

Villa Begur  
Carretera de Sa Riera No 9  
Begur  
Update - Sep 23

Dear Guest,

Welcome to Villa Begur!

We recommend you read this information pack which contains useful hints relating to your stay in our villa as well as some brochures covering the surrounding area and places of interest, feel free to add to these. The latest version of these notes are available on: [www.begurvillas.com/guests](http://www.begurvillas.com/guests) there may be new information here that we have yet to print.

That page also has a questionnaire which we would love you to fill in so we can keep improving the villa. If you are here with Owners Direct or Airbnb then please review us on their sites, it really helps!



Peter & Claudia Blandford  
[www.villabegur.com](http://www.villabegur.com)

## INTRODUCTION

The purpose of these notes is to make life easier for all those who use the villa, and I apologise if some of the points seem obvious or give the impression that life here is complicated and regimented - far from it!

Peter is Spanish, and so we treat and use the property in a much more personal way than many rental villas. Our idea is to keep adding to the villa and upgrading equipment and facilities to ensure we can offer accommodation of the highest standard.



Please treat the property with the same care and respect as you would your own.

Also, please be considerate to neighbours, we all like to let our hair down on holiday but we would appreciate keeping music to sociable hours .

Accidents happen, please inform us straight away if something gets lost or broken. We generally do not charge for breakages and it is important for our next guests that we get things repaired or replaced as soon as possible.

Accommodation is available after 3.00pm on the Saturday of arrival. However please note that sometimes in July and August the cleaners are VERY busy and therefore the villa might not be ready until later. You are still allowed to arrive as normal at 3pm. Accommodation must be vacated by 10.00am on the day of departure to enable the cleaners to try to have it ready in time for the next guests.

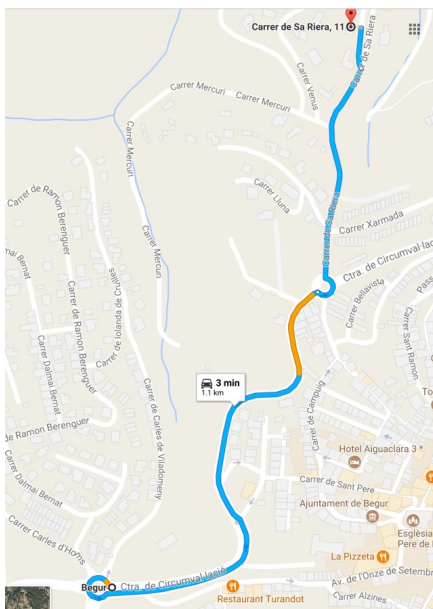
## HOW TO GET THERE



Since most people now have access to some form of SatNav or use Google Maps, we have decided not to give detailed instructions on how to get to Begur. To find it on google maps, search for "Villa Begur" or Carrer de Sa Riera, 11, Begur, Spain. Remember to take some Euros for the tolls.

Below are directions on how to get to the villa once you are in Begur.

As you enter Begur:



As you come into Begur, go over the first roundabout signposted Begur, Sa Tuna, Sa Riera. Ignore the turning on the right signposted to Begur centre. The road curves round to the left (where you will see a large sports park on your left and car park on the right), go over some road bumps, and then it becomes quite steep. Shortly after a right hand bend there is a new mini roundabout. Go left (3<sup>rd</sup> exit), signposted Hotel Sa Riera, Camping, Restaurant Sa Tuna, Restaurant Costa Brava. Follow this road down the hill

for 150m. We are the third turning on the left, up a non-tarmac ramp with white railings. The villa is the first villa on the left.



## WHEN YOU ARRIVE



The villa should be fully locked; the blinds should all be down. Most blinds are electronically operated with the arrow switches to the side but some are lifted by pulling on the webbing to the side. The French windows have bolts that screw into the centre of the window to secure them.

If you have not been given a key you should have been given the code for the key safe which is by the front door. Details of this are sent separately by email (for security reasons). There are 2

keys, one is for the front door, and one is for the right hand garage.

Please ensure when closing the blinds that nothing can obstruct their closure.

Electricity, heating, water will all be turned on before you arrive. In the spring the cleaners turn the thermostat down as it is sunny but you may well wish to turn it up for the evening when it can get a bit chilly. The thermostat is on the wall in the dining room next to the kitchen.

## SECURITY

When you go out, make sure windows and doors are locked, leave the blinds down and double lock the front door. Although the area is generally safe, we believe it is always best to err on the side of caution. To lock the French windows close them when the switch shows green and then push it so it shows red. Please use the screw in bolts for extra security.



## SHOPPING

When you arrive there should be a welcome pack with a few essentials but you will probably be keen to visit a supermarket. The nearest is about a mile down the hill, Jodofi, in Sa Riera (only open Spring and Summer).

The supermarkets have a tendency to change name, but our current favourites are:

Jodofi - by Camping Begur. From the Spar Supermarket above, continue down the hill for about 1 mile. Camping Begur is on the right, opposite a turning Agua Blava, and the supermarket is next to the camping. This supermarket has independent, superb fish monger and butchers and has very good quality value wine. It is where we do 90% of our shopping

There is a fish monger next to Jodofi that opens in the morning then again at 7.30pm with the second catch of the day. The fish they sell was in the sea a few hours earlier and is beautifully fresh. We recommend the gambas de Palamos (local prawns) which are expensive but worth it, the sardines are also amazing because they are so fresh and very good value.

Spar - Drive up the hill, turn right, and follow the road round until you get to a large roundabout (signposted ahead to Palafrugell). Turn left towards Begur town centre. Spar is at the top of the hill. To get to the (very small!) car park follow the road round to the right and down the hill then take the first left. The parking is signposted.

There are larger Supermarkets in Palafrugell, including the new hypermarket called Esclat on the outskirts of the town.

## BEACHES / POOL

The nearest, and our favourite, beach is Sa Riera. Turn left at the bottom of the driveway and follow the road down for about a mile. There are many more local beaches, try, Agua Blava, Sa Tuna, Pals, Tamariu, and Palamos.

## SWIMMING POOL AREA

The pool man (Jordy) will be at the villa to maintain the swimming pool two days per week. He will make his own way up to the pool. Jordy and his assistants also look after the garden and tend to small repairs.



The parasols are more delicate than they look and the breeze, particularly on the terrace, can get strong, so please lower them when you are not using them. If it is windy please remove them from the base and lie them on the floor.

Please do remember that surfaces are slippery when wet!

## TOWELS

There should be a coloured pool towel and a plain bath towel left out for each guest. We would appreciate it if you keep the bath towels for use in the house.

## TOYS AND GAMES

There are a few games in the cupboard above the washing machine in the kitchen, and some younger kids toys in the cupboard in the entrance way. There are also some beach toys and a child's buggy in the right hand garage.

## TABLE TENNIS AND TABLE FOOTBALL

Please feel free to use these, but do replace any balls that are lost.

Please do not remove the tables from the garage, as they are not waterproof.

## PETANQUE

Behind the kitchen we have had gravel laid to play petanque. We have left our boules, feel free to use them but please do not take them to the beach or leave them outside.

## HEATING AND COOKING GAS

If it is cold feel free to use the wood burner. It has a fan to boost the fire when lighting it. There should be wood in the living room and in the garage.

The hot water and central heating are diesel powered.

The gas in the kitchen is butane. The bottle is outside the back door to the kitchen. There is a spare bottle next to the main one but if the main one runs out please leave the empty one in the kitchen when the cleaners come so we can ensure there is always a reserve available.





## RUBBISH

Begur has a system for rubbish collection that encourages more recycling and less waste going to landfill. The idea is that very little rubbish should go in the "general waste". There is an information leaflet in the kitchen which explains the different classifications.

Please let us know if this is not there. Different types of rubbish are collected on different days and should be left at the entrance to the private road that the villas are on between 8pm and 10pm. The day on the information card on the fridge is the evening you actually put it out.

The system they have works very well if guests adhere to it, unfortunately they impose fines if rubbish is left in the street on the wrong days. At the end of your stay, please take your remaining rubbish to the recycling centres around the town.

We get charged by our agency to remove rubbish and will pass on the cost of council fines or agency costs to the guests. It is worth bearing in mind that we get charged €50 to dispose of a few bin bags.

Glass - Please keep your bottles in a rubbish bag in the bin labelled "glass" behind the kitchen and take down in the orange bin on the appropriate evening.

Containers - All plastic, tins, cans, polystyrene etc, should be rinsed and stored in a bin bag in the white plastic bin labelled "plastic and tins" etc. When this is full please transfer to the bin labelled "plastic and tins" outside in a plastic bin bag. This can then be put in the orange bin and taken down on the appropriate evening. If the orange bin is not big enough to take the rubbish bag or if you have more than one rubbish bag of containers etc., you can leave the extra bags next to or on top of the orange bin.

Organic - raw or cooked food leftovers should be collected in compostable bags which are available in all supermarkets and stored in the brown box on the kitchen work surface. This should be taken down in the appropriate evening in the brown bin.

Paper and cardboard - all paper and card should be stored in the bin labelled "paper and card" and taken down in a cardboard box or the orange recycling bin on the appropriate evening.

Waste - Anything else, there should not be that much left in general waste and it is only collected once a week. This is put in a rubbish bag and left out in the brown bin on the appropriate evening. We use the two small pull out bins (under the window in the kitchen, in between the two corner cupboards) for our general waste.

If you miss the collection days or find that you have organic waste that is getting smelly there are several rubbish collection points around town. The nearest one is by the back car park in Begur (drive to the round about at the top of Carretera de Sa Riera, turn left, follow the road towards Sa Tuna for half a mile until you see the car park on the right). We have a special keycard which allows us access to these collection points. These keycards are left in the kitchen in a plastic lanyard holder. Please let us know if this is not there on your arrival. Please do not lose these as you will be charged €5 for a replacement.

## LIGHTS

The lights on the balcony are all controlled by a timer in the living room. The lights should come on around nightfall (9.30pm in the Summer) and are set to go off at 12.30pm. The downstairs outside lights are set by a similar clock by the front door. Please do not change the times, to put it on constant select I, to switch it off select 0 but please remember to put it to A afterwards.

The lights on the roof terrace can be switched on with a switch behind the barbecue under the sink. There is a device to make sure they cannot be left on during the day but please switch them off when you have finished using the terrace at night. There are separate switches for the barbecue light and table light.

The pool light is the black switch close to the pool to the back of the house on the roof terrace. Please switch this off when you go to bed. If it does not work please check the fuse in the pool control room behind the kitchen.



## CHILDREN AND BABIES

We have three children and whilst we feel we have made the villa as child friendly and child safe as possible, please do make sure that your children are supervised at all times. Whilst the gate to the pool is pretty tricky for little hands to open on their own, we strongly advise that you never leave your child unattended on the terrace. NEVER allow your children to be left by the pool unattended.

You are solely responsible for your safety and for that of your children and guests when staying at Villa Begur. We cannot be held responsible for any accidents that may occur during your visit, or any damages or theft to your belongings that may happen as a result of your stay at Villa Begur.

There is one travel cot and one regular cot in the villa along with bedding. There is also one high chair. If you require more, please let us know in advance and we will try to organise it.

There are games and a first aid box in the kitchen cupboards. Please let us know if you have used anything from the First Aid box as we are unable to replenish it if you don't tell us!

## WASHING MACHINE

Translation, going clockwise from top, starting with Stop.

Resistentes/Algod - Resistant cotton

Color eco/Cor eco - Eco colour

Sinteticos - Synthetics

Mix - Mix

Delicado/Seda - Delicates/Silk

Lana/La - Hand wash, woollen

Centrif.adicional - Additional spin

Centrif. adicional delicado - Delicate additional spin

Rapido 15 - Quick 15 minute wash

Power Wash 60 - 60 minute power wash

Clinic Wash - Sorry, I've no idea! Any suggestions??

Sport - Sports kits

Ropa/Oscuro/Roupa escura - Dark wash

Buttons starting with Inicio Pausa - Start Pause

T Shirt sign - T Shirts?!

Prelav. - Prewash

Facil with iron sign - Minimum iron wash

Skin Care - Skin Care?!

°C - Temperature; Change the temp of the wash

Spin Cycle - Change the spin cycle

Clock face - Change the length of the wash

The drawer opens up on the left hand side, washing powder goes in left compartment, fabric conditioner in the middle, and washing powder for a prewash in the right.

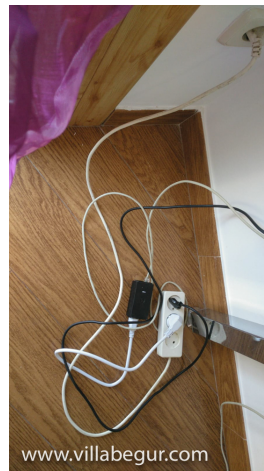
## DISH WASHER

It is pretty self explanatory but works better if the tablet is placed on the bottom of the dishwasher rather than in the usual compartment. You must also add salt and rinse aid regularly. If it's not cleaning properly, try and clean the bottom filter, and the two rotating blades.

## INTERNET and TELEVISION

We have a router in the house with wifi. The name of the wifi is VillaBegur.com and the password is Blandford. There is also a VPN which allows you to use UK streaming services as though you are in the UK.

The internet comes via Villa Sa Riera next door, if the internet stops working, check that nobody has turned off the link in the corner of the main bedroom>>



It is also possible that a fuse has tripped next door, if there is nobody there, contact us and we can check.

## TV

The smart TV has lots of streaming services:

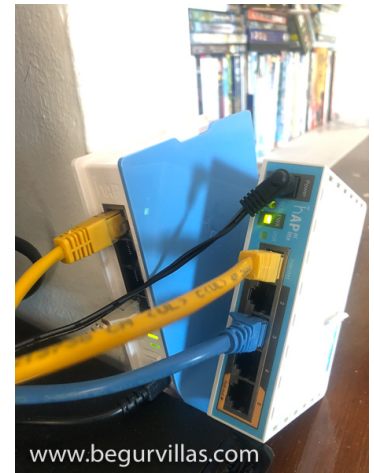
Netflix and Amazon prime can be accessed direct from the remote Apple TV, BBC i-Player, ITV Hub, E4, Disney+ can all be accessed by pressing the home key and then the service you require. We have left them logged into our accounts so guests can stream shows and movies even if they do not have an account. Feel free to watch movies and shows that we have bought through Apple.



## VIRTUAL PRIVATE NETWORK (VPN)

The smart TV is connected to the VPN which should allow you to watch BBC I-player and Amazon Prime as though you were in the UK. If you wish to connect to the VPN wifi in order to watch UK streaming services on your device the wifi name is UK-WIFI-B3C3-5G and the password is UKP5522C3. If the VPN stops working try turning off both routers behind the TV for a couple of minutes, plug in the one on the left of the picture first, then a couple of minutes later plug in the other one. If this doesn't resolve it email

[support@libertyshield.kayako.com](mailto:support@libertyshield.kayako.com) and tell them that the hardware VPN UK-WIFI-B3C3-5G is not working and that a power cycle did not work. They can usually fix it remotely and respond very quickly.



Please do not change the connections of the routers, the left one is the regular one and the right is the VPN and they should be left like this >>>>

DVDs: please use the PS4v to play DVDs

WII - Feel free to play with the wii, the controllers take AA batteries if they run out. There are a few games in the right hand side of the TV.

PS4 - again feel free to use the PS4 and games provided

## PIANO



The piano was a present for Christian Blandford's 11th birthday. He is a keen pianist and composer. If you wish to use it, please look after it and make sure that children treat it with respect.

**IT IS NOT A TOY.**

## DE-HUMIDIFIERS

Being so close to the sea, the house can feel quite damp at times, particularly off season when the temperature drops. We have two large dehumidifiers that make a big difference to the moisture in the house. Feel free to use them, they switch off automatically when the bucket is full. Please empty the bucket when it's full, it'll happen once a day or so. They are kept in the right hand garage.

## AIR CONDITIONING

There is an air conditioning unit in each of the bedrooms. They are controlled with a remote in each room. Please switch the units off during the day when the rooms are empty and leave all doors and windows closed when the air con is on.

The air con units will turn off automatically if an external door or window is opened but please still take care not to turn them back on until all doors and windows are closed.

Unfortunately some guests have been leaving the air conditioning on so high and for so long that they froze the units, so they had to be replaced.

We will now be monitoring the electricity use for each set of guests. If it is more than 10% above our average use the extra cost will be charged out of the deposit. Please beware of this when using air conditioning.

## COFFEE MACHINE



We have a Nespresso machine which you are free to use, the local supermarkets sell the Nespresso pods and cheaper alternative brands which also fit. There is a milk frother attachment which fits on the right and can be removed and placed in the fridge. The little rubber tube goes inside the milk frother (please don't lose it).

## MAID SERVICE

The villa is cleaned on Saturdays before each new arrival. If you are here for two weeks it will then be cleaned on Friday of the first week when laundry will be changed and then Wednesday of the second week. Please leave all dirty towels on the floor of the bathrooms on the Friday. They will be collected and replaced together with all bed linen.

If you are staying for a week there will be a clean on the Wednesday.

If you would like further cleaning and/or washing it is available through our agency at a rate of €20 per hour. Please contact Liz and tell them you are at the Blandford Villa.

It may seem a bit decadent, but we pay for a cleaner to come for 3 hours every day and bring croissants and bread for breakfast!

## BUILDING WORK

If there is any local building work which you find disturbing it is worth remembering that it is illegal in from mid June to mid September. If you are being disturbed please inform the agency and they will notify the relevant authorities.

## ANTS



Whilst ants in all of Spain can be a problem, they can be kept at bay. Please make sure you do not leave any food out and clear up all crumbs and food from under tables after eating. They are particularly attracted to strong smelling meat and fish, so be careful when disposing of sardine bones! Please take all organic waste out on the collection days.

There should be ant powder and spray in the house, if not it is available in all supermarkets. Outside a kettle full of boiling water works a treat.



## USEFUL NUMBERS

Said (Local 24 hour Taxi)	600631259
Taxi (Esther speaks English)	669431271

Dr Mas - private doctor (just up the road) 670727259

BABY SITTER - Please contact Liz at the agency on the number below.

If you have problems please contact our local agency in Begur and speak to Liz

She arranges the house cleaners and also has a spare set of keys.

mobile: +34 609 15 81 83

office: +34 972 66 32 51

e-mail: [liz@casacare.cat](mailto:liz@casacare.cat)

Or, in emergency you can contact us on the following numbers

Peter and Claudia home	+44 1732 454317
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Claudia mobile	+44 7957 438943
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Our e-mail address is [info@villabegur.com](mailto:info@villabegur.com) We would be grateful if you can advise us of any damages ASAP. We need to know what is missing so it can be replaced for the next guests. Please fill in the questionnaire on [www.begurvillas.com/guests](http://www.begurvillas.com/guests) and if you booked with airbnb or Owners Direct we would really appreciate feedback on their site.