
    - fresh laid eggs
    - milk
    - sausage & bacon from local butchers
    - a home baked cake & cookies
  - Washing up liquid, cleaning products and cloths are supplied and a couple of dish washing tablets.
- **Are there shops nearby?**
  - The nearest supermarket is in Verwood (Morrisons) approx. 6 miles, where there is also a Tesco Express
  - There is a local village shop in Cranborne – 2 miles
- **Can we have groceries delivered?**
  - Yes, all major suppliers deliver.
- **Is there a BBQ?**
  - Yes, there is a gas BBQ for guest use, we just ask that it is left in a clean condition (cleaning materials are provided) and not left outside when not in use.

- **Do you have a ground floor bedroom?**
  - No, as a 17<sup>th</sup> Century farmhouse we don't have a ground floor space that would be suitable for a guest room. Our guest rooms are on 1<sup>st</sup> and 2<sup>nd</sup> floor.
- **Do you have a lift?**
  - No.
- **Do all the rooms have double beds?**
  - Yes, Standard Rooms have King-size (5ft) doubles, and Superior Rooms have Super King-size (6ft). 4 of the rooms can be split into twins to offer more flexibility.
- **Do all bedrooms have ensembles?**
  - Yes, 3 rooms (Ashley, Wimborne & Giles) have a bath and shower, the rest have shower only
- **Are towels and bed linen provided?**
  - Yes, beds will be made up for your arrival, there are towels in each bedroom along with bathrobes.
- **Are children allowed?**
  - Yes
- **Do you have a family room?**
  - Yes, Ashley suite can be configured to take 2 adults and up to 2 children (up to age 12yrs of age)
  - We have a travel cot, high chair, changing station and baby bath available.
- **Do you have parking, and do we have to pay?**
  - We have plenty of parking space and it is free of charge.
- **Do you have an EV Charging Point?**
  - Yes, 7kw – we operate an honesty system £5 per charge
- **Can I get a Taxi?**
  - Yes, but you will need to book in advance – we can send you a list of providers on request, the list is also in your in house 'Information File'.
- **Do you offer a shuttle service?**
  - No.
- **Do you have a garden?**
  - Yes, the garden is to the front of the house and has seating and a gazebo (in the summer) for you to relax. There is a small back garden where there are drying lines.
- **Are there any walks nearby?**
  - We are on the Jubilee Trail and Hardy Way, there are also several circular walks from the house from 1 -10 miles
- **Do you have a washing machine?**
  - Yes, there is a fully equipped laundry room/drying room. There is a small amount of washing liquid, but we suggest you bring your own (liquid preferred).

***Please let us know if there is something you wish to know that isn't listed, and we can update accordingly -thank you***