

Essential Guest Information for Coeur de Lion

Please read carefully through these pages (at house, and on web)

This is your home for as long as you're here. And unlike a hotel or B&B, you'll have to manage various tasks on your own. This information should help you keep the house functioning safely, efficiently and enjoyably. Thank you and have a wonderful time.



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Basic Rules and Tasks *(Arrival time is 4 p.m. or later. Checkout time is 10 a.m.)*

1. ***Please replace what runs out.*** Feel free to use any of the kitchen, bathroom, laundry goods and supplies, but re-stock as needed.
2. ***NO DISPOSAL in the sink.*** PLEASE: No rice, coffee grounds or other solids down the drain.
3. ***TOILETS can only handle toilet paper!*** (PLEASE: no tampons, paper towels, etc. etc.)
4. ***Close the windows and lock the doors*** if you go out for the day—crime is negligible, but sudden rainstorms can arise and blow into house.
5. ***Place the key in the lock box every time you leave,*** as it might be needed in an emergency. Be sure the combination is set when you close the lock box—*do not force.*
6. ***Please conserve*** electricity and water. They are expensive in France— conservation is good for the planet, and the pocketbook.
7. ***NO SMOKING*** in the house.
8. ***Appliances at 220-240 volts only.*** Use only appliances designed for French electricity.
9. ***Tap water is safe*** and delicious to drink.
10. ***DO NOT remove any linens*** from downstairs storage armoire, or any items from storage under stairs. These have been coordinated for and by the cleaners only.
11. ***Our ‘no shoes’ policy***—we prefer no shoes in the house all the time, but especially in wet/rainy weather. If possible, wear slippers or socks inside (there are some by the door), but ***your comfort is most important,*** so do what you think best.

Tasks *(a few things we ask that you take care of)*

12. ***Clean shower drains.*** The shower drains are very functional and sensitive. This means they catch hairs and can clog quickly. If the water starts draining slowly, please unclog the drain. Each shower has a different ‘system’: a) For the lower shower, unscrew the drain cover (basic tools are under the microwave), remove the filter pieces (***remember exactly how they come out,*** clean them, and reassemble them. b) the bathroom next to the master bedroom has a long ceramic-tile covered filter—gently remove this, remember how the pieces go together, and clean out anything clogging the drain.
13. ***Remove trash/garbage.*** Regularly take out the trash and recycling. Do not let it build up. Use 50- liter bags (eco/biologique) for garbage, and tie up and deposit in garbage bins near Ancient Gate. When you empty the recycling, do not include plastic bag(s).
14. ***Always recycle.*** Paper/Plastic (no plastic bags, including the one holding the recyclables) go to recycle bins by Ancient Gate. Bottles/glass go to large green ‘Ball’ bin at public lot downhill on right.
15. ***Nespresso pods are now available in bio, recycleable pods. Please buy these in advance.***
16. ***Clean the calcium.*** The water calcium means you need to ***squeegee the shower glass after each use,*** use ***anti-calc dishwasher tablets (ones that say 4-in-1 are perfect),*** and ***wipe wine glasses*** with vinegar if they cloud.

What to do before calling someone

- ***Gas for stove runs out*** – change to second bottle; may need to turn off/on the emergency switch behind drawers at back of counter (*see instructions below*). New bottles can be exchanged at the Proxi in Tour de Faure.
- ***Electricity goes out in our house only***– disconnect any items that may be overloading the system. Then look at the circuit breakers behind the door in the living room; flip off and on any affected circuit breakers.
- ***Electricity goes out in village***—this does happen in storms, etc. You'll just have to use candles, eat in restaurants, sing songs.
- ***Toilet clogs***– we try to keep several plungers handy– look for them in the lower bathroom
- ***Ants*** – from time to time, an invasion of ants will appear in the kitchen or near the outside doors or in the basement. This problem is very hard to eliminate in a Medieval house. My neighbors all experience the same problem. Spraying a vinegar water mixture is ecological and effective. There are also bug sprays, if necessary.
- ***Spider webs***-- arachnophobes need not fear; we see very few spiders. However, webs do get spun with speed and frequency.
- ***Bats***—Our first summer, some bats flew in the window—we did our research. These are NOT the rabies-carrying American bats. In fact, these bats are protected by law. They eat mosquitoes, they have incredible sonar, they will not touch you. They will eventually fly back out of open windows, faster if you turn out the lights.
- ***Odors***—bathroom traps are designed to retain water so odors do not back up. But when the house has been unoccupied and/or the weather is warm, the water in the traps can evaporate and odors arise. Simple solution: just run water in the shower or sink drain for 15 seconds. Voila!

For ***other minor problems***-- if you are handy with tools, we keep a basic tool set in the kitchen in a black bag under the microwave. Sometimes you may have to improvise.

For problems beyond ingenuity

Most problems that guests encounter can be resolved with the information in this manual. But if other problems arise, *please contact James and Sophie Hand, the lovely British couple who help manage our property. They are best reached through WhatsApp, but can also be called or texted. Their numbers: +44 78 54 28 47 13, +44 78 54 95 41 39.*

Please remember, the village is a fairly remote community, and tradespeople in France aren't always at 24-hour beck and call (as in the U.S.). It is unlikely, but if, say, the dishwasher fails, you'll wash dishes by hands; if the dryer stops working, you'll hang your clothes on the drying rack. Improvise as needed.

Also, if something breaks, whether wine glasses or the coffee grinder, or if there's a kitchen item you need and we don't have it, please feel free to buy it and we'll reimburse you. And please let us know about any breakage.

Our community of neighbors is largely very friendly, so don't hesitate to ask for help if you need neighborly advice or aid of any sort.

Emergency services and numbers are listed further in this manual.

Telephone and Internet

Landline Telephone (at house): To call any number in the US dial 001 followed by the area code and phone #. *These calls are free.* The phone number to call the house line if dialed from the US is 011 33 5 65 36 92 41. If dialed from a landline here or a French cell phone here, it is 05 65 36 92 41.

Internet System (Wifi—pronounced wee-fee, in French): the internet service is fiber optics. The internet code will be provided prior to your visit.

If internet service gets disrupted, carefully try disconnecting the Livebox power supply (at lower bookshelf), wait 30 seconds, then reconnect and wait a moment or two. If necessary there is free wifi at Bar Lapopie, and other spots.

Staying Ecological, Please

We did what we could to make this medieval house 'green': LED lights, dual-flush toilets, insulating windows, etc. Here are a few easy things you can do:

1) Recycle everything you can. Under the sink is a bin for paper and plastics (no bags) to be recycled near the ancient gate, and you need to take glass bottles to the big 'green ball' recycling bin in the lower public lot on the right.

2) Use the dual-flush toilets as designed (need we explain?!)—and **never put anything except toilet paper** in the toilets. The pipes clog easily.

3) Whenever possible buy foods and household goods that have the indication "Bio" or "Biologique" (which is the French equivalent for 'organic'). Other similar labels are AB (Agricultural Biologique-- for European goods), BioCert (for French goods), and Cosmeobio (for cosmetics).

As in America, labels don't necessarily tell the whole story, but choosing "biologique" foods and products is a good start.

4) Turn off lights and unnecessary appliances when leaving a room, or leaving the house. Electricity is very expensive in France, so you'll be doing a good deed for the wallet and for the environment at the same time. If you use the radiators or towel warmers, be sure they are off when you leave the room.

5) You can dry clothes on the clothes rack (it's in the downstairs bathroom), when possible. However, due to the cool and somewhat humid nature of the downstairs area, clothes may take more than a few hours to dry-- so use this method at your own discretion.

6) Enjoy the fabulous tubs and showers, but don't sing your way through the entire Cole Porter songbook with the water running full blast.

Lockbox (for entry key)

The lockbox is on the right side of the house. Here are three important things to remember:





- 1) If you arrive at night, ***you'll need a match or flashlight*** to see the dials.
- 2) ***Always return the key*** to the lockbox after opening the front door. The key might be needed in an emergency.
- 3) When closing the lockbox, ***make sure it is first set to the code***. Do not force it. (I'll give you the code before your arrival.)



Operating the Dishwasher

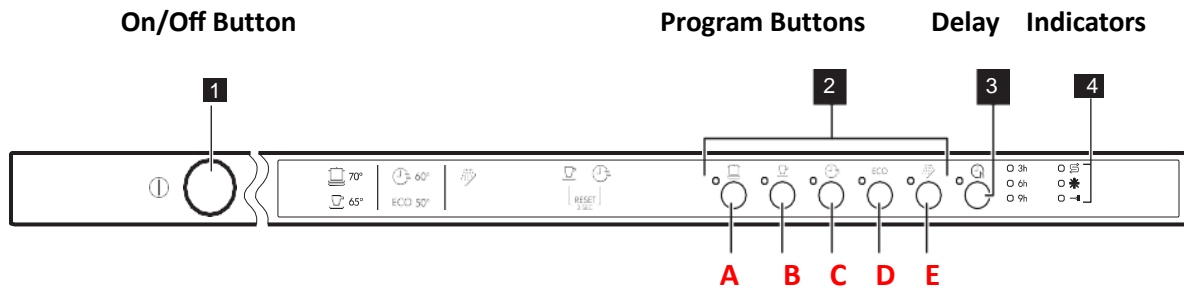
Please Note: For all regular loads, use program D (ECO), unless dishes are heavily soiled; for quick washes with freshly soiled dishes (right after use), use program C.

Always use 3- or 4-in-1 (anti-Calc) dishwasher soap.

Programme	Degree of soil Type of load	Duration (min)	Energy (kWh)	Water (l)
 A	Heavy soil Crockery, cutlery, pots and pans	130-140	1.4-1.6	16-18
 B	Normal soil Crockery and cutlery	90-100	1.4-1.6	18-20
 C	Fresh soil Crockery and cutlery	30	0.9	9
ECO 50°	Normal soil Crockery and cutlery	155-165	1.0-1.1	13-15
 E	All	12	0.1	4

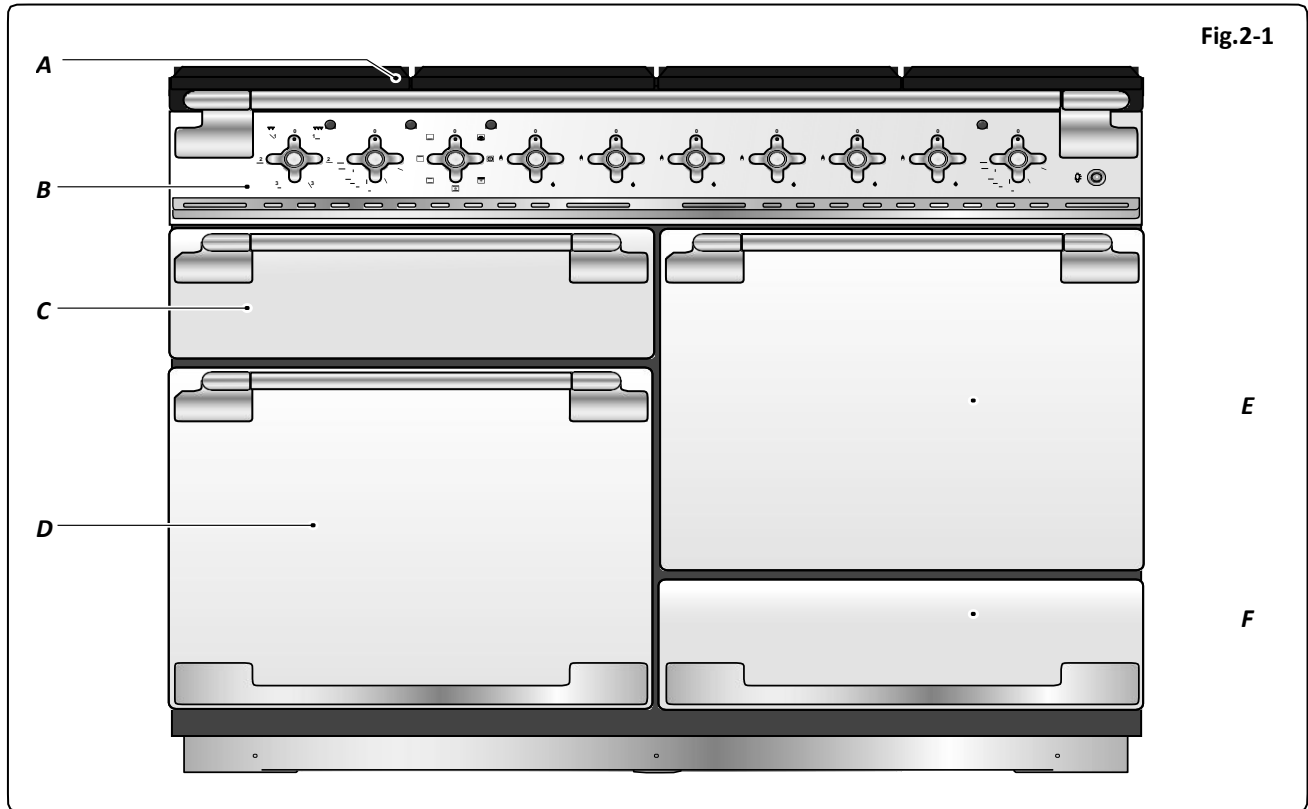
(If a white film develops on wine glasses, please wipe clean with vinegar.)

Operation (open dishwasher door; buttons are on the edge)



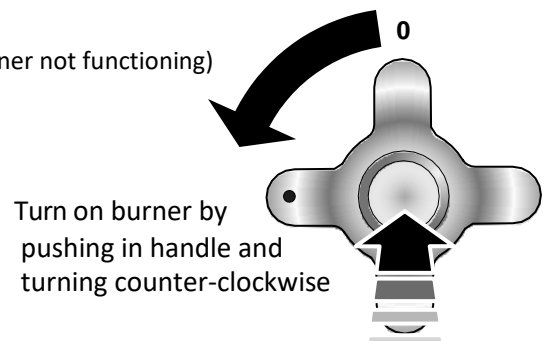
For complete instructions on dishwasher, refer to Dishwasher PDF download on our website.

Operating the Falcone Stove



The 110 dual fuel cooker (**Fig.2-1**) has the following features:

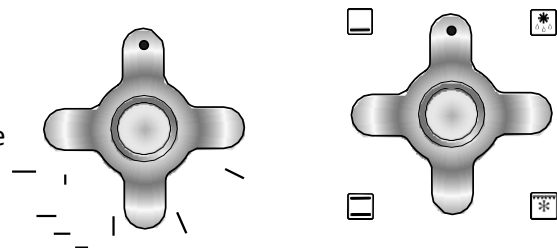
- A.** 6 hotplate burners including 2 wok burners (PLEASE NOTE—large leH burner not functioning)
- B.** A control panel
- C.** A glide-out grill
- D.** Main multi-function oven
- E.** Fan oven
- F.** Storage drawer



Next to each handle is a diagram indicating which burner it operates.

Operating the standard or convection oven

You can operate the standard oven or the fan (convection) oven in the same manner: 1) Turn the function control handle to the cooking function. 2) Then turn the temperature control handle to the appropriate temperature. The oven heating light will glow until the temperature is reached. *The degrees are Centigrade, not Fahrenheit.*



Operating the Nespresso Machine



- 1) Fill the water supply in back
- 2) Press either button on top (espresso or lungo) to start the process—the machine takes about 25 seconds to warm up
- 3) Insert a Nespresso pod (NOT a Keurig pod) into the slot on top of the machine— use the bio, recycleable pods you’ve bought in advance (!)
- 4) Press the slot closed (DO NOT reopen or the pod will drop down into the discard cavity)
- 5) Press the left button (espresso) for an espresso shot or the right button (lungo) for a double shot.

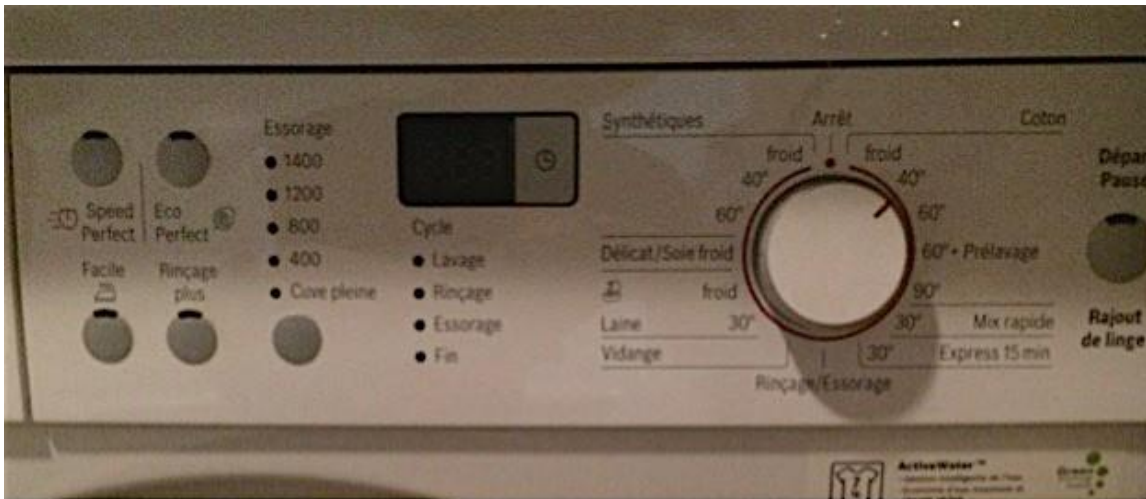
If you put milk in your coffee, heat it up first in the microwave. (Our microwave heats very quickly.)

Every few cups be sure to *empty out* the inside cavity of the machine which holds the used Nespresso capsules/pods.

If you prefer to use larger cups (rather than the small teacups), you’ll need to tip the cup opening under the nespresso spout and hold it while the coffee comes out (the cups are too tall to stand up on the plattform).

Operating the Washing Machine

Please use the Eco settings. Please replace washing machine (machine à laver) detergent if you run out or run low. If you are washing sheets, be sure to remove only the two top sheets (beneath which is both a mattress pad and a mattress protector). Only wash the mattress pad if it becomes soiled. Do not remove the mattress protector.



Facile = Easy to Iron

Rincage Plus = Extra Rinse

Lavage = Wash

Rincage = Rinse

Essorage = Spin

Fin = End

Cuve Pleine = Rinse

Laine = Wool

Délicat/Soie/Froid = Delicate/Silk/Cold

Prélavage = Pre-wash

Vidange = Draining

Rajout de Linge = Additional Washing

Rincage/Essorage = Rinse/Spin

Operating the Dryer


This is a non-vented French dryer. Large loads may not come out perfectly dry. Please use the drying rack when possible. ***Always check and clean the lint filters.*** (Do not put any polyester on high settings—it can melt.)



Sechage -- Drying
Pret a repasser – Ready to Iron (damp)
Pret a Ranger – Ready to fold / put away
Defoulage/Fin – Fluff/End
Vider le Reservoir -- Empty the Reservoir
Neaoyer le Filtre – Clean the filter
Extra Sec – Extra Dry
Blanc/Couleurs – White/Colors
Finition Laine – Wool fabric
Depart/Pause – Start/ Pause
Arret -- Stop
Synthetiques -- Synthetics
Facile – easy to iron
Delicat – Delicate
Express – Fast Dry

Gas for Stove

If you should run out of gas, here is how to switchover to the second bottle.
If both bottles run out, you can exchange one at the Proxi store across the bridge in Tour de Faure.




Green triangle indicates the bottle is full.

Red triangle indicates the bottle is empty.

Rotate blue triangle on dial counter-clockwise to switch from bottle one to bottle two when one is empty.

Blue arrow points to the bottle being used.

To replace bottle, detach here (clockwise turns), then carefully attach new bottle.

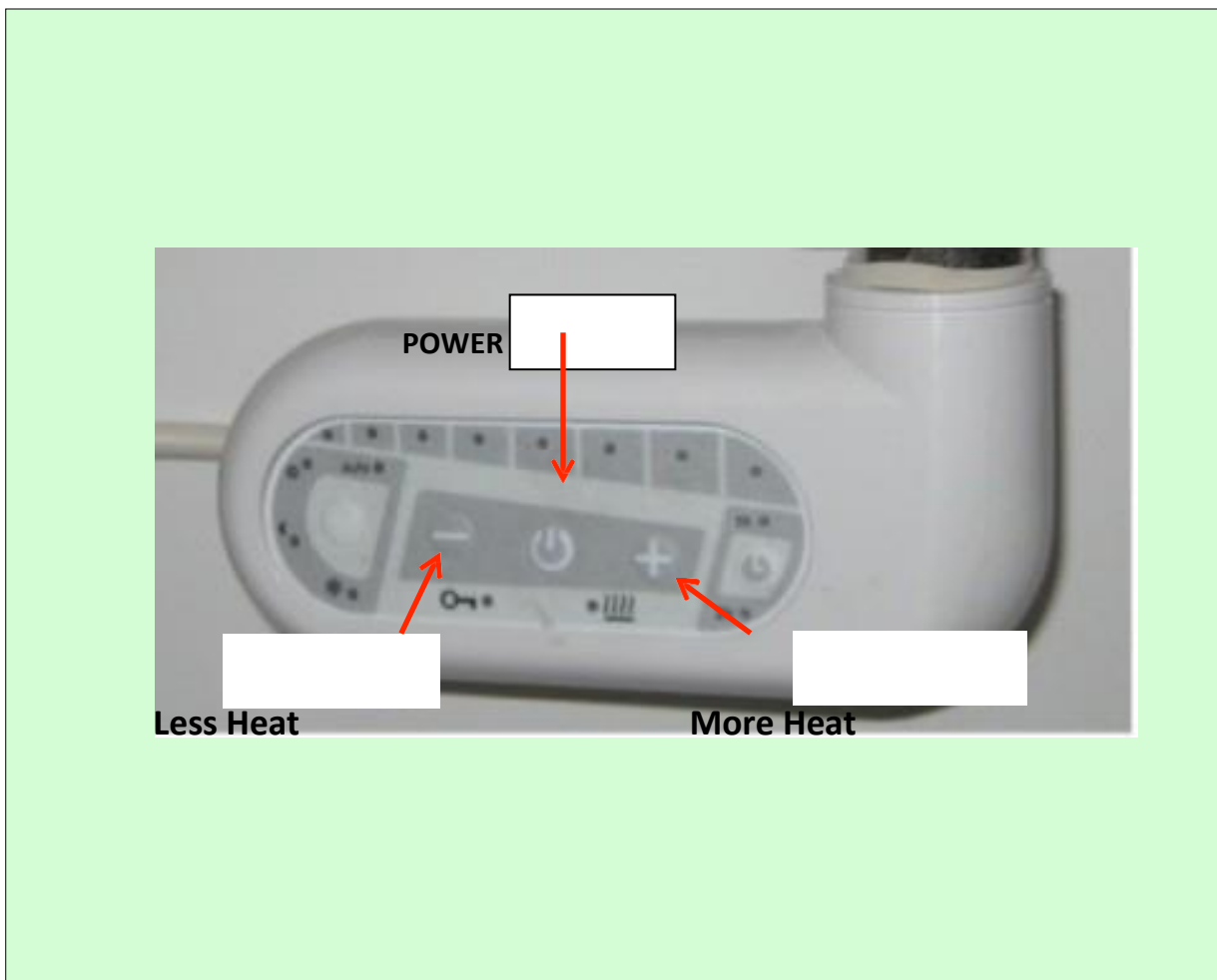


PLEASE NOTE: After the changeover, if the gas isn't functioning, *you may need to turn the emergency gas switch off then on again.* The switch is located behind the middle drawer to the right of the stove. You'll have to empty the drawer, pull it out all the way, reach back and turn the dial off and on again.

Operating the Towel Warmers

Using the towel warmers in each bathroom is pretty straightforward, but three things are important to note:

- 1) It takes 10-15 minutes for them to warm up. So don't bother using them unless you've set them up in advance.
- 2) They can also serve as radiators in cold weather.
- 3) ***Please, please turn them off*** when not in use (they waste electricity).



What to do in ‘bad’ weather

Rain

It is very rare to have a week of solid drizzle and rain, the sun usually pokes through even in early Spring or late Fall. But there is no reason to let damp or rainy weather disturb your vacation one iota.

Not only are there many wonderful things to do indoors, nothing outdoors gets lost in the rain—the fairs, the markets, the wineries, etc. are all going strong. And with *the right accouterments* you can wander anywhere.

Be sure to pack water-resistant walking shoes, a light rain parka with hood (or bring a hat), and a portable umbrella. Although you may miss the sunshine, the village and valley are gorgeous in the rain, the skies are often spectacular, and the house is an especially cozy place to gather.

A list of fun things to do in the house, village, region when it rains can be found at our blog site: www.morgancharle7.wix.com/saint-cirq-lapopie. Scroll down and click on the “Bloody Revolution” blog, at the end of which you’ll find this comprehensive list.

Cold

The weather is typically temperate—55 to 80 degrees—from early April to late October, but there can be bouts of colder weather, especially on either end of the season.

The best solution to cold weather is warm clothing. Bring plenty of layers for outside adventures, and keep a wool sweater and fleece slippers handy for when you are inside the house. For sleeping, there are extra duvets in each room, usually in the bureau drawers or armoires.

There is no central heating in the house, so you may need to cozy around the fireplace at times (see instructions in this guide). Once fully going (per instructions), a fireplace fan will distribute heat to the living area and to the upper bedrooms facing the main street. But this takes a while, so please be patient.

There are fixed radiators, as well as portable radiators, in most of the rooms. *These can take 20 to 30 minutes to get fully warm*, but they produce a good, steady heat. *Please DO NOT leave them on* unless you are in the room. They use tremendous amounts of electricity, which is not only expensive, but bad for the planet.

Heat

There are occasional heat waves and, although unpredictable, there are several ways to be prepared for them. Of course, bring lots of light clothing, shorts, flip-flops, swimsuits, etc., and do your walking and exploring early in the morning, when it is typically 20 or more degrees cooler.

In the heat of the day, you may want to grab some beach towels (*the white towels in a bag by the door, NOT our ivory bath towels*) and walk down to the river beach. And while it is crowded there in summer, the water is very refreshing—and if you like to swim, you can go beyond the life-guarded area and swim easily out into the relatively calm river. For sensitive feet, bring some *water shoes* as there are stones and pebbles at the edge of the water, just past the sand beach.

Very important: modulate the heat in the house by opening windows while you are asleep (use a weather app to find out when the weather cools) and closing them before the heat builds up in the morning (again, use a weather app— the AccuWeather app is pretty good). The house is very well insulated and, with a little practice, you can keep it fairly cool.

BUILDING A FIRE Á LA MAISON

We try to keep firewood available along the side of the house for early spring and late fall guests. But you may need to buy firewood at one of the hardware stores (like Weldom, Bricorama, M. Bricolage). Same with kindling. Building fires with the scrub oak in France requires some skill and patience, as the wood is slow to fully ignite and needs a fair amount of kindling to get burning well.

Before you do anything, please locate the hook on the inside-right of the fireplace. Also notice that the flue chain has two lower rings together, and another single ring further up the chain. This is important. The default flue position is open when the chain hangs free, but fasten the lower double-ring to the hook to keep it from getting hot when the fire is going.

For a simple radiant fire, with less heating value, you can build a fire on top of the closed grates, using the method described below or any method if you're a skilled fire-builder. Always tend this fire, keep the screen in front, and put it out when leaving.

For a longer-lasting fire, and one which, after an hour, will activate fans blowing heat into the living room and two bed rooms directly above, here are the directions:

*1) Using the long iron tool with two prongs, insert the prongs fully in the holes on the front grate, and pull it open, so you have plenty of room to build a fire in the box below. (Be careful not to bend the tool, but you can also use it later to push around the burning logs.) The flue should be open to start (with the lower double-ring on the inside-right fireplace hook. **Watch your head!**)*

2) Now build your fire: set up a long platform of two layers of kindling (15-20 pieces), with a few pieces of firestarter interspersed between pieces. Lay two or three of the smaller logs on top of this 'platform' about half an inch apart. Start the fire. Be patient, use plenty of kindling.

3) Once most of the wood has caught, lay two more small to medium sized logs crosswise on the others. Add kindling to keep it roaring. It may take another 15-20 minutes before all the wood has started to blaze. If the fire is going strong, lay a larger log cross-wise on the flames. If the logs roll apart, move them so they lie near and/or on top of each other and about ½ to ¾ inch apart.

*4) When the fire is really going strong, push the grate almost closed, leaving it open about an inch. And immediately unhook the flue chain and pull it down carefully, a foot or so, and hook the upper single ring onto the hook. **Pull the chain down just far enough to hook the ring, no more or you could break it off the flue door.** Now the upper flue is closed and the smoke will exit out of a flue hole in the fire box.*

5) Once the fire is going strong, you can close the grate fully. Open the grate quickly to add additional logs. Since the upper flue is closed, smoke will start to billow out if you don't load the wood and close the grate fairly quickly. Alternatively, you can open the flue (hook the lower ring) while you work on the fire, then close the flue (pull down and hook the upper ring) when you are ready to close the grate.

6) In about a half hour (more or less), a thermostat will activate fans that blow some heat into the living area, more heat into the master bedroom, and even more heat into the very top bedroom (in that bedroom we often keep the vent grate closed because of the heat).

Once going, the wood usually burns well and quickly, so add large extra logs regularly.

Using appliances/devices on French electricity

Using any appliances (including computers, etc.) that you bring with you on the trip will require *two very important considerations*.

1) *The appliances have to be able to run on the 220-240 Volt system used in France.* (In the U.S.A. we use a 110-120 Volt system). Many appliances (including most computers) can operate at a range between 100-240, but *the only way to be sure is to check*. The electrical input specifications will appear on a label on the appliance itself, or on its charger or AC adapter if it uses one, near where the brand name and model number appear. Look for the word "input" or "power source"—and the word voltage is usually abbreviated to 'V', often something like "100-240v". Do not use any electrical device that does not indicate that it adapts up to 220- 240 volts—your device will fry or, worse, cause a fire.

2) In addition, *the appliance plug needs to be adapted to fit into the French standard outlet* (see photo below). Plug/outlet adapters are usually only a few dollars and can be bought at any electrical store or online. Bring as many as you will need for operating your computers, charging your ipods, smart phones, etc. We usually have several on hand (please leave them at the house when you depart.)



Europe
French style
Schuko

Understanding the French Emergency Services

In the event of an emergency, dial the appropriate number: medical (SAMU) 15, police 17, fire and accident 18 or Pan-European number 112.

Explain the situation to the operator (*English may be spoken but there is no guarantee*).

Calls to 112 are received by either SAMU or the fire brigade and then instantly rerouted to the appropriate service or handled on the spot.

The services reached by dialing 15 and 18 operate in conjunction with the emergency teams having skills, training and facilities suitable to many situations. "Firefighters" are qualified to provide first aid, rescue and ambulance services.

Minor FIRE emergency (city managers)	Jacky Pierre-Yves	06.18.90.61.58 06.18.34.24.01	
Major FIRE emergency —(Les Pompiers) Say "Fire at Rue de la Pelissaria, St. Cirq Lapopie, near Porte de Rocamadour"		18	GSM cell 118
Medical/Ambulance (SAMU)		15	GSM cell 115
Hospital —nearest fully-equipped hospital: Cahors—40 minutes away— 335 President Wilson Avenue		05.65.20.50.52	
Police (Gendarmes)—St. Gery (20 minutes)		17	GSM cell 117
English Speaking Doctors Dr. Hengy and Dr. Jean (Limogne) Dr. Vincent Guillaume (St. Gery)		05.65.31.50.06 05.65.31.42.61	
Dentist Jacques Bories (Cajarc)		05.65.40.63.63	

Useful phone numbers, emails, websites

Texting and calls often elicit quicker responses than emails, but the French aren't always in a rush like the Americans. *From the US phones, dial 011 33, then the numbers, above or below, but with no 0.*

Bicycle rental: 06 75 96 02 73 – Les Velos de Saint Cirq.

Canoe trips and spelunking, and family bikes: 05 65 24 21 01 – these are well organized and very fun half-day trips from Kalapca Adventures.

Taxi/Livery Service: (office) 05 65 40 69 81 (mobile) 06 03 15 41 67 – Philippe is very reliable and the prices are fair. philmerle@orange.fr>

Pech Merle (prehistoric caves-- reservations) 05 65 31 27 05—you can call in advance for an English-language tour.

Chateau Cenevieres: 05 65 31 27 33—a wonderful Renaissance castle where the long-term owners live and offer informative, professional tours.

Tourism Office: 05 65 31 31 31—they are very helpful. Most brochures you will find in the top drawer of the cupboard opposite the stove.

English-speaking technical support for phone/internet (Orange is our telecom company): 011 33 9 69 36 39 00 (from US), 09 69 36 39 00 (from French phone)

English-speaking technical support for the electricity company (EDF): 011 33 5 62 16 49 08 (from US), 05 62 16 49 08 (from French phone)

PROXI convenience store (across bridge in Tour de Faure): 05 65 30 22 26— (except Sunday afternoons)—everything from milk to wine, aspirin to shampoo, lettuce to baguettes, etc.

**Find other outdoor markets (search Lot Department)
www.marketsinfrance.com/**

(Important) Checklist before Leaving

We have cleaners who come in to set up & change linens, but since this is our house (and, thus, unlike a hotel), we ask that you please take care of the following items before you leave:

- Please *look through all the rooms*, under all beds, in closets, for any forgotten items, clothes, dishes, souvenirs, etc.
- Please *put furniture back* in its place.
- Please *remove top sheet and bottom sheet* (only—not the mattress pad and bed cover, etc.), and leave, with any used towels and the pillowcases, on the kitchen floor
- *Take all garbage and paper/plastic recycling to the appropriate bins* by the Ancient Gate. Bottles/glass must be recycled into the big green ‘Ball’ bin in the public lot on the right as you drive downhill towards bridge.
- Do that *last load of dishes*, and please make sure to wash any dishes in the sink. If they are wet, don’t put them away.
- Wipe *clean any sticky countertops*, and sweep clean any dirty/dusty floors. (If there’s a spill or dirt you can’t handle, *please leave a note* for the cleaners.)
- *Things break*—glasses, dishes, etc.—don’t worry. But if something big or small breaks (including wine glasses), *please let us know* so we can fix or replace it.
- And, lastly, please *return the key* to the lock box and the *parking permits (if you used them)* to the dining table or stuck on the cork bard by the door.

Many thanks. Merci beaucoup. We hope you will return.