

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.)*

Rules *(please observe as carefully as possible)*

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. No plastic bags in or around the recycling.
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. ***Recycle all Nespresso brand (aluminum only) capsules*** in copper container by sink.
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 us* via email at morgancharles@earthlink.net *and/or phone 001 617 608 1404* and we will do our best to resolve them (remember, we're 6 hours earlier here in Brookline, MA). Our cleaners (Mel and Ron) speak English and can also offer help and advice with various problems: cell (0)601 72 17 15; home (0)565 37 81 07

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, and don't let anything get in the way of having fun.

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.

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 here if dialed from the US is 011 33 565 23 50 40. If dialed from a landline here or a French cell phone here, it is 0565 23 50 40.

Internet System (Wifi—pronounced wee-fee, in French): the internet code is on the bottom of the Livebox (modem/router) located on bottom shelf of bookcase. *Use ALL caps, NO spaces:*

6974 1F76 9FCA 4C13 E76A 5AFE A2

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, there's a large copper cannister for aluminum Nespresso pods (we'll recycle them later), 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.

5) Use ECO settings on the dishwasher, washing machine, etc.

6) 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.

7) 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.)

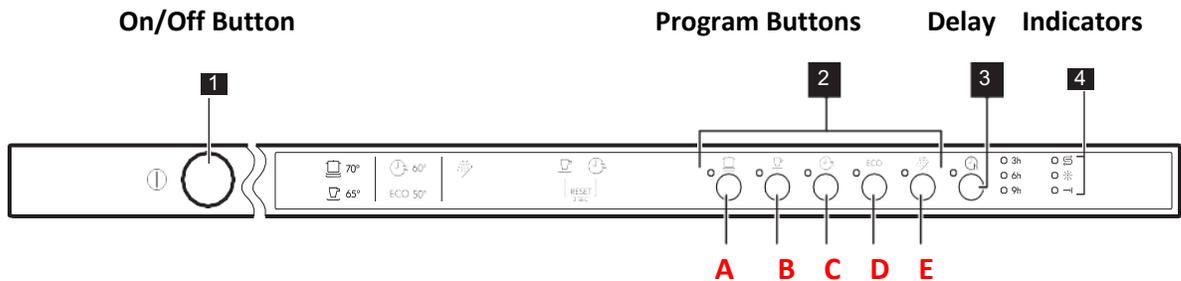


Operating the Dishwasher

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

Always use 3- or 4-in-1 (anti-Calc) dishwasher soap.
(If a white film develops on wine glasses, please wipe clean with vinegar.)

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



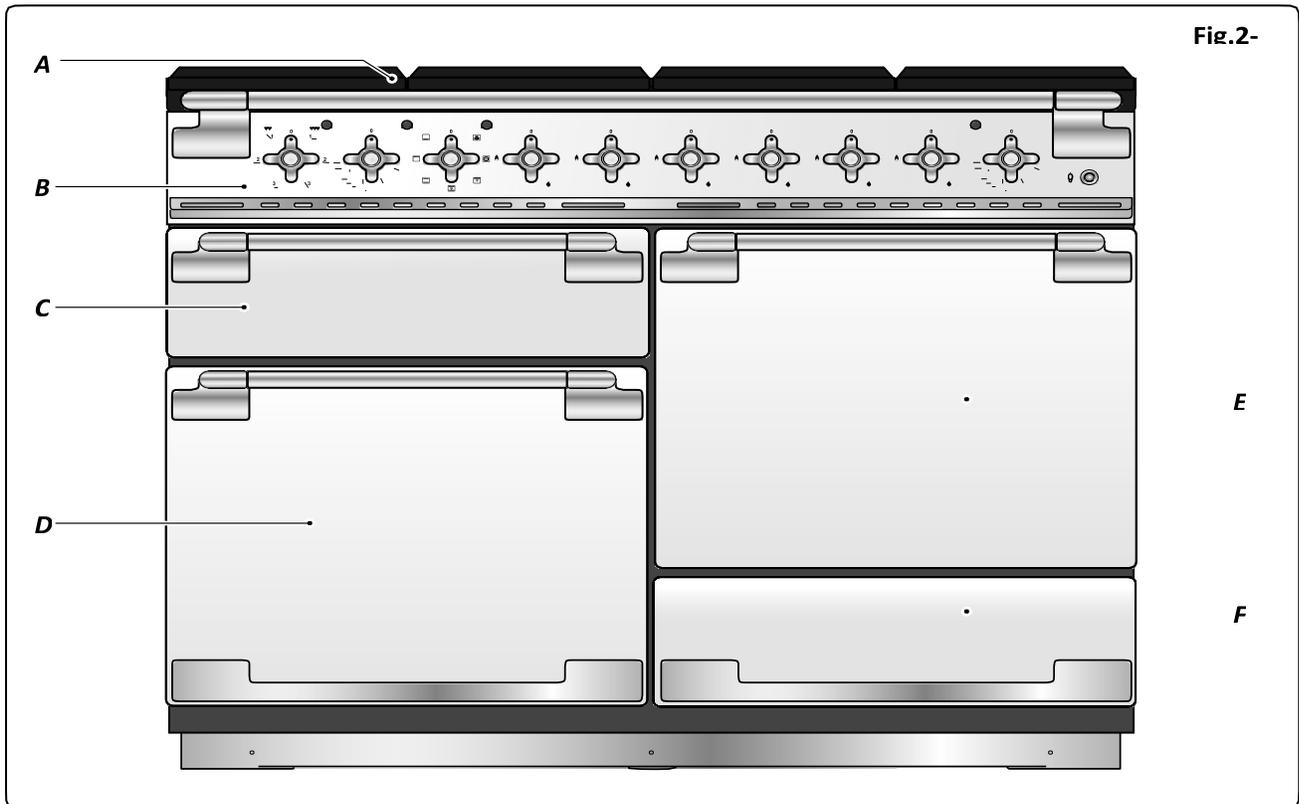
For complete refer to Dishwasher

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° D	Normal soil Crockery and cutlery	155-165	1.0-1.1	13-15
E	All	12	0.1	4

instructions on dishwasher, PDF download on our website.

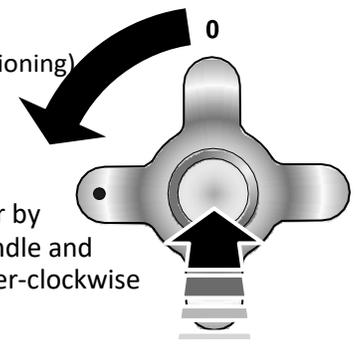


Operating the Falcon Stove



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

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

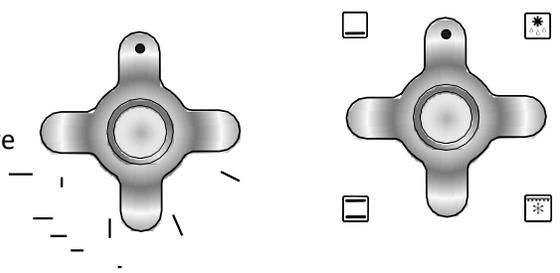


Turn on burner by pushing in handle and turning counter-clockwise

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, aluminum pods only, (NOT a Keurig pod) into the slot on top of the machine
- 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.

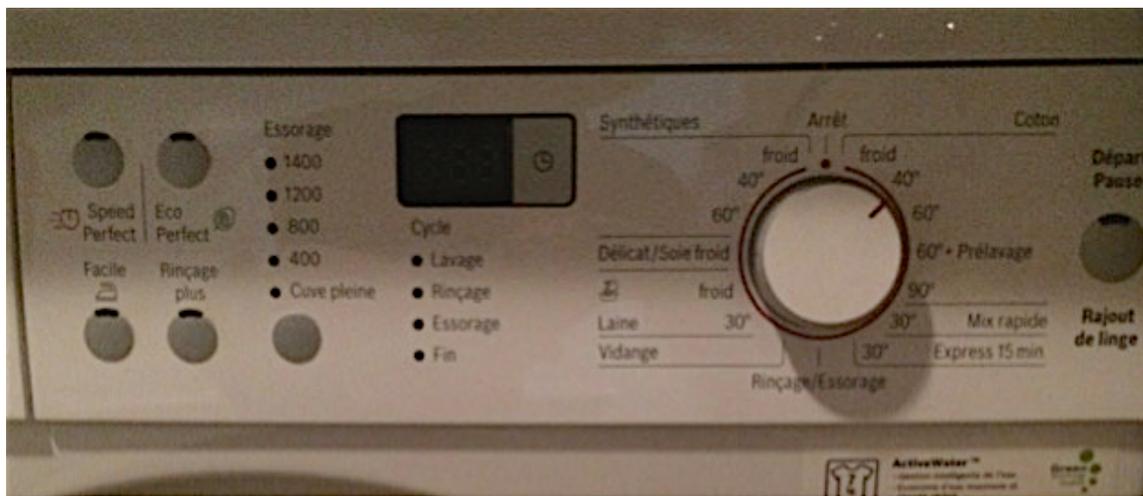
If you put milk in your coffee, heat it up first in the microwave. (Our microwave heats very quickly.)

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

Always empty the used Nespresso capsules/pods into the large copper pot next to the machine for recycling.

Operating the Washing Machine

Please use the Eco settings. Please replace washing machine (machine a 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

Prelavage = Pre-wash

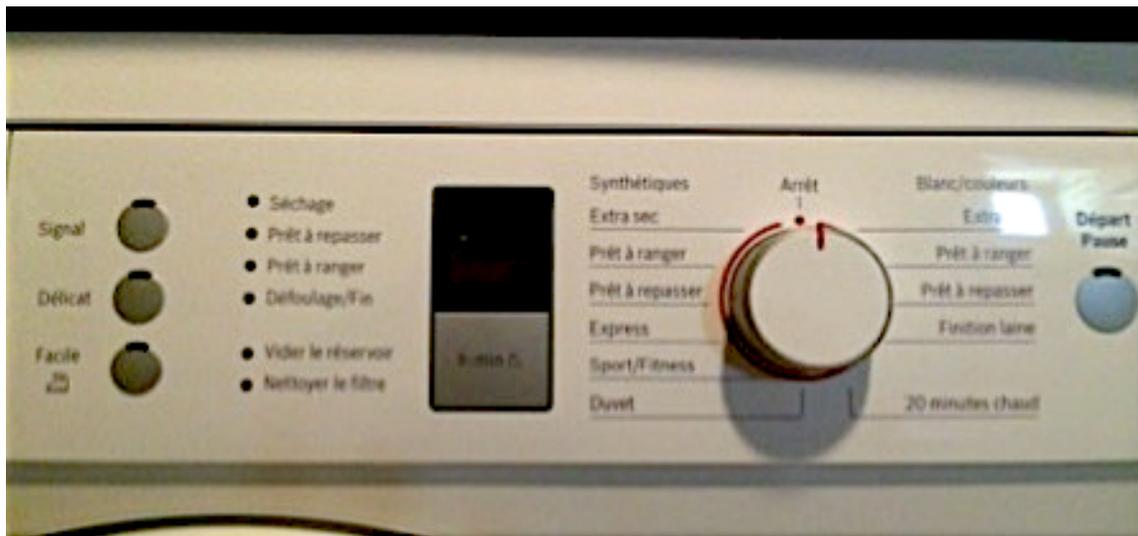
Vidange = Draining

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
Neayer 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.

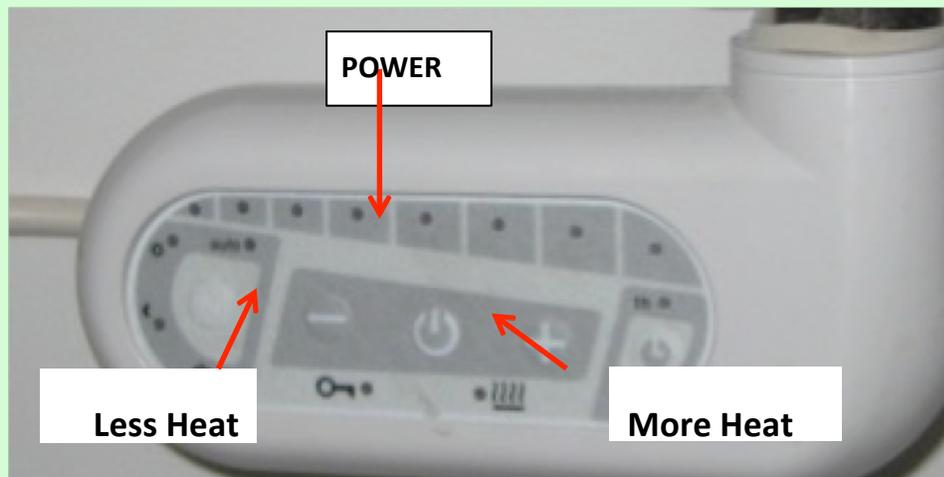


PLEASE NOTE: After the changeover, if the gas isn't functioning, *you may need to turn the emergency gas switch off then on again.* The switch is located behind the middle drawer to the right of the stove. You'll have to empty the drawer, pull it out all the way, reach back and turn the dial off and 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.
- 2) They can also serve as radiators in cold weather.
- 3) **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 so often pokes through even in early Spring or late Fall. But it does happen. And there is no reason to let it 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. *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 just past the beach sand.

Also—*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 again (again, use a weather app). The house is very well insulated and, with a little practice, you can keep it fairly cool.

BUILDING A FIRE À LA MAISON

We try to keep firewood available along the side of the house for early spring and late fall guests. If it starts to get depleted, let us know. 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. Here's how we do it.

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. Make sure the flue is open (lower rings on hook just inside on right of fireplace opening). 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 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.)*
- 2)** *Make sure the flue is open. The default position is open when the chain hangs free, but to keep the chain from getting too hot from the flames, fasten the double-ring at the bottom of the chain onto the hook on the inside-right of the fireplace. **(Please locate this hook before you do anything else, as you'll need to use it later.)***
- 3)** *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 of the smaller logs on top of the platform about half an inch apart. Start the fire.*
- 4)** *Once most of the wood has caught, lay two more small to medium sized logs crosswise on the others. It may take another 15 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. **Watch your head on the mantelpiece.***
- 5)** *When the fire is going strong, push the grate almost closed, leaving it open about an inch. And also 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 should exit out of a flue hole in the fire box.*
- 6)** *If the fire is really going strong, you can close the grate fully. 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).*
- 7)** *Once going, with the grate closed, the wood usually burns well and quickly, so add large extra logs regularly. **To prevent smoke from filling the room when you open the grate, release the chain and hook up the lower rings. When you close the grate, pull down the chain and hook the upper ring.***

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.



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 addresses, websites

(Texting and calls often elicit quicker responses than emails, but the French aren't always in a rush like the Americans. Keep trying.)

From the USA, dial 011 33, then the numbers below but with no 0.

Bicycle rental: 06 84 15 67 70 --located just across the river in Tour de Faure, Maxime (the very helpful owner) will deliver bikes, but we find it much easier to walk or drive down to his shop and bicycle from there. maximemaritano@live.fr>

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

Penni, for prepared meals: 05 65 22 39 61 – lovely French cuisine delivered right to your door. penelopehorn@gmail.com>

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 of their 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, turn left—only a 25 minute walk): 05 65 30 22 26—open every day 8:30 a.m.-1 p.m., then 3:30 p.m.-7:30 p.m. (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 and change the 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.
- If you've moved things around, 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, on the floor at the foot of the bed.
- ***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, please 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 out of the ordinary breaks, ***please let us know*** so we can fix or replace it.
- And, lastly, please ***return the key*** to the lock box and the ***parking permit(s)*** to the dining table or stuck on the cork bard by the door.

Many thanks. Merci beaucoup. We hope you will return to visit us again.