

# Welcome to



**17 Penleys Grove Street**

## **Welcome**

**We really hope that you enjoy your stay and the information provided in this file is intended to help you to do so.**

**The file contains essential information about the property and also information about the local area.**

**After your stay we would welcome any feedback you have so please review us on one of the following:**

**Google Reviews  
Booking. Com  
Airbnb**

**Please be respectful of your neighbours and keep noise level to a minimum, No Stag or hen parties are allowed at the property- In the event of a noise complaint being received, and our after-hours security company are dispatched, the prepaid damage deposit will be deemed non refundable.**

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## Your Apartment – Essential Information

### Nearest Supermarket

Londis 107 Townend St, York, YO31 7PS  
Opening hours 7AM-9PM every day.

### Heating Instructions:

The property is heated by a gas combi boiler and is controlled via a control unit located next to the microwave in the kitchen.

There are radiators in each room that also have their own thermostatic controls at the bottom corner of the radiator.

There is also a wall mounted electric fire in the dining room that has a remote control on the top of the fire.

**PLEASE NOTE THAT NONE OF THE OPEN FIREPLACES ARE FUNCTIONAL.  
PLEASE DO NOT ATTEMPT TO LIGHT A FIRE IN ANY OF THE FIREPLACES.**

### Hot Water:

The hot water is heated by the gas combi-boiler located in the storeroom in the kitchen. This will operate when you turn on the tap or shower.

Please note that the shower in the upstairs bathroom is an electric power shower and the isolator switch outside the bathroom must be set to on.

For your safety there is a carbon monoxide alarm located next to the gas boiler.

**IF YOU ENCOUNTER ANY PROBLEMS WITH THE HEATING OR HOT WATER,  
PLEASE CONTACT CITYLETS ON THE CONTACT NUMBER PROVIDED IN THE  
'CONTACTS' SECTION OF THIS MANUAL.**

## Entertainment – Enjoying Your Stay

### Wi-Fi – Network & Password:

**Network Name: VM3765362**  
**Password: drs2dmmrQvWm**

### Television:

There are two TV's in the property. The TV in the living room is a smart TV and there is also a DVD player for you to use. (There are a number of DVDs for you to watch that are stored in the cupboard in the dining room).

The TV in the pool room is connected to Virgin TV but please be aware that Virgin TV is not connected to the living room TV.

### Pool Table:

There is a pool table free for your use in the pool room.

**PLEASE DO NOT REST ANY LIQUIDS OR DRINKS ON OR AROUND IT.**

**Outside Area:**

The patio and garden area are available for your use. There is a twin outdoor electric socket located to the left of the back door should you have appliances that you wish to use outside and there are outdoor lights that are turned on via the switch to the right of the back door.

**IF YOU DO USE THE GARDEN TO SMOKE PLEASE DISPOSE OF YOUR CIGARETTE ENDS RESPONSIBLY AND DO NOT LEAVE ON THE FLOOR.**

**BARBEQUES AND FIRES IN THE GARDEN ARE NOT PERMITTED.**

**Your Apartment – Appliance Instructions**

**Cooker:**

The hob and the oven / microwave and cooker hood are all electric and there is an isolator switch to the left of the hob.

The appliances are straight forward to use. But instruction manuals for all appliances can be found in the right-hand cupboard under the sink.

**Fridge/freezer:**

The fridge is located in the kitchen units to the right of the hob. There is another mini fridge and freezer located in the store cupboard at the end of the kitchen.

**Dishwasher:**

This is located to the left hand side of the sink. The use of this is straight forward but an instruction manual can be found in the appliance instructions folder.

**Washing Machine:**

There is a washer/dryer in the store cupboard at the end of the kitchen. The use of this is straight forward but the manual can be found in the appliance instructions folder.

**Iron/Ironing Board:**

The iron and ironing board can be found in the wardrobe of the double bedroom upstairs.

**Hair Dryer:**

Hair dryers are located in each bedroom. They will be found in either the top drawer of the bedside cabinet or in the wardrobes.

## Your Apartment – Checking out

### **On Check out please:**

Place any rubbish in the bins provided at the rear of the property.

Place used towels in the bath or shower tray.

Turn off all appliances and return the heating controls as you found them.

Check that you have all your belongings and return the keys into the keysafe.

## Your Apartment – Cleaning Services

### **Weekly Service Cleans & Procedures:**

***If you are staying in the apartment for over seven nights the apartment will undergo a service clean by our cleaners***

**City Lets Cleaning Services'** will access the property using management keys during office hours.

The day of your service clean will be confirmed on arrival.

If for any reason you do not wish a visit to take place on the designated day then please contact the City Lets Office.

### **Duties carried out**

- Bed linen and towel changes to include bath mat & tea towels
- Vacuuming of carpeted areas
- Clean to wet areas (kitchen and bathroom floors)
- General dusting

### **Refuse Procedures:**

#### **Kitchen Bins:**

Please use the bins provided throughout the property. Please empty bins during your stay to avoid build up rubbish.

#### **Outside Bins:**

The outside bins are located in the driveway to the left of the property.

All refuse should be removed from the apartment at the end of your stay.

## Key Contact Information

If you have any queries throughout the duration of your stay then please contact:

**During Office Hours**

**CityLets York**

**Tel: 01904 652729 (Option 2)**

**Email: serviced@cityletsyork.co.uk**

**Address: 8 Fossbridge House, Walmgate, York, YO1 9SY**

**Office Hours:**

**Mon – Thurs 09.00 to 17.30 hours**

**Fri 09.00 to 17.00 hours**

**Sat 09.00 to 14.00 hours**

**Emergency Tel:**

**01904 295520**

**In Case of Emergency:**

Fire, Ambulance or Police dial 999

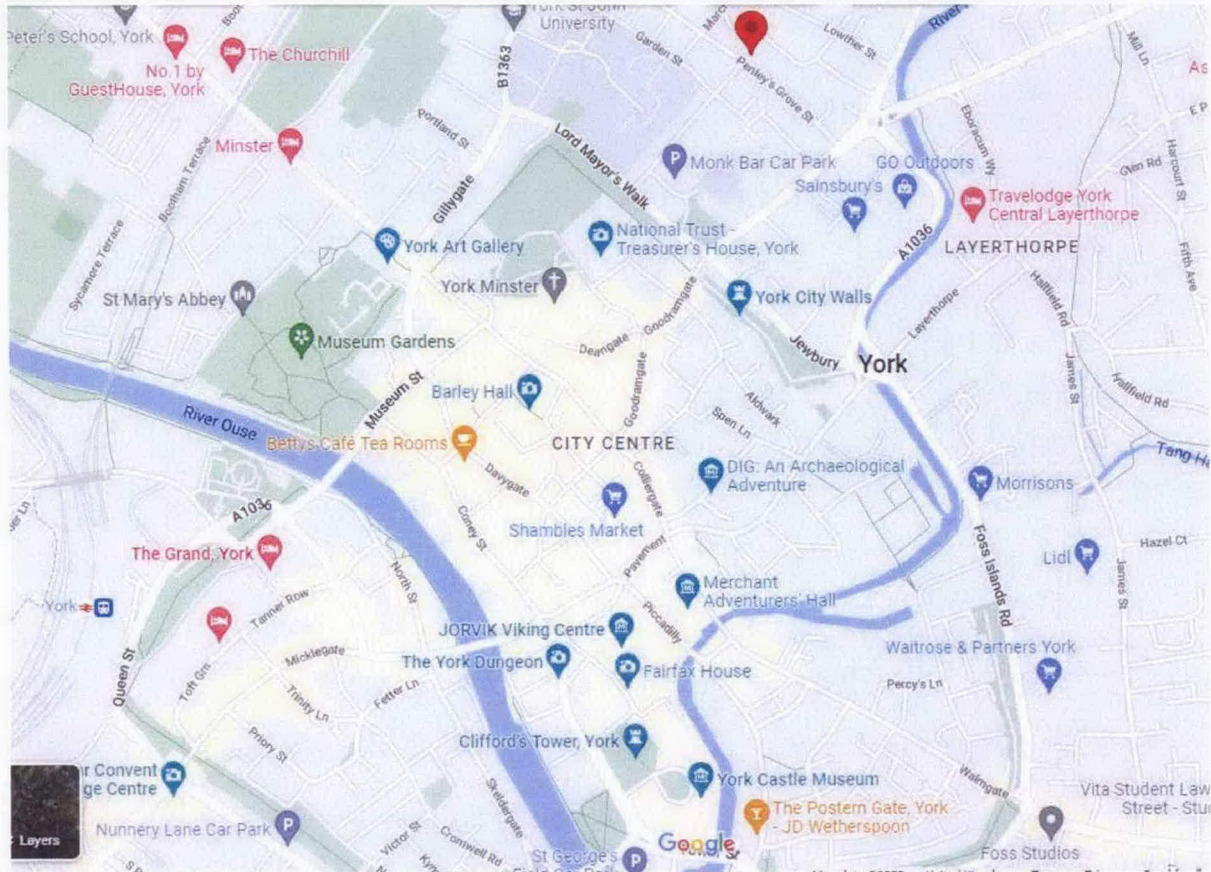
Nearest Hospital - The York Hospital, Wigginton Road, York. YO31 8HE

Non-Emergency Medical Information dial 111

Nearest Doctors Surgery – Jorvik Medical Practice, Woolpack House, Stonebow, York YO1 7NP

Boots Pharmacy, 43 Coney Street, York YO1 9QL - 01904 653657

## City Centre Map



### York – Making the Most of the City

#### York A Quick Guide

#### Some popular York attractions:

**York Minster** – Deangate, YO1 7HH – [www.yorkminster.org](http://www.yorkminster.org)

**Cliffords Tower** – [www.english-heritage.org.uk/cliffordstower](http://www.english-heritage.org.uk/cliffordstower)

Opening hours: 1000 hours to 1800 hours

**Jorvik Viking Centre** – Coppergate, YO1 9WT – [www.jorvik-viking-centre.co.uk](http://www.jorvik-viking-centre.co.uk)

**York Dungeon** – 12 Clifford Street, YO1 9RD – [www.thedungeons.com/york](http://www.thedungeons.com/york)

**York City Sightseeing** – Stonebow, YO1 7NP – [www.city-sightseeing.com](http://www.city-sightseeing.com)

**National Railway Museum** – Leeman Road, YO26 4XJ – [www.nrm.org.uk](http://www.nrm.org.uk)

Opening hours: Winter 1000 hours to 1700 hours

Summer 1000 hours to 1600 hours



Free entry

**City Cruises York - Red Boats** - Lendal Bridge, YO1 7DP – [www.yorkboat.co.uk](http://www.yorkboat.co.uk)

**York Art Gallery** – Exhibition Square, YO1 7EW – [www.yorkartgallery.org.uk](http://www.yorkartgallery.org.uk)

**Yorkshire Museum** – Museum Gardens, YO1 7FR – [www.yorkshireremuseum.org.uk](http://www.yorkshireremuseum.org.uk)

Opening hours: 1000 hours to 1700 hours

**Castle Museum** – The Eye of York, YO1 9RY – [www.yorkcastlemuseum.org.uk](http://www.yorkcastlemuseum.org.uk)

Opening hours: 0930 hours to 1700 hours

**York's Chocolate Story** – Kings Square, YO1 7LD – [www.yorkschocolatestory.com](http://www.yorkschocolatestory.com)

Opening hours: 1000 hours to 1800 hours (last tour 1600 hours)

**York Market** – Newgate and Parliament Street, York

Opening hours: 0700 hours to 1700 hours

**Museum Gardens** – Museum Street, YO1 7FR

Opening hours: 0730 hours to 2000 hours

Botanic gardens in the centre of York. 10 acres surrounding The Yorkshire Museum.

### **Local Restaurants & Amenities**

There are a lot of independent bars, coffee shops and restaurants as well as familiar International chains in the city.

#### **Coffee shops:**

Spring Espresso, Fossgate YO1 9TF – [www.springespresso.co.uk](http://www.springespresso.co.uk)

Cosy Time - 23 Fossgate, York YO1 9TA - 01904 848668

Betty's, St Helens Square YO1 8QP – [www.bettys.co.uk](http://www.bettys.co.uk)

#### **Pubs & bars:**

Fossgate Social, 25 Fossgate, York YO1 9TA – <http://thefossgatesocial.com/>

Cosy Club, 19-22 Fossgate, York YO1 9TA - <https://cosyclub.co.uk/location/york/>

The Hop, 11-12 Fossgate, York YO1 9TA - <http://www.thehopYork.co.uk/>

Spark York, 17-21 Piccadilly, York YO1 9PB - <https://www.sparkyork.org/>

The Red Lion, 2 Merchantgate, York YO1 9TU

Missoula, Bridge St YO1 6DD – [www.missoulamontana.co.uk/york](http://www.missoulamontana.co.uk/york)

Evil Eye Lounge, Stonegate YO1 8AS – [www.evileyelounge.com](http://www.evileyelounge.com)

The House of Trembling Madness Stonegate, YO1 8AS –  
[www.tremblingmadness.co.uk](http://www.tremblingmadness.co.uk)

### **Great places to eat:**

Loch Fyne Seafood & Grill Restaurant - Foss Bridge House, Walmgate, York YO1 9TJ -  
<https://www.lochfyne seafood and grill.co.uk/locations/york>

Walmgate Ale House & Bistro – Walmgate, YO1 9TX – [www.meltonstoo.co.uk](http://www.meltonstoo.co.uk)

The Press Kitchen - 59 - 63 Walmgate, York YO1 9TY -  
<https://www.thepresskitchen.co.uk>

El Gaucho - 48 Walmgate, York YO1 - 9TJ <http://www.elgauchoyork.co.uk/food.html>

Barbakan Restaurant & Cafe 58 Walmgate, York YO1 9TL - <http://deli-barbakan.co.uk/food-drink/>

Mumbai Lounge, Fossgate, YO1 9TF – <http://www.mumbailoungeyork.co.uk/>

Everest Gurkha Nepalese Restaurant 7 - Fossgate, York YO1 9TA - 01904 622688

Ambiente Tapas Fossgate - 31 Fossgate, York YO1 9TA - <https://www.ambiente-tapas.co.uk>

Oshibi Koean Bistro - 9 Franklins Yard, Fossgate, York YO1 9TA -  
<http://www.oshibi.co.uk/>

Il Paraadiso Del Cibo - 40 Walmgate, York YO1 9TJ - 01904 611444

### **Cinemas / Theatres**

City Screen, Coney Street, York (city centre)

Vue, Clifton Moor, York (out of town)

### **Theatre/Concert (city centre)**

The Barbican, Paragon Street, York

Theatre Royal, St Leonards Place, York

Grand Opera House, Clifford Street, York

### **Other Amenities**

**Nearest Post Office** – 22 Lendal, York. YO1 8DA

**Aldwark Dental Practice** - 60-62 Aldwark, York, YO1 7BU - 0844 8401508

**Local Police** - Fulford Road, York, YO10 4BY - 08456060247

**Nearest Bank:** Piccadilly - Lloyds, HSBC, Halifax and Nationwide

**Taxis:** 01904 659659 or

Streamline: 01904 638833

Fleetways: 01904 365365

Station Taxis: 01904 623332

**York Train Station** - 0845 7225333

### **Key Events & Festivals**

**Highlights throughout the year include:**

- ◆ Jorvik Viking Festival
- ◆ York Chocolate Festival
- ◆ York Races
- ◆ Dragon Boat Racing
- ◆ York Food & Drink Festival
- ◆ Illuminating York
- ◆ St Nicholas Fayre
- ◆ The Festival of Angels

Please check [www.visitYork.org/events](http://www.visitYork.org/events) for the latest dates and full details of everything happening in the city

**Some great places outside of York worth a visit:**

**The Forbidden Corner** – Leyburn, North Yorkshire, DL8 4TJ – [www.theforbiddencorner.co.uk](http://www.theforbiddencorner.co.uk)

**Castle Howard** – Castle Howard, YO60 7DA – [www.castlehoward.co.uk](http://www.castlehoward.co.uk)

**RHS Garden Harlow Carr** – Harrogate, HG3 1QB – [www.rhs.org.uk/harlowcarr](http://www.rhs.org.uk/harlowcarr)

**Stockeld Park** – Wetherby, LS22 4AN – [www.stockeldpark.co.uk](http://www.stockeldpark.co.uk)

**York Maze** – Elvington Lane, YO19 5LT – [www.yorkmaze.co.uk](http://www.yorkmaze.co.uk)

Open Summer & Halloween

**Yorkshire Lavender** – Terrington, YO60 6PB

Lavender farm opening hours: 1000 hours to 1700 hours

**Go to [www.visitYork.org](http://www.visitYork.org) for more great ideas or call in at the Visitor Information Centre on Museum Street**