













	<p>WELCOME</p>	<p>Welcome to Rocksdrift & Seaview Apartments. This guide is aimed at helping you to make the most of your stay.</p> <p>We hope that you find everything you need in the apartment but if you think that there is anything missing then please let us know as soon as possible to give us the chance to get it for you.</p> <p>Please ensure you have our number stored on your mobile phone for emergency use. Previous guests have found it useful to make sure every member of the party has it to hand.</p> <p>We can be contacted in the following ways:-</p> <ul style="list-style-type: none"> • Telephone: 01437 781 507 this number is monitored 24 hours per day in case of emergencies • Email: admin@broad-haven.com • Social Media: @Rocksdrift <p>The village shop is a Londis and is extremely well stocked with most things needed for everyday living. It currently opens from 8.00 am every morning for newspapers, freshly baked croissants and milk for your morning coffee. Banking facilities are available at the post office counter and cash back can be obtained at the tills. Closing times change depending on the time of year but can be found on Google, Facebook and notices on the door.</p>
	<p>FIRE SAFETY</p>	<p>Do Please:</p> <ul style="list-style-type: none"> • Familiarise yourselves with the fire safety notice in your apartment • In the event of fire, please vacate the premises immediately, call 999 first and then us. • Inform us immediately if a smoke alarm starts bleeping (they are tested regularly), so that we can replace the battery. <p>Do Not:</p> <ul style="list-style-type: none"> • Remove the battery from the smoke alarm. This could cost you or a member of your family your life! • Smoke in the apartment. Smoking is no longer permitted in holiday accommodation in Wales <p>The fire alarm in the shop is tested every Friday between 10.00 am and 3.00pm. Several short bursts will be heard in apartments 3, 4 & 5.</p>

	<p>EMERGENCIES</p>	<p>We sincerely hope that your holiday is problem free. However, if you do have any difficulties then please let us know immediately so that we can assist in any way possible.</p> <p>In the event of a power cut, a torch and candles can be found in one of the kitchen drawers together with spare lightbulbs, batteries etc.</p>
	<p>PARKING</p>	<p>Spaces in the car park are not specifically allocated to particular apartments. Please feel free to park in any available space; taking care not to block any access.</p> <p>Please feel free to bring your car as close as possible to your apartment while loading and unloading. However, unless you are the only driver and disabled, needing close access to your car, please then move your vehicle to the car park at the rear of the shop.</p> <p>If you have more than one vehicle, or are expecting visitors during your stay, we can give you a second ticket. We have a parking management company managing unauthorised use of our car park</p>
	<p>HEATING & HOT WATER</p>	<p>This is produced simply by turning on any hot tap or the shower. Each apartment has its own boiler and hot water storage tank.</p> <p>If you use a large amount of hot water you may completely empty the tank. If this occurs, it will take approximately 25 minutes for the boiler to replenish the tank with hot water. During this period all the heat from the boiler is directed to reheating the hot water supply. For this short period the radiators will not get hot.</p> <p>In apartments 4 & 5:- To activate the central heating system, simply turn the thermostat to the required temperature and follow the instructions shown next to the control panel in the hallway.</p> <p>If, after following the instructions above, there is no hot water when the hot tap or shower is turned on or the heating fails to work, please let us know straight away.</p>
	<p>GARDENS</p>	<p>The gardens around Rocksdrift House are for the use of guests from apartments 2, 3, 4 & 5. Please feel free to use them for BBQ's, ball games or just sitting out and enjoying the view.</p>

	<p>TV'S & DVD'S</p>	<p>All television channels are received through Freeview.</p> <p>Apartment 2 - Panasonic Remote - press and hold red button top left Top right of circle for the guide button. To watch a DVD just turn the DVD player on using the other remote control</p> <p>Apartment 3 - Use the Phillips remote to turn the television on. The TV guide button is near the top on the left.</p> <p>To play a DVD turn the player on using the other remote. On the TV (Phillips) remote press the sources button (under the TV guide button) and select HDMI1. To return to the TV press the TV exit button to the right of the house/home button.</p> <p>Apartment 4 - Turn television on using the larger remote – press the red button at the top left. A channel and programme list can be found by using the guide button towards the bottom right of the remote.</p> <p>To play a DVD – on the TV remote press the AV button at the top right then use the DVD (Goodmans) remote to turn the DVD player on. To go back to the TV press the AV button again.</p> <p>Apartment 5 - Turn the television on with the red button on the black Panasonic remote. The TV guide button is next to the red one or the arrow buttons will change channels. To watch a DVD just turn the DVD player on using the other remote control</p>
	<p>WIFI</p>	<p>WiFi is available in all apartments. Please read the Terms and Conditions of use towards the end of this booklet. Use of the WiFi implies acceptance of them.</p>
	<p>POST</p>	<p>If you need to have anything sent to you while you are here then the address will be:-</p> <p>Apartment number Rocksdrift & Seaview Apartments 33 Enfield Rd Broad Haven Haverfordwest Pembs SA62 3JW</p>

	<p>BED LINEN & TOWELS</p>	<p>If you require any extra or clean linen, pillows, blankets, etc, please let us know and we will do our best to fulfil your needs. For each additional week of your holiday, we will provide clean bed linen, towels and bath mats on every seventh day. Should you require this linen change then please message us your requirements the day before.</p>
	<p>WASTE & RECYCLING</p>	<p>There are skips for rubbish and recycling located in the compound at the edge of the car park – on the left as you drive in from the main road. You will find a recycling bag for use in the kitchen and a key on a green tag to unlock the skips. Please rinse any bottles, jars or tins before taking your recycling to the skips. Please relock them afterwards. There are three skips labelled as Recycling and General waste</p> <p>Recycling – <u>clean</u> yogurt pots, tins, plastic milk bottles etc, newspapers, magazines, card and cardboard</p> <p>General Waste – food waste and any other items</p> <p>Any clean glass jars and bottles can be left in the crates at the side of the skips and we will take these to the bottle bank for you.</p>
	<p>SEAGULLS</p>	<p>Sadly, seagulls rip open bags of rubbish left out. The wind can then spread everything around the village. Please do not leave bin bags next to the skips. Please let us know immediately if they are full or IF you have any difficulty opening them.</p>

	<p style="text-align: center;">PETS</p>	<p>If you have brought your family pet(s) on holiday, we would very much appreciate if you do not allow them to climb on the beds or furniture. If your pet's bedding was overlooked in the last-minute rush to get away, we can provide blankets from our stores.</p> <p>If your pets should foul in the grounds or car park of the apartments, please bag it and bin it straight away. Poo bags are available to buy in the village shop.</p> <p>Pets – please do not allow your owner to go out without you and leave you alone in the apartment. We agree that it is not fair on you to be left on your own in a strange environment. Any damage done by you when left alone, will be charged for and a barking dog may disturb your neighbour's holiday.</p> <p>Dogs are allowed in many of the cafes and pubs in the area. Check out Dog Friendly Pembrokeshire online for more information. From 1st April to 30th September dogs are also allowed on the beach between the steps opposite the Ocean bar right the way along the bay to Little Haven. Outside of these dates you can walk your dog along the whole of the bay.</p>
	<p style="text-align: center;">BUSES</p>	<p>Please check the website below for an up to date timetable: https://www.pembrokeshire.gov.uk/bus-routes-and-timetables</p> <p>The bus stop is directly outside the Galleon pub next door to the shop.</p> <p>The two buses that service the village are the 311 to Haverfordwest and the 400 - Marloes - St David`s `Puffin Coastal Shuttle` via Newgale.</p> <p>Timetables can be found on the bus stop TIP take a photo of it on your phone. They can also be found on the Pembrokeshire County Council website. The village shop sometimes has copies for handing out.</p>
	<p style="text-align: center;">EATING & DRINKING</p>	<p>There are five eateries in the village with another three just over the hill in Little Haven. There are also numerous places to eat within a 15-minute drive. More information is available on the Visit Pembrokeshire website: https://www.visitpembrokeshire.com/attractions-events/food-and-drink?nm=&type%5B%5D=Food+and+drink</p>



ACTIVITIES & LOCAL ATTRACTIONS

There is something to suit everybody in the huge variety of attractions available in Pembrokeshire.

- Walks
- Beaches
- Amusement Parks
- Museums & Castles
- Gardens
- Theatres & Cinemas
- Shopping
- Spas
- Galleries, arts and crafts
- Disabled Access walks & viewing points
- Watersports & surfing
- Coasteering
- Horse Riding
- Fresh water and sea fishing
- Sailing
- Cycling
- Golf
- Dog Walks
- Tennis

For more detailed information, please see Visit Pembrokeshire's excellent website

<https://www.visitpembrokeshire.com/activities-adventure-search>

The Pembrokeshire Coast National Park website has maps of walks that can be downloaded and printed to take with you.

<https://www.pembrokeshirecoast.wales/things-to-do/walking-in-the-park/>



GOING HOME

All good things come to an end and we hope that you have enjoyed your holiday with us. Please help us to make sure that our housekeeping team can prepare the apartment for the next guests before they arrive by vacating your accommodation by 9:30 am on the day of departure. It would greatly assist us if you would:

- Let us know if you intend to leave early ie the night before or very early on the day of departure.
- Ensure that all bins have been emptied and all rubbish taken to the bin area;
- Check that there is no fat left in grill pans, frying pans, basins and roasting tins;
- Check you have emptied all drawers and cupboards; and
- Check all sockets for any charging cables that you need to take home.

On leaving, please lock the door behind you and return the key to the keysafe.

We hope you have had an enjoyable stay and we look forward to seeing you again in the future.

Some Useful Telephone Numbers

Rocksdrift & Seaview Apartments	Broad Haven	01437 781507
Emergency	Fire, Police, Ambulance & Coastguard	999
Local Police	Enquiries	101/0845 330 2000
Doctor	Medical Centre, Winch Lane, Haverfordwest	01437 762333
	St Thomas Surgery St Thomas Green Haverfordwest	01437 762162
Hospital	Withybush General Haverfordwest	01437 764545
Public Transport Information	Traveline	0871 200 22 33
Cinema & Theatre	Palace Cinema Haverfordwest	01437 767675
	Torch Theatre Milford Haven	01646 695267
	Merlin Theatre Haverfordwest	01437 753000
Taxi	Jones Cabs Stoddarts Cabs	07984 696404 01437 781396
Local Garage	Broadway Garage Broad Haven	01437 781477
Tourist Information Centre	Old Bridge Haverfordwest	01437 763110

Public Wi-Fi Access Terms and Conditions

This agreement sets out the terms and conditions on which wireless internet access ("the Service") is provided free of charge to you, a customer of Rocksdrift & Seaview Apartments ("us") in consideration for your custom, your agreement to these terms and conditions and your agreement to allow us to send to you by e-mail our promotional and marketing material;

1. Extent of the Service

- 1.1 We do not recommend the use of any specific websites (or other internet related services) ("Internet Services") and your use of Internet Services is carried out entirely at your own risk.
- 1.2 We have no responsibility for, or control over, the Internet Services you access and do not guarantee that any services are error or virus free.
- 1.3 We have no responsibility for, or control over, the information you transmit or receive via the Service.
- 1.4 Save for the purposes of network diagnostics we do not examine the use to which you put the Service or the nature of the information you send or receive.
- 1.5 We do not guarantee:
 - 1.5.1 the availability of the Service;
 - 1.5.2 the speed at which information may be transmitted or received via the Service; or
 - 1.5.3 that the Service will be compatible with your equipment or any software which you use.
- 1.6 Whilst we take reasonable steps to ensure the security of the Service and to prevent unlawful access to information transmitted or received using the Service we do not guarantee the security of the information which you may transmit or receive using the Service or located on any equipment utilising the Service and you accept that it is your responsibility to protect your information and have adequate security (in terms of equipment and procedures) to ensure the security, integrity and confidentiality of your information and data.
- 1.7 We reserve the right at all times to withdraw the Service, change the specifications or manner of use of the Service, to change access codes, usernames, passwords or other security information necessary to access the service.

2. Your Use of the Service

- 2.1 You must not use the Service to access Internet Services, or send or receive e-mails, which:
 - 2.1.1 are defamatory, threatening, intimidatory or which could be classed as harassment;
 - 2.1.2 contain obscene, profane or abusive language or material;
 - 2.1.3 contain pornographic material (that is text, pictures, films, video clips of a sexually explicit or arousing nature);
 - 2.1.4 contain offensive or derogatory images regarding sex, race, religion, colour, origin, age, physical or mental disability, medical condition or sexual orientation;
 - 2.1.5 contain material which infringe third party's rights (including intellectual property rights);
 - 2.1.6 in our reasonable opinion may adversely affect the manner in which we carry out our business; or
 - 2.1.7 are otherwise unlawful or inappropriate;
- 2.2 Music, video, pictures, text and other content on the internet are copyright works and you should not download, alter, e-mail or otherwise use such content unless certain that the owner of such works has authorised its use by you.
- 2.3 We may terminate or temporarily suspend the Service if we reasonably believe that you are in breach of any provisions of this agreement including, but not limited to, clauses 2.1 to 2.3 above.
- 2.4 We recommend that you do not use the service to transmit or receive any confidential information or data and should you choose to do so you do so at your own risk.
- 2.5 The Service is intended for consumer use only. In the event that you use the Service for commercial purposes we would specifically refer you to clause 5.2 below.

3. Criminal Activity

- 3.1 You must not use the Service to engage in any activity which constitutes or is capable of constituting a criminal offence, either in the United Kingdom or in any state throughout the world.
- 3.2 You agree and acknowledge that we may be required to provide assistance and information to law enforcement, governmental agencies and other authorities.
- 3.3 You agree and acknowledge that we may keep a log of the Internet Protocol ("IP") addresses of any devices which access the Service, the times when they have accessed the Service and the activity associated with that IP address
- 3.4 You further agree we are entitled to co-operate with law enforcement authorities and rights-holders in the investigation of any suspected or alleged illegal activity by you which may include, but is not limited to, disclosure of such information as we have (whether pursuant to clause 3.3 or otherwise), and are entitled to provide by law, to law enforcement authorities or rights-holders.

4. Our Use of your Information

- 4.1 Subject to clauses 3.3 and 3.4 above we confirm that we shall use the contact details you provide to us solely for the purposes of contacting you with marketing information, updates, promotions and special offers relating to our business.

5. Other Terms

- 5.1 You agree to compensate us fully for any claims or legal action made or threatened against us by someone else because you have used the service in breach of these terms and conditions, and in particular clause 2.1 to 2.3 and 3.1 above.
- 5.2 Whilst we do not seek to limit our responsibility for fraudulent misrepresentation or if you are injured or die as a result of our negligence we have no responsibility (to the extent permitted by law) to compensate you (whether or not we are negligent) for any direct financial loss, loss of profit, revenue, time, anticipated savings or profit or revenue, opportunity, data, use, business, wasted expenditure, business interruption, loss arising from disclosure of confidential information, loss arising from or in connection with use of the service or inability to use or access the service or a failure, suspension or withdrawal of all or part of the service at any time or damage to physical property or for any other similar direct loss that may arise in relation to this agreement whether or not we were advised in advance of the possibility of such loss or damage.
- 5.3 We agree that neither this agreement does not allow either party to act as, or hold themselves out as, acting as an agent of the other party and that that the terms of this agreement are not enforceable by a third party under the Contracts (Rights of Third Parties) Act 1999.
- 5.4 This agreement is governed by the law of England and Wales and is subject to the non-exclusive jurisdiction of the English courts.