

Dear Guest,

As Lodge Manager I am writing on behalf of the Resort Team to welcome you to Elmers Court and assure you that our aim is to ensure that your stay at Elmers Court exceeds your expectations. Below are a few points that we hope will help you to make the most of your time at Elmers.

The check-in facility will be available in the Leisure Club from 2p.m. to 6p.m. Should you arrive outside of these hours check-in will be at the Main Reception in the Manor House.

Lodges are fitted with a television system that allows an internet connection within your lodge as well as movies and music at a cost of £9.95 per week. This will be automatically charged to your account. Further explanation will be given at check-in if you are unfamiliar with this system.

Owners' Discount. If you are an owner, please note that you must show your owners' discount card at the time of purchase in order to receive your discount. It is not possible to deduct discount at check-out.

The Welcome Meeting will be held in Sails Bar and Grill on Monday at 5p.m. Please join us for a drink and a "tasty bite", meet other residents on the Resort and hear about the facilities available in and around the Resort.

Bicycle hire details and discounted Beaulieu Motor Museum, Paulton's Park and Lonsdale Activity Farm tickets are available at the Manor House reception.

The Fire Alarm system is tested every Tuesday at 2p.m. No action is required by guests.

We provide an exclusive "Service Wash", details of which can be found on the dressing table of your master bedroom.

If you have requested a mid-week clean or towel and/or linen change, please call housekeeping on ext.211 to confirm your preferred day. If you would like a free towel change, please take your used set to the Leisure Club on Wednesday morning between 9.30a.m. and 10.30a.m. and they will be exchanged for a clean set.

For those guests without transport, we offer a free minibus service on Wednesday morning to Waitrose departing from the Manor House at 10a.m. and returning at 11a.m.

We are now able to offer re-cycling on glass bottles which should be placed in the green bins allocated for glass. We also recycle newspapers/cardboard/cans and plastic bottles. Please put these items in the clear plastic bag provided in your

apartment and then this bag should be placed in the allocated bin situated in the general waste bin area close to your apartment.

By popular demand, we have introduced a book swap service in the lodge check-in area in the leisure club. Please feel free to leave a book you have read and choose a new one. Alternatively choose a book, read it and return it on departure.

Energy meters are read prior to your departure and the current charge is 13.4p per unit.

The check-out facility will be in the Manor House reception from 7.00a.m. to 10a.m. on Saturdays. Your apartment should be cleared by 10a.m.

If you are staying for two weeks or moving to another apartment, please confirm arrangements with housekeeping in advance on ext.211.

I look forward to greeting you personally at check-in. I shall also be available through the main reception desk on Monday between 9.30a.m. and 10.30a.m. and at the Welcome Meeting.

Yours sincerely,

A handwritten signature in black ink that reads "T. Meakin". The letters are slightly slanted and connected in a cursive-like style.

Tina Meakin  
Lodge Manager