

# FREQUENTLY ASKED QUESTIONS - & ANSWERS TO THEM

We are certain that at some time before your holidays have begun, you have wanted/needed to know about “How to Book” the place you are going to stay at, as well as other information you’d like to know before you actually book, such as what is available locally by way of Shops, Beaches, Places to Eat or Drink (and both!) and then, after booking, what to do about “Recycling”, How certain items work, Tide Times, where Horses can be ridden to Explore the area, etc, plus what should be done before Guests leave at the end of their stay.

Well, although you might have asked others about such things, we at Pilton House Gower feel that our own Question and Answer section will more than adequately provide the details you need, in order to make your Booking to stay at our Cottage, although should you have any questions we haven’t answered, then please do ask (our Contact Form & details are at the bottom of every page of our [piltonhousegower.com](http://piltonhousegower.com) website. q.v.)

GENUINE?	LOCATION	REVIEWS?	AVAILABILITY	STAR RATING	MOBILITY
BABIES	TODDLERS	NAMES	DOGS	WiFi BROADBAND	MOBILE PHONE
LANDLINE	CAR	PARKING (1)	PARKING (2)	GUESTS	EXTRA GUESTS
SMOKING? VAPING?	TOWELS	BEDDING	TOWELS & BEDDING	SHOPS	SUPERMARKETS
SUPERMARKET DELIVERIES	WELCOME PACK	OTHER DELIVERIES	ARRIVALS CHECK-IN	ARRIVALS NOTE	ARRIVALS EARLY ACCESS
ARRIVALS KEY	ARRIVALS OTHER Q's	DEPARTURES CHECK-OUT	DEPARTURES KEY	DEPARTURES OTHER Q's	COMPLAINTS
CANCELLATION	INSURANCE	MISSING ITEMS	LEFT BEHIND	SECURITY DEPOSIT	BOOKING

## Frequently Asked Questions (and Answers to them)

### **WHAT YOU'D LIKE TO KNOW BEFORE YOU BOOK**

#### **Do you own or directly manage Pilton House Gower?**

Yes, we own AND directly manage our cottage so we know every nook and cranny very well!

Should you need to get in touch, please contact us Details are (at the end of this page)

#### **Is the property Self-Catering only?**

Yes, it is only Self Catering

### **1. GENUINE?**

#### **How do I know Pilton House Gower is genuine?**

A good question to ask! We have been trading as Pilton House Gower, at the address stated on all of our paperwork since September 2012. Over the years we have been promoted by our Local Council Authority (City and County of Swansea, UK), we have been a Member of Tourism Swansea Bay and have won Awards for both being the Best Dog-friendly Tourism Business (2017) and for Pilton House Gower itself. We have advertised and promoted by various magazines (Welsh Country, Wales Coast and Wales Border), have been promoted in the past by Home from Home (Mumbles), i-know uk, and TripAdvisor, whilst in more

recent years we have also been promoted by Airbnb and VRBO, as well as by several smaller, more independent dog-friendly websites, plus of course, we have 10years of reviews from very happy and contented Guests, many of whom have become friends over the years.

(The older the date, the more you can be sure the cottage is genuine as it only takes a few weeks, i.e. until the first 'scammed' guests arrive, for the scam itself to be exposed. That doesn't mean that all cottages who are recent newcomers to the internet are suspect. The next safety check is a website link. As you know, website owners are more easily trackable (which scammers don't like). They also take a lot of time and a fair amount of money to create, which makes them far less appealing to those looking to make a fast and naughty buck. If in doubt visit the website and check its owners. If you are still concerned, we would be more than happy to provide you with business references to check us out)

---

## 2. LOCATION

### How can I check the location of a holiday cottage (to see if the written description is true?)

We will let you have details of the full address when we send you directions (the things your SatNav and Google won't be able to tell you!) when we email you about a week before your stay.

---

## 3. REVIEWS ALREADY RECEIVED

### Have you received any reviews about Pilton House Gower?

Yes, lots over the years, as we have been open since 2012, We will be adding reviews to this website as soon as possible, but should you want to see some recent ones on [our Airbnb site, please take a look here](#)

---

## 4. AVAILABILITY

### How do I know if Pilton House Gower is available?

On most pages of our website we display an availability calendar which is kept up to date, although please use these as a guide rather than rely upon it, as we are also listed on several other websites, which mean that whilst all calendars' are ical linked, if someone else has already booked on one of those other sites, our Calendar might not reflect that, as there can be a time-lag of up to 30minutes before others update ours, so may not show all the latest bookings. Our own Calendar relating to direct Bookings taken on our [piltonhousegower.com](http://piltonhousegower.com) website tend to be fully up to date as every time a Direct Booking is made by a Guest, or every time we update our calendar, it is automatically updated on every Calendar of other Holiday Companies with whom we also advertise. Our own Calendar provides you with the option to book online either through Instant Booking, or by asking specific questions of us first. Finally, you can contact us direct by phone, text or e-mail – details of which are included on every page of our [piltonhousegower.com](http://piltonhousegower.com) website - together with an Enquiry form that will send your enquiry complete with the details you have provided, via an e-mail to us, so that we can reply to your request for information and availability.

---

## 5. STAR RATING ACCREDITATION

### Has Pilton House Gower been accredited?

In the past, Yes, by Visit Wales (when we were 4-star Rated), although we were 4 GOLD Star rated by the AA (Automobile Association) in 2020 and are currently waiting for our 2022/2023 accredited rating.

---

## 6. MOBILITY/DISABILITY

**Is Pilton House Gower suitable for those with mobility issues or disability issues? / Is it accessible to people with disabilities? / Is the cottage “Wheelchair Friendly”? / Do you cater for specific accessibility needs?**

Although we have “bundled” the questions together. We will answer each aspect here. First and foremost “**Mobility**” issues tend to include people who might have difficulty in using stairs, or get around on their own, whereas “**Disability**” issues can mean anyone who cannot properly hear, see, talk, or walk, or have other health issues that can render individuals incapable of doing certain jobs, activities etc, yet not to the extent that bed bound or **wheelchair** bound individuals might. Having said that, it would be true to say that Pilton House Gower, being definitely NOT suitable for anyone not able to use stairs without assistance, as not only are there two staircases within the property, but there is a flight of Stone Steps from the external pavement to the front door, that is neither suitable for wheelchair users, nor for anyone else with mobility issues.

On the other hand, should anyone have disabilities that include hearing loss, sight problems, speech difficulties, can walk up and/or down stairs with the aid of a walking stick, or they have other health issues that wouldn't render the use of stairs impossible to use, we would recommend you view and read our Accessibility Statement, as that goes into great details everything about our property.

---

## BABIES

**I understand that Pilton House Gower is “Baby-Friendly” so what do you provide for them?**

For babies who stay, we have available a Mothercare Travel Cot (suitable for infants aged up to approximately 3 years or 15kgs), a Wooden adjustable Highchair, Baby/toddler Plates, Bowls, Cups and Cutlery, as well as stairgates for both staircases for safety purposes. If further details are required please get in touch with us using our Contact Us form at the bottom of this page.

Please note: babies who are not suitable for the travel cots will be included in occupancy limits.

---

## TODDLERS

**What is provided for Toddlers?**

A Toddler Bed with a mattress is available on request. We also provide stairgates for both staircases for safety purposes. Please note: Children who are not suitable for the Toddler Bed will be included in occupancy limits.

**Can I bring an extra baby/infant?**

In reality, although there is space available to set up 1 Cot and 1 Toddler Bed in the Front Bedroom (only), we would suggest that unless an extra baby means 2 babies (and no toddler) in the front bedroom, there might not be a lot of ‘spare’ space in that room (especially when taking into consideration the need for a changing-station etc) Should you wish to bring 2 babies therefore, we would ask that we are contacted first, before you make a booking We would also wish to state that we only have the one Travel Cot, so we would ask you to bring your own cot in

---

## NAMES OF GUESTS & CHILDREN

### Why do you need the names of our guests and ages of our children?

We ask for the names and ages of all of your guests (including those of children and babies) in order **for us to know who to expect for safety and insurance reasons**, and also **to comply with Government regulations**. This is the same reason we need to know in advance if you would like to have people visit you at Pilton House Gower

-----

## DOGS

### Is it correct that Pilton House Gower is Dog-Friendly?

Pilton House Gower is an Award-winning Dog friendly cottage, although please be aware that we can only welcome a **maximum of 3 dogs, each weighing up to 30kg (maximum; = approximately a Labrador)**, and that **we make a charge of £40\*\* per stay for up to 3 (in total) dogs**. We respectfully ask, however, that when you are either enquiring or making a booking, **we do need to be advised not only the Breed of Dog(s)** that will be staying, **but also their individual weights, whether they are fully house-trained**, and also **whether they are well-behaved**, Should you have any dog(s) outside of those parameters, we would respectfully ask that you contact us before making a booking, as in certain instances, we might be able to waive some of our Conditions, although our charge might increase depending on the size and weight of the dog(s) you would be bringing (e.g. very large dogs). Re; \*\* Our small charge for up to 3 dogs per booking is to cover the additional cleaning time required to remove dog hairs etc. For more details relating to Dogs who stay, please refer to our Terms & Conditions.

Please Note that **we do not provide any Dog Towels**, so please bring your own (i.e. **Please do NOT use towels we provide for Human use**), and also, please note that **we do not accept or allow any other type of pet(s) of any size to stay**.

### Can I leave my dog in the cottage while I go out?

Unfortunately, **No!**

Due to various reasons (including Insurance) **we are unable to allow any dogs to be left alone in the cottage, even for a short time**. There are several excellent dog-sitters in the local area who we can put you in touch with if you'd like to enjoy a day or evening out without your best friend! Alternatively, please contact us, and we will see what other possibilities might be available to you/your dog(s).

### Are there any guidelines when bringing a dog?

#### Your Dog Friendly Holiday Checklist

- Visit the vet before you go
- Make sure your dog is microchipped
- Double check your accommodation is really 100% dog friendly
- Research dog sitters in your holiday location (we provide details in our Welcome Pack)
- Identify vets in the area (we provide details in our Welcome Pack)
- Pack all your dog essentials
- Familiarise yourself with dog related local laws (we provide details in our Welcome Pack)
- Bring Towels for your Dog(s) (We provide Dog Bowl(s), and a roll of Dog Poo Bags for your use)

---

## WiFi / BROADBAND

### Is WiFi available at the Cottage? / Will I get a good internet connection and mobile phone signal?

Yes, Pilton House Gower has WiFi. Although, as our cottage has 3 storeys, its speed does vary from level to level. The best speed achievable is in the Living-Dining room – which also is where the router is located – and in that room - speeds of 500Mbps upwards are often achieved. Please note however that such good speeds are more likely to there not being any properties or anything else to deflect the signal between the Cabinet (diagonally opposite our property) and our Living -Dining Room. Should anything external to Pilton House Gower be the cause of any full outage (i.e. be beyond our control) we should point out that we are unable to provide any compensation.

## MOBILE PHONE/LANDLINE

Because of where Pilton House Gower is located, the quality of mobile phone coverage varies depending on your provider. The Vodafone network coverage tends to be best, although Tesco's network is also good, both providing at least a good 3G signal. Should you not be able to make telephone calls via an internet connection, then our free WiFi should be fast enough.

---

## CAR

### Do I need a car to stay at Pilton House Gower?

In theory, if your holiday/stay is primarily going to be at the cottage, with walks being taken in the local area, then there isn't really much need for a car. Similarly, as there is a Bus Stop within 5metres (15ft approximately) from the back gate of our cottage, and as the Bus takes one to Mumbles, and then to Swansea (from where many buses to all parts of the County and beyond can be joined) it is possible to explore a much wider area – all being dependant upon how frequent buses are to various places. For further details should this be of interest to you, please have a look at the [Traveline website](#)

## PARKING (?)

### I am travelling to the cottage by car; is parking available on site?

Due to our cottage being in an old Village, very few properties have anywhere to park on driveways, which means that only on street parking is available, although usually this doesn't present any problem

## PARKING (YES)

### In view of parking not being available on site, where will we be able to park our car?

Pilton House Gower is most fortunate to have so many free, unrestricted by time, places to park one's car, they being opposite the cottage alongside a wall, or on the other side of that wall (on a hill), or in Nottage Road (where our cottage is located), or a little bit further up the road, on Newton Road, and spaces are generally available throughout the year (even during the popular summer months).

The only time that parking can - sometimes – be more difficult, is on a Sunday morning, when various Sports are being played in nearby Underhill Park, although that is only in the morning (and previous Guests haven't been concerned about that, as they had parked the evening before), whilst should they then go out anywhere that day, there is always a space to park by the time they return)

We do have a [map, highlighting the cottage, with details as to possible places to park, a copy of which is available to view, here](#)

## **GUESTS**

### **How many does your property sleep?**

Our accommodation sleeps from 1 guest up to 4 (plus a baby) – perfect for romantic get away's or family get togethers!

### **Is there a maximum number of guests the cottage can accept?**

Yes; a maximum of 4 Adults, although dependant upon their age and size, we are also able to accommodate 1 (one) Baby and 1 (one) Toddler, as they would be in a Cot or Toddler bed (q.v. **"BABIES"** and/or **"TODDLERS"** above)

---

## **EXTRA GUESTS**

### **Can we invite or Can our friends or family come to stay? / Can I bring an extra infant?**

- a. Should you – at the time of your Enquiry or Booking – intend to or wish to bring additional guests over the Maximum number Pilton House Gower is able to accommodate (q.v. **GUESTS**, above), and you have not indicated such to us at the time of booking, then we would wish to bring to your attention that such would be not in accordance with our Terms and Conditions as well as of our Booking Contract, and as such you will be in great danger of being asked to immediately leave our property, and all monies paid by you forfeited at that point, by way of your having breached our Contract.
  - b. Should you have already Booked as a Single Guest, or as 2 or 3 individuals, being family or friends, and that number of persons indicated to us at the time of booking be less than the maximum number of guests the cottage can accept (q.v. **GUESTS**, above), and then should you wish additional guests and/or others to stay with you at Pilton House Gower, you will have to [Contact us](#) with full Guest details before we accept your Booking, bearing in mind the situation that you will have read in the previous point ("a").
  - c. If the Total number of Guests you are intending to bring with you, or join you when staying at Pilton House Gower, exceed the aforementioned Maximum (q.v. **GUESTS**, above), then – except in extenuating circumstances stated to us at the time of your enquiry or wanting to make a Booking - we will have to regrettably not be able to accept such a booking.
  - d. If, at the time of your arrival, or after you arrive, the Total number of Guests exceed the aforementioned Maximum (q.v. **GUESTS**, above), then – except in extenuating circumstances - we will have to ask all who have booked together with all extra Guests to immediately leave our property; all monies already paid by you being forfeited at that point, by way of your having breached our Contract by way of having exceeded the maximum number of guests the cottage can accept.
  - e. The only exceptions to the above being that if you, as the Lead Guest, brought your own Cot (suitable for infants aged up to approximately 3 years or 15kgs) for use over and above the 1 x Cot we are able to provide, that would be acceptable, although you will still have to [Contact us](#) with details before we accept your Booking.
  - f. Please note that if you were thinking to have "day guests" visit you at the holiday cottage, we would ask that you [Contact us](#) first to ask.
-

## SMOKING/VAPING

### Is Smoking and /or Vaping allowed inside or outside the cottage?

Both Smoking and Vaping is **NOT** allowed or permitted anywhere within any part of our property including within our Courtyard Garden or within its Studio building.

---

## TOWELS

### Are towels supplied at Pilton House Gower? / Do you provide Towels and Bedding?

Yes! and we provide Towels for the number of Guests/Beds stated as being required within your Booking;

For the King-size bed (Front Bedroom), we provide;-

- 1 Bath Towel and 1 Hand Towel per Guest who is staying in that room

Whilst for the 2 x Single-size beds (Back bedroom), we provide (dependant upon whether Guests' will be staying in that room);-

- 1 Bath Towel and 1 Hand Towel per Guest (per Bed) who is staying in that room

**Please note** that when & where **towels** are provided, **they are only for use in the house** (i.e. **indoor use only**). You should always bring your own beach towels if you are intending to go to the beach or sunbathe elsewhere, so you will need to not only bring them, but **if you are bringing one or more dogs with you, you will also have to bring your own dog towels as well.**

(Please also note that besides the Bath Towels and Hand Towels that will be placed on the beds, we do also provide one Hand Towel in the Kitchen, and 1 Hand Towel in the Shower-room, whilst we also provide 2 Tea Towels in the Kitchen for your use).

## BEDDING

### Is all Bedding provided?

Yes! and we provide Bedding for the number of Guests/Beds stated as being required within your Booking;

For the King-size bed (Front Bedroom), we provide;-

- 1 x King-size Orthopaedic Mattress c/w Mattress Protector and 1 x King-size Comforter
- 1 x King-size Fitted Sheet
- 1 x King-size Duvet c/w Duvet Protector and 1 x King-size Duvet Cover
- 4 x Pillows, c/w 4 Pillowcases (2 x Housewife + 2 x Oxford), + 4 Pillow-protectors

Whilst for the 2 x Single-size beds (Back bedroom), we provide (dependant upon whether Guests' will be staying in that room);-

- 2 x Single-size Orthopaedic Mattresses c/w Mattress Protectors and 2 x Single -size Comforters
  - 2 x Single -size Fitted Sheets
  - 2 x Single -size Duvet c/w Duvet Protectors and 2 x Single -size Duvet Covers
  - 2 x Pillows, c/w 2 Pillowcases (1 x Housewife + 1 x Oxford), + 2 Pillow-protectors (per Bed)
-

## Places to SHOP, Places to EAT, Places to DRINK

### Where are the nearest Places to Drink? / Nearest Places to Eat? (Restaurants or Takeaways)

(Coming soon on our website will be an **Eating & Drinking** tab, on which – when it is up and running - you should find all the information you need about Local as well as about Mumbles Shops etc, from **C** to **P** - **Cafes to Local Butchers to Pub Grub!**

## SHOPS

### Where are the nearest shops?

In Newton village, we are lucky to have two excellent shops, one being a Family Butcher (Woollacott), whilst the other is Newton News.

Besides being a Butchers, Woollacott's also sell a range of Groceries and Greengroceries, whilst they also sell a range of frozen food, fresh Bread, Milk, Butter, Household items, BBQ charcoal etc, Ice-Cream and a small amount of Wine.

Newton News - originally a Newspaper shop – has evolved over the years to sell a good range of Groceries, Chilled products (Cheeses, Yoghurts, Milk, Butters, Juice, Sandwiches), fresh Bread, Ice-Cream, a larger range of Wines and chilled drinks, Birthday and other Cards, Household items, whilst besides the expected range of Newspapers and Magazines, they also are the local venue to buy one's Lottery Ticket or Scratch card!

## SUPERMARKETS

### Where are the nearest Supermarkets?

Mumbles (approximately 5-10 minutes away) has 3 large Supermarkets;

1. Marks & Spencer (Food Hall) is in Newton Road on the right hand side, and has its own car-park underneath the building.
2. Approximately 10 metres further down the hill (and on the same side of Newton Road) is a Tesco supermarket (doesn't have its own car-parking area, so parking will have to either be in Newton Road itself or in one of the side-roads, or in one of the three car-parks on Mumbles Road), whilst;-
3. At the bottom of Newton Road, if you turn right at the mini-roundabout and drive/walk along that road (Mumbles Road) you will come to a row of shops on your left-hand side – the first of which is Boots (the Chemist), whilst further along the same row is a Co-op Supermarket (doesn't have its own car-parking area, so parking will have to either be on Mumbles Road or in Newton Road, or in one of the side-roads, or in one of the three car-parks on Mumbles Road).

## SUPERMARKET DELIVERIES

### Can we have groceries delivered to Pilton House Gower?

Yes, of course! Most large supermarkets, as well as a few local Stores/Shops in Mumbles, deliver Food and/or Drink to our cottage, and you are more than welcome to arrange for a local supermarket to deliver your requirements

When placing your order for what you require, please use the full address – including its name - for our cottage (as provided on the booking confirmation we send to you), but also please make sure that your



delivery is ordered for delivery for a time **when you are certain to be in the cottage**. (N.B. please also make certain to include your mobile number when ordering).

**Please note, we cannot be held responsible for any deliveries (including items delivered to neighbours) made or not made in your absence**

### **WELCOME PACK**

If you would like **us** to arrange a welcome pack of groceries and essentials for your first meal and/or breakfast, then we can arrange for this to be delivered to Pilton House Gower before you arrive, with cold items being stored in the fridge/frozen items being stored in the freezer ready for your arrival. Should this be of interest to you, please [Contact us](#), and we will send details to you of what's available, and from whom, so that you can let us know what you would like to add to your booking. (Please note that coming soon to **our website** will be an **Eating & Drinking** tab, on which – when it is up and running - you will be able to see details of what is available from both National and Local independent Food and Drink establishments)

### **Can I arrange other deliveries?**

You are more than welcome to arrange for Drinks, Takeaways, and other products for delivery to Pilton House Gower. When placing your order for what you require, **please use the full address – including its name - for our cottage (as provided on the booking confirmation we send to you)**, but also please make sure that your delivery is ordered for delivery for a time **when you are certain to be in the cottage**. (N.B. please also make certain to include your mobile number when ordering).

**Please note, we cannot be held responsible for any deliveries (including items delivered to neighbours) made or not made in your absence**

---

## **ARRIVALS**

### **CHECK IN (ARRIVALS)**

**When do I get the information as regards our arrival and where to access the keys?**

After we receive the full balance of the payment, and about a week before your stay, we will send you an email which will include information about how to find Pilton House Gower, what to do on your arrival and how to access the keys for your stay; the 'Further Information' will be sent to you by email and will contain all the information that you need, which will include:-

- i. The Full address of Pilton House Gower
- ii. Directions for how to get to our cottage (the things your SatNav and Google won't be able to tell you)
- iii. How to access the property
- iv. Check-in and Check-out times
- v. Recommendations of local places to eat
- vi. Contact details for the property owner/Hosts

**What is your Check-in Time? (inc. What time will I be able to get into Pilton House Gower?)**

You're welcome to arrive and gain access to Pilton House Gower at **any time from 5pm onwards** (Normal Check in being **not before 5pm**), and - if asked in advance - we might be able to meet you at our cottage at an agreed arrival time to greet you and show you around. Should you prefer, however, we would provide you with a keysafe code so that you can arrive at a time of your choosing, as long as it is **at or after 5pm** (i.e. the specified earliest arrival time).

Should, however, on the day of your arrival you *had* arranged to meet us at the cottage, but then due to traffic or circumstances beyond your control it transpires you won't be able to arrive at or before 5:30pm,

we would be grateful for you to let us know – by phone or text please – so that we will be able to leave the keys for you in our Keysafe.

## NOTE

We respectfully request that when making your Booking you check and note the specific times for **Arrivals (5pm or afterwards)** and **Departures (11am or before)**, as should you arrive early at our cottage on your specified day and date of Arrival, you will have to bear in mind that you will **not** be admitted to our cottage if the process of cleaning and preparing the cottage for you has not been completed

## EARLY ACCESS/ARRIVAL

Should it be that we don't have a booking preceding yours, it *might* be possible - provided you [Contact us - not more than or less than 7 days before your due arrival day and date](#) - to arrange an earlier check-in time for you, although that would be entirely dependant upon;

- a) no Booking for the previous week to your own stay having been made to negate the possibility of an earlier arrival for you, and
- b) *when* our Cleaners' have finished everything to do with the previous Changeover.

We would however try to let you know as quickly as possible should the feasibility of an earlier Check-in time not be possible on your day of arrival.

**Please note, that should it be that an earlier time of arrival be offered, and then at a later date that another booking be taken that would obviate the offer, we cannot be held responsible for any deviation from the Normal Check in being not before 5pm**

## KEY

### How do I collect the keys to the cottage?

We leave the required key in a Keysafe outside our cottage. You will be sent the code for your lock box approximately one hour before your arrival. This is usually sent by text to the lead booker's mobile

## AND JUST IN CASE ANYONE ASKS

### If we arrive a day later than our booking, do we still have to pay the full amount?

In short, yes, you do. Our property will have been held in good faith for you in accordance with the Booking Contract and made ready for your arrival at the agreed time. If you change your plans, then you shouldn't expect the owner to be out of pocket as a result.

### Can we arrive/depart on any day of the week?

I saw this question on another website, and thought "*I'd better include that on here just in case anyone asks*" if only because one answer would be **YES**, but another answer would be **NO, Definitely NOT!** The problem with the question being that its far too ambiguous, whereas if the question was reworded to "**Can I BOOK to arrive and to depart on specific days of the week?**" then our answer would be Yes, as we allow Bookings to start and/or finish on any day of a week, provided that is how a stay has been booked!

## DEPARTURES

### CHECK OUT (DEPARTURES)

#### What is your Check-Out Time?

**11am** Which should allow you enough time to ensure you have removed all of your belongings before that time and have vacated the Pilton House Gower by 11am at the latest, so that our Cleaners' will have sufficient time to prepare for the next guests, we would further add that "Normal Check out" has to have been effected by 11am at the latest. Although we are not able to guarantee the following, we might be

able - dependant upon when our Cleaners are able to attend our cottage for the changeover - to allow a late check-out. Where and when extra pressure would be put upon our Cleaners to complete their work, a late check out may be available, but for an added cost. Before assuming anything however, please [Contact us](#) (not more than or less than 7 days before your due departure day and date) to find out the possibility or not of being able to have a late check-out. Thank you.

## KEY

### How do you want me to leave the keys to the cottage?

We will be most grateful at the end of your stay for you to leave the key to the cottage in the Keysafe, using the code provided to you for your arrival, and ensuring that the Keysafe is properly closed, the numbers “scrambled” by use of the slider on the front of the keypad, and that the keysafe lid is completely closed.

## AND JUST IN CASE ANYONE ASKS

### If we depart a day earlier than our booking, do we still have to pay the full amount?

In short, yes, you do. Our property will have been held in good faith for you in accordance with the Booking Contract. If you change your plans, then you shouldn't expect the owner to be out of pocket as a result.

---

## COMPLAINTS

### What if we are not happy with our property on arrival or experience problems during the stay? / What should I do if I have a complaint about my holiday cottage?

We and our team work extremely hard and take great care to make sure that everything about your stay will be enjoyable and relaxing. **In the unlikely event that something does go wrong it is especially important that you [Contact us immediately](#), using the emergency contact details provided within the information pack in our cottage. Please do not wait until you return home as by this time, the chance to actively help will have passed Please note that waiting until you return home before letting us know will result in your Damage Deposit not being returned to you as by this time, the chance to actively help will have passed. Even if you believe that nothing can be done to make the matter better, **it is very important that you inform us immediately**.**

If you are unhappy with the way any problem has been managed and/or resolved during your stay, then you must put a complaint to us in writing within 7 days of the end of your holiday. We will then attempt to resolve the matter as quickly as possible. Further information on our complaints' procedure can be found in our Booking Conditions.

---

## CANCELLATIONS & INSURANCE

### What happens if I need to cancel? / Can I cancel my booking if I need to? / Do I get my money back if I cancel my booking? / What would happen if something gets damaged at the property? / What do I do if there has been damage to the property? / What happens if something goes wrong on my holiday and maintenance is required in the cottage? / What is your cancellation policy?

**PLEASE NOTE: We have always advocated that Guests' should always take out their own Travel Insurance in order to ensure that if they need to cancel (for whatever reason) they will be reimbursed by their Travel Insurers.**

Whilst we do accept that unforeseen circumstances can sometimes occur necessitating the cancellation of a booking, your rights as to such a situation will be listed in our Booking Terms and Conditions. **This is why it is important to read these before making the booking**. Any/all deposits are non-refundable. However, dependant upon when the balance payment is due or has been paid then provided any booking is cancelled at least 8 weeks before the arrival date (and any request for cancellation must always be

confirmed in writing) - might be refunded, but only if we are able to resell the period for which you have booked, and then only after an amount has been deducted for our having administered a new booking. Should however we be unable to resell the said period either at the full amount you paid or at a discounted price, we regret we would not be able to refund the amount paid to us, although to mitigate the latter, so that you are not left out of pocket in the event of a cancellation, we might offer you an alternative date for you to stay.

## **MISSING ITEMS**

### **I can't find something in the holiday cottage which I was expecting to be here. Where is it?**

As owners we are fortunate to not only live nearby (within 15minutes drive), but we know our cottage very well, so we will be more than happy to help you locate any missing items, so please feel free to either text or email us with your query, and hopefully we'll be able to help you as soon as possible. We can also be contacted by mobile in an emergency, although unless absolutely life-threatening, we would prefer such phone calls to be kept to between 7am and 11pm.

### **What do I do if I cannot find the information I need on your website?**

If the information you are looking for is not provided anywhere within our website (including on this FAQs page) then please feel free to contact us by email, by text, or ring us on 07904 374696 and we will be happy to answer any questions you have.

## **WHAT IF SOMETHING GETS LEFT BEHIND AFTER OUR STAY? HOW DO WE GET IT BACK?**

### **I think I left an item behind after my stay, how do I get it back?**

Please contact us by email or text as soon as you realise that you have left something behind, and in that email/text please include details of the item, where you think you might have left it, and the address where you would like it to be sent. We will do our best to find anything you leave behind, and should the item be found, we will get you a price for postage, although we do charge a £5 admin fee for sending back your item. Please be aware however that there may be a delay in finding your missing items, as our Cleaning team can only enter the cottage between stays. If it is a heavy or precious item, then we may need to also pass on the cost of postage to you. We will always let you know in advance how much this will be, before committing you to a payment.

## **SECURITY DEPOSIT**

### **How much is the security deposit and what is it for?**

Our standard security deposit is £125 re the cottage, and is required in case of any losses, damages or exceptional cleaning needed after you leave. It is also an incentive to leave the holiday cottage in the way it was found! In certain circumstances, we may adjust the amount of the security deposit. For example if you book to stay for 21 days, or if you are bringing a puppy. We will let you know if this is the case at the time of booking, so you won't get any surprises!

### **Do you require a refundable security deposit? How long does it take to be refunded?**

We do apply a refundable security deposit (of £125) which is payable in advance through a pre-authorized payment from your card or by other means agreed with us when making your Booking, ahead of your stay at Pilton House Gower, and unless you have broken or damaged anything in the property during your stay, the security deposit will usually be refunded within a week of your departure (provided you have supplied banking/contact details).

It is always vital and mandatory for Guests' to report *anything* they have damaged or broken, and we will always be grateful for such information, as we will then be able to take action to replace or have repaired the item(s). For small items such as a wine glass or plate, we might be able to waive a charge.

Please note that if a deduction is going to be made, then, generally, you should be informed within 48-hours of this decision

### **How do I pay the refundable security deposit? (ONLINE)**

If you book online, the refundable security deposit can be paid during the booking process or with the final payment. You can also pay by bank transfer. If you choose to pay by bank transfer, the amount must reach our account 7 days prior to check-in (allowing for bank clearance delays).

### **How and when do I need to pay my security deposit?**

If you're coming for a short stay of 3 or 4 nights, then the security deposit can be accepted by us by your transferring the amount to our Bank via your credit card when you arrive. For stays of 5 or more days, we will need you to make your payment of the security deposit on a credit or debit card prior to your arrival

### **When can I expect to get my security deposit back?**

We will endeavour to release your security deposit (less any necessary deductions and without interest) seven (7) to ten (10) working days after your stay, once we have had a chance to go into the cottage to confirm that everything is in good order.

If you made payment with your booking, online, it will be refunded back onto the card you paid with (providing it is still in date) within 7 - 10 working days of your check-out date; this being to allow time for us to note any damages and bank clearance delays.

If you paid the refundable security deposit via a bank transfer, we ask that you email us your bank account details, including name, account number and sort code, so that we may return your deposit accordingly. Please be aware that due to the nature of pre-authorisations, your bank/card issuer may not show any transaction information for the hold or release of funds that remain in your account. You will therefore only see any transactions for charges made for replacing or repairing any damaged or lost items. Please note that although the release of your security deposit is instantaneous at our end, due to individual bank handling times, the release of your security deposit can take up to ten working days to clear fully into your account.

---

## **BOOKING**

### **THINGS TO KNOW BEFORE YOU MAKE A BOOKING**

#### **How far in advance should we book?**

We recommend booking as soon as you can – although we will post any late availability/cancellations on our Social Media (Facebook and Instagram in particular). **To get the dates you would like, you have to be quick!**

#### **Can my holiday start on a day other than the designated changeover day?**

The good news is that we no longer have a designated changeover day, which means that Guests' can book their Pilton House Gower holiday on our website's booking system, by going to our [piltonhousegower.com/book](http://piltonhousegower.com/book) page, and book whichever day they wish their stay to begin (and/or end).

#### **Can I book Pilton House Gower online direct from your [piltonhousegower.com](http://piltonhousegower.com) website?**

Definitely Yes! Especially now that we have an online booking facility ([piltonhousegower.com/book](http://piltonhousegower.com/book)) on our website. If you go to our Calendar (shown on most pages of our website) then select the dates you require, you will then be able to follow the instructions.

#### **Do you charge a booking fee?**

Hopefully you'll be pleased to note that you won't pay a booking fee or an inflated price to book a cottage online by coming direct to Pilton House Gower. We too are not charged a commission for bookings we receive from our listing on this site, which means that we are able to keep our prices lower, so that you won't be paying any more than our advertised price.

## Best Property for a Romantic Getaway?

Many Guests' have commented that they really love Pilton House Gower for a romantic getaway (although we are still waiting for our log burner to have its flue fitted!)

## Are there any extra charges?

Our only extra charges are for a Changeover Clean (which involves the property being thoroughly checked, cleaned to Covid-19 Standards and ensuring all taps shower heads etc are cleaned to Legionella Standards, all Bedding and Towels will be stripped from beds, and immediately replaced by already Laundered Clean Bedding and Towels, with the used bedding and towels being removed to be Laundered, all bins within the cottage being emptied into the correct outdoor Bins, and all Recycling, Food and Waste bags disposed of accordingly) – the charge for all that being held to a reasonable £70 whilst when Guests' bring their well-behaved Dogs (up to 3 in number) we do now charge extra, at what we believe to be a very reasonable £30 for the length of their stay (the £30 being the total whether 1, 2, or 3 dogs stay at the same time). **Please note** that we do make an extra "Charge" in respect of a **refundable security deposit** in case any item or items are damaged and/or broken during your stay. Details of the reason why for such a deposit, and what happens to the said deposit at the end of your stay is included within the section (below) headed "**What is a refundable security deposit? How much is the deposit? How do I pay for it? Why is one taken? What is the reason for the deposit? and how long does it take to be refunded?**"

## Booking Terms and Conditions?

These form part of the legal contract that you enter into with the us when you book our cottage. As well as stating what is and isn't included in the price, our [Booking Conditions](#), together with our **Terms and Conditions** cover your rights, responsibilities, liabilities and those of ourselves. It is important that you read these before you make your Booking and pay your deposit

## HOW DO I BOOK?

### How do I book and pay for my holiday cottage?

Payment options vary, so please visit the booking page ([piltonhousegower.com/book](http://piltonhousegower.com/book)) on our Pilton House Gower website for further information. These days, bookings' can be paid for by Bank Transfer, Credit Card, PayPal, cheque and other options. If you are booking from overseas and paying by international bank transfer, then please [Contact us first](#), but also please make allowances to pay this option's extra cost.

### Can you reserve the cottage for me whilst I decide? / Can I provisionally book a holiday cottage and pay later?

We will happily make a provisional booking for a holiday cottage for up to 24 hours to give you time to decide, or to talk to any other guests. Please be aware that we can only do this for you once, and the reservation will expire after 24 hours if the booking is not confirmed within this time. However, if you are booking at the last minute, this may only be for a few hours!

## At the payment stage

### How do I pay for my holiday cottage?

If you are making a booking more than 60 days before your arrival date, then you will only need to pay a 25% deposit at the time of booking. The final balance of your booking becomes due 60 days before the start of your holiday..

### My holiday is due to start in less than a couple of months' time, do I still send a deposit?

If you are booking less than 60 days in advance, then you are asked to pay the full rental charge at the time of booking

## **Can I pay in instalments?**

From January 2023 onwards, we are hoping to introduce more flexible payment terms to help Guests plan their holiday at Pilton House Gower. Once set up, you will have the option – once you have paid the booking deposit (and dependant upon how many months there will be before your Stay is due to begin), to then spread the remaining balance across up to 10 equal monthly payments - as long as your stay is paid for in full within 60 days of your arrival. The ability to pay in instalments (full deposit and remaining balance) would be available to anyone, and even better news? We wouldn't charge you any interest! As is normal in such circumstances, Terms and Conditions will apply.

## **Can we pay our balance in part payments?**

Yes, if you simply just let us know we can enable custom payment on your booking – we do however still require the full balance to be paid six weeks before arrival.

## **Can I pay by bank transfer?**

Yes. Details are on our [piltonhousegower.com/book](https://piltonhousegower.com/book) website page

## **What is a refundable security deposit? How much is the deposit? How do I pay for it? Why is one taken? What is the reason for the deposit? and how long does it take to be refunded?**

When booking online, we normally apply a refundable security deposit charge of £125 for you to pay during the booking process from your card ahead of your stay at our cottage or if you are paying by Bank Transfer, with your final payment, ensuring that the refundable security deposit of £125 is also made at that time, both of which must reach our account 7 days prior to check-in (taking into account bank clearance delays).

The refundable security deposit is taken to ensure that should anything be broken, damaged, lost, or otherwise meet its doom, as well as should any exceptional cleaning be required after you leave, there will be funds available to make them good, by replacing, cleaning, or repairing such items; we should point out however, that unless you have broken or damaged anything in the property during your stay, the refundable security deposit is usually refunded within 7 - 10 working days of your check-out date (provided you have provided banking/contact details) this being to allow time for us to note any damages and take into account bank clearance delays. The refundable security deposit is also an incentive to leave the holiday cottage in the way it was found!

Please Note that it is always worth reporting anything you may have damaged or broken. Believe it or not, we will be grateful to know! For small items such as a wine glass or plate, we may well waive any charge, although if you do find that something is broken or not working when you arrive, please report it immediately, otherwise, you might be charged for it.

If any deduction is going to be made, then, generally, you should be informed within 48-hours of our decision.

## **How do I pay my balance? And when do I pay?**

The balance can be paid whenever you like! We will however send out a 'Balance Reminder' prior to your stay with a link to make payment. Full payments must be made six weeks prior to check in.

## **How do I pay my final balance?**

When you first make your booking, you will receive an automated email from our online booking system which will have a link to your booking on our website. If you chose to pay by Bank Transfer as your payment method, it will take you to our bank details. If you chose Credit or Debit it will take you to our secure card payment provider "Stripe", or if you chose PayPal there will be a Payment button at the bottom of the page. Where possible, please make sure you include your booking number, booking dates, and surname in the payment reference so we can allocate it correctly.

If you wish to pay your balance using a different method to the one you used to pay your deposit, please do give us a call on 07904 374696 or [Contact us](#) using the form below, and we'll be happy to help you.

### **Will I get a reminder to pay the final balance?**

Not as a matter of course, so you will need to make a note in your diary when the balance is due. Please don't rely on our reminder to pay the final balance because non-payment by the due date may result in the cancellation of your booking.

### **AT THE END OF YOUR STAY**

#### **What time to we have to vacate the holiday cottage?**

Please vacate your cottage no later than 11am on the final day of your holiday.

#### **Can I arrange a later check out?**

We will be happy to try and arrange this for you depending on how busy we are, whether we are expecting any other arrivals on the same day and when the cleaning team is scheduled to arrive. You may be able to extend your stay on the day of departure, but **we will need to confirm this with you at the time of booking.**

If in the unlikely case that you're unable to leave the cottage as the time stated (i.e. at or before 11am), **we do reserve the right to make a charge of £25 per hour** against your security deposit

#### **Is there anything you expect us to do before we leave?**

You will find a short checklist in your cottage, which we will also email to you about a week before you arrive. It includes some basic tasks such as removing and folding any used bed-linen, removing all rubbish, cleaning up any obvious spills and remembering to take home all personal belongings. **If you have moved any furniture, crockery or ornaments around to suit your needs (or sense of aesthetics!) then we ask you to please put them back to where they were when you arrived.**

#### **Do we have to clean the property before we leave? / How clean should I leave the cottage?**

There is cleaning equipment (a vacuum cleaner, dustpan and brush, brush, dishcloths and an all-purpose spray) left for your use as you may need to use one or more items during your stay.

As to the end of your stay, we would hope that everywhere will be left reasonably tidy, with any furniture or other items that have been moved during your stay, being put back to where they were when you arrived. We do not expect a full, deep clean but we would like to see that the cottage has been looked after during your stay.

Please remember to empty all in-house bins, putting their contents into the respective Recycling and/or waste bins in the garden, to close all windows and turn down the heating (should it have been turned up during your stay), and most particularly (if you had dogs staying with you) please thoroughly check the Courtyard for anything they might have left behind, picking up (with the bags provided, or with those you brought with you), and placing the filled bags in the public bin opposite our cottage, that is near the Newton News shop. Thank you.

-----

#### **May I give you some feedback on our stay?**

Yes of course! We welcome any feedback as it helps us to keep improving on our standards, and hopefully to exceed our guests' expectations! You can leave a review on Google Maps, on Facebook, on Instagram, on Trip Advisor and on this website (preferably on them all!!!) You can find links to these review sites on our reviews page.

#### **How do I provide feedback relating to items that might need maintenance, replacing, updating etc?**

If you would like to tell us about any specifics about our cottage relating to maintenance, items of furniture, inventory or other practicalities, we provide a feedback sheet on which you can note things that might need to be addressed, e.g. lightbulbs that need changing or where batteries for TV remotes need to be replaced, which we always find immensely helpful. **Please email or text them to us as soon as you**



**become aware of them, so we can take prompt action as necessary.** These are different sorts of issues to the content of online reviews, so we'd encourage you to keep them separate!

---

## **OTHER QUESTIONS (and ANSWERS)**

### **We're celebrating a birthday/anniversary/other special occasion. Can you arrange anything for us?**

Congratulations! We love it when our guests choose to come to Pilton House Gower to mark a special occasion. We have a number of "Optional Extras" which you may like to order in advance to make your stay that bit more special - including flowers, chocolates, banners, special crockery and cutlery, ice buckets (for that bottle of Champagne or Wine) etc. If there's anything else you'd like to arrange, such as a Chef to cook a meal at the Cottage, or for Food to be provided, please let us know and we will send you some information so you can book it directly.

Please note however that whilst we allow some parties, Pilton House Gower is **not** able to accommodate (as in "sleep") where guests - over and above those who have actually booked and paid to stay – were not mentioned on the Booking Form completed before your stay. This is a Fire Safety requirement, as well as a requirement to comply with Covid-19 Regulations.

Should you intend to invite any suppliers to come to our cottage (such as a beauty therapist, or private chef) **you will need to let us know at the time of your Booking**, together with Names and Addresses of Businesses and private Guests, and their Contact Mobile and Email details.

### **Does Pilton House Gower have a hot tub?**

Due to a serious illness caused to a family member some years ago, we decided **not** to provide a hot tub

### **Does Pilton House Gower have a fire pit?**

Currently we do **not** have one, and no-one has enquired about our having one either .

### **Do you have a BBQ at Pilton House Gower?**

**Yes**, we have a Kettle-style BBQ c/w Tools

If you wish to purchase a Logs Package, and or Charcoal for your stay, please click here to [Contact us](#)

### **Can I play music / make noise outside of the cottage?**

Music can be played in the Courtyard Garden, so long as the sound is **NOT** loud, and neighbours are considered. We are located in a semi-built-up area with many cottages at different angles to ours, and sound can affect their residents. Any music or any other type of noise outdoors is not permitted after 10pm, and please kept down to a minimum indoors.

### **Can we bring helium balloons?**

**No.** But if anyone brings a canister or canisters to inflate such balloons we ask that you take it away with you, and that at no time whatsoever will a canister of any type of gas be taken into or left within any part or parts of the property (such including any part of the Courtyard garden and/or the Studio. Should this section not be complied with, we reserve the right to make a not more than £100 charge, which will be taken from your Security deposit.

### **How can I contact you?**

You have three choices: by mobile (text or phone), by [email](#), or by entering your requirements on our Contact Us form (at the bottom of each page on our website). All three contact options are displayed on our Contact Us form.

## **How can I book for the next season?**

The Calendar and Enquiry/Booking form on our website allows for Bookings up to 12months in advance, although it would be best to check with us to confirm that our prices will be current that far ahead. For Bookings more than 12months in advance, we would be able to accept a Booking for which a Deposit would be payable, although the actual charge for your stay would be dependant upon our costs (which we would hope to know within 3 months of your stay being due to commence)

## **What do we provide for your stay at Pilton House Gower? / What can I expect from Pilton House Gower?**

We pride ourselves on the quality of our holiday home. The very concept of the home is based on what we would expect in accommodation for a special short break. Our holiday home is all about comfort and style. In terms of equipment etc, our holiday home is well equipped to allow you a peaceful and enjoyable stay and much more. We provide Bedding and Towels, and the beds will have already been made up ready for your arrival, with everything else already in place for your use.

Due to specific Covid-19 regulations placed on us since 2020 and the outbreak of the pandemic, we've had to make a few changes to the way we operate, although we have worked around them to ensure Pilton House Gower will remain high on everyone's list of places to stay.

We have, however, listed the majority of the items you'll find in each room, as we hope and trust that knowing what we already have, will save you having to bring anything with you!

Although not necessarily in the order one would normally expect, the following looks at each room from the Bedrooms downwards, highlighting the main items of furniture and anything we believe you would wish to know.

### **FIRST FLOOR**

#### **FRONT BEDROOM**

1 x King size bed with King Duvet, Fitted Sheet, 4 Pillows, Comforter, all with Protectors; Bed cabinet either side of bed, on each a table-lamp

Large late-Edwardian Wardrobe, ditto Lowboy, ditto Dressing Table with Oval Mirror, on which is a DAB Radio.

Victorian Fireplace and Surround ; Victorian Piano stool (seat); Wooden farmhouse-style chair; Wall-mounted Radiator

Wall Mirror; Framed prints of the area, Art by SaltyAir&Co, Rugs, Ceiling Light Fitting. Two Windows – one of which has a view over the sea to hills leading towards Brecon.

#### **BACK BEDROOM**

2 x Single size beds, each with a Single Duvet, Fitted Sheet, 2 Pillows, Comforter, all with Protectors; Rustic Chair between the beds, on which is a DAB Radio

Large Pine 3-door Wardrobe with drawers, ditto Chest of (5) Drawers, 1 table lamp, 1 mirror on stand, Wall-mounted Radiator

Victorian Fireplace and Surround, Wall Mirror; Framed print of the area,

2 Wall lights each having a reading lamp, Ceiling Light Fitting. One Window – has a view of Newton Village, Carpet

### **LANDING, STAIRS, HALF-LANDING**

Framed prints of the area, 2 x Floor lamps (1930s Theatre style), One Window (with a framed stained-glass insert hanging in front of it), Ceiling Light Fitting, Baby/Dog Gate, and Carpet.

## **GROUND FLOOR**

Front door, leading into Inner Lobby with encaustic tiled floor and Coconut Fibre door mat, enclosed Electricity Meter, and Consumer Unit, a Wall mounted Coat-Rack with Clock, a 3-lamp Ceiling Light fitting, and a half-glazed inner door leading into the main Hallway with its encaustic tiled floor, large inset Coconut Fibre door mat, Wall Mirror over a Wall-mounted Radiator, framed Pictures, Emergency Light (Ceiling Mounted), Smoke Detector (Ceiling mounted), Wall mounted Thermostat for Gas Central Heating, and small door to under the stairs; larger door leading into the Utility Room within which is a Washing machine, Miele Cylinder Vacuum Cleaner and tools, various Brushes, Container of Capsules for Washing Machine, a small wall-mounted Electric Heater, various Cleaning Materials, small Step Ladder, Child's Highchair, Baby Gate and a Boot tray

## **KITCHEN**

Our Kitchen has within it a Gas & Electric Range Cooker with Cooker Hood above it, a Microwave, 4-slice Electric Toaster, Electric Kettle, a Cafetierre, a range of Stainless Steel Pots and Pans, Pyrex Dishes and Bowls, a Refrigerator, a Freezer, a Dishwasher, a wine/bottle rack, Crockery (6 of each), Cutlery (6 of each), a Hand-Blender, Glass Jugs, a Teapot and 4 Mugs, various Trays and Stands, a Wall-mounted Radiator, and it also has just about every kitchen utensil that could be needed – and there's more besides to discover! Lighting is by a single Ceiling-mounted Pendant Light fitting within which is a "27W" Golden White LED lamp (equivalent output of a 270watts incandescent lamp), controlled by an adjustable On-Off LED Dimmer Switch.

Also in the Kitchen a bottle of milk and tea bags will await your arrival, plus in one of the wall cabinets, for use during your stay, we also leave a bottle of olive oil, plus salt & pepper grinders. For use during your stay, we also provide 7 x washing-machine tablets, 7 x dishwasher tablets, 2 dishcloths, 2 types of scourer, various recycling and rubbish sacks, 2 x Toilet rolls, 1 Kitchen Roll, and 2 x tea towels

## **SHOWER-ROOM**

As will be noted, this room does not include a Bath, but rather has a very large rectangular Shower cabinet, within which is a Shower Tower, it having an overhead Shower Head (head and spray pattern), 6 adjustable body jets, and 1 adjustable Shower Head on a long flexible hose (the hose is usually hidden within the Shower Tower's carcass, and can be fed back into it after being used). The room also includes a wall-mounted (hung) hand-wash-basin served by a swivel-head Spout with cross-head Taps (under the unit are two soft-close drawers). A wall-mounted Towel Radiator, a flush Wall-fan with humidistat control, a Shaver Point, a Shaving/Make-up Mirror on an adjustable arm, a Stainless Steel Floor Cabinet on wheels, 2 Clothes Hooks (behind the pine Door), and a W.C. with soft-close lid. The Floor and all Walls are Tiled

## **SNUG (SMALL LIVING-ROOM ADJACENT TO THE KITCHEN)**

Adjacent to the Kitchen (there's a through "archway" between the two rooms) this area – new for 2022 - contains a 2-seater settee, 2 single upholstered chairs, a pine coffee table, 2 floor-standing cabinets (housing several Board Games and Jigsaw puzzles), a Woodburner (currently out of commission, but we're working on that!) a Wall-mounted vertical Radiator, 2 table lamps, and a large window overlooking part of the Village, whilst Lighting is by a single Ceiling-mounted Pendant Light fitting within which is a "27W" Golden White LED lamp (equivalent output of a 270watts incandescent lamp), controlled by an adjustable On-Off LED Dimmer Switch (on the same bank of switches is an On-Off switch for the wall-mounted Light fitting that is at the bottom of the Staircase that leads from the Snug, down into our – also new for 2022 – Living-Dining room

## **COURTYARD GARDEN (ACCESSED FROM THE PATIO DOORS IN THE KITCHEN)**

Rectangular-shaped, walled garden mostly laid to shingle with Edwardian-style cross-hatched slabs (coloured grey) around part of the perimeter, and on the patio. Of the walled area, one wall is the back of the cottage, one is the boundary between us and next door, the third has a gate within it, and is the garden's back wall, whilst most of the 4th side is the Studio, tagged onto which is the rest of that side of the garden adjacent to the Patio. Within the garden is a Rattan Sofa and 2 Armchairs, together with a Rattan and smoked glass coffee table, whilst on the Patio is a glass-topped (dining) table with 4 chairs. The Studio as mentioned is a lockable storage area for the Garden Umbrellas, as well as for a Gazebo, and the cushions for the sofa and armchairs, and can also be used for the storage of Bicycles, Surfboards, Golfing equipment etc (the Studio also has a sink, a water-heater, lighting, a Kettle BBQ and tools, plus bicycle equipment, and a few garden tools – including a rake for smoothing the gravel. Hanging from the “ceiling” is a “Sheila’s Maid” for drying clothes.

## **LOWER GROUND FLOOR**

Newly created in early 2022, is our Living-Dining room, with wall lights, Laminate Flooring, Underfloor Heating, an Art Deco Piano, a Pembroke (drop-leaf) table, a nest of tables, a Pine TV cabinet, an early-c20 Pine Dresser, the top of which is affixed to one wall, its base standing elsewhere in the room, a 32” HDTV and Blu-ray/DVD Player, the WiFi Router, 2 Wall-mounted Radiators, a 2-3 seater Settee and a wide Love-seat, plus an extendable Dining Table with 6 dining-chairs.

## **Pilton House Gower is Cyclists friendly; Walker friendly; Golfer friendly; Family friendly; Dog friendly.**

---

### **Amenities & Essentials**

Cleaning products	Fire extinguisher
Cooking basics	First aid kit
Dedicated workspace	Smoke alarms
Dishes and silverware	Baking sheet
Hair dryers	Barbecue utensils
Heating	Blender
Kitchen	Coffee
TV	Dining table
Washing machine	Dishwasher
Wifi	Freezer
Hot water	Kettle
Bed linen	Microwave
Clothes storage	Oven
Clothes drying rack	Refrigerator
Extra pillows and throws (On Request)	Stove
Hangers	Toaster
Iron	Wine glasses
Books and reading material	Private entrance
Baby safety gates	Courtyard Garden
Board games	BBQ grill
Children’s tableware	Outdoor dining area
High chair	Outdoor furniture
	Patio or balcony

Travel cot  
Portable fans  
Carbon monoxide alarms

Free on-street parking

---

Contact Details: Mobile +44 (0) 7904 374696  
Email: [johnandrebecca@piltonhouse2nr.plus.com](mailto:johnandrebecca@piltonhouse2nr.plus.com)

Page last updated on 17 November 2022

**John and Rebecca look forward to  
welcoming YOU to our very friendly  
Self-Catering Holiday Cottage  
Pilton House Gower**  
where Guests have become friends over the years,  
and we always look forward to  
welcoming even more new friends!