

**HOLLYBROOK HUNTER VALLEY**

**GUEST INFO PACK**

# THE DAIRY COTTAGE



**STAY. RELAX. CONNECT.**

**HOLLYBROOK HUNTER VALLEY**

2269 WOLLOMBI RD  
SWEETMANS CREEK

[HOLLYBROOKHUNTERVALLEY.COM](http://HOLLYBROOKHUNTERVALLEY.COM)

# ESSENTIAL INFO

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## CONTACTS

**HEATHER 0411 968 873**

**HOLLYBROOKENQUIRIES@GMAIL.COM**

**AUSTRALIAN EMERGENCY SERVICES - 000**

\*OUR ADDRESS FOR EMERGENCIES IS 2269 WOLLOMBI RD. SWEETMANS CREEK 2325

**WOLLOMBI FIRE DEPARTMENT - 02 4998 3171**

**EMERGENCY PLUMBER - ON SITE MANAGER**

**EMERGENCY ELECTRICIAN - ON SITE MANAGER**

**RFS FIRE SERVICE & BANS : [HTTP://WWW.RFS.NSW.GOV.AU/](http://www.rfs.nsw.gov.au/)**

**WEATHER: BOM (BUREAU OF METEOROLOGY):**

**[HTTP://WWW.BOM.GOV.AU/NSW/WARNINGS/](http://www.bom.gov.au/nsw/warnings/)**

**CESSNOCK POLICE STATION: 24 HRS - 02 4991 0199**

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## QUICK REMINDERS

- Please read this pack thoroughly. There's lots of essential information in here!
- Hollybrook is surrounded by natural bushland and wildlife. Please be mindful of this, exercise caution when exploring the property and be fire safe.
- All our accommodation has limited reception, but WiFi is available throughout the property.
- Check the weather and pack accordingly.
- Check local fire bans - this is your responsibility. The interior fireplace is able to run year-round, outdoor fires are subject to RFS restrictions.
- You are staying on a working farm so please leave gates how you find them i.e. if they are closed, leave them closed.
- It's important that you read our Code of Conduct on page 10 of this document

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# CONNECT

**WIFI: HOLLYBROOK GUEST**

**PASSWORD: WOLLOMBIRD2269**

Welcome to the country! Not all areas receive full coverage or access. We are also effected by the weather.

Please note we have limited internet across the property. To keep wifi fast and efficient please use sparingly and do not download large files.

**FOLLOW US...**

**Instagram** @hollybrookhuntervalley

**Facebook** Hollybrook Hunter Valley

We would love you to tag us in your holiday photos!



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# CHECK IN & OUT

- Check in is **from 2pm**. Please let us know what time you plan to arrive 2 days prior so we can be available.
- Check out is **11am sharp**. We appreciate you leave on time. Cleaners are due to arrive soon after you vacate.
- Departure - We don't charge you regular cleaning fees, so please leave the accommodation clean and tidy. Cleaning products are provided and leave all waste and recycling in the outside bins adjacent to your carpark. Thank You!

## ARRIVAL

drive through the gate and stop in front of the Homestead house. Honk, and we will come and greet you, direct you to your accommodation and settle you in.

## OBSERVE...

- Quiet hours are 11pm - 6am
- No private parties or events policy
- Smoking allowed outside only & please dispose of cigarette butts in containers provided.
- Unfortunately we cannot accommodate pets or children
- We do not charge cleaning fees\* so please leave the property clean & tidy
- No Shoes Inside policy. A shoe rack is located by the back door.

*\***Linen Cleaning** - Permanent staining or damage to linen will incur full replacement cost  
Makeup removal products are provided free. If you are using fake tan, please provide your own sheets and towels as this product causes permanent damage.*

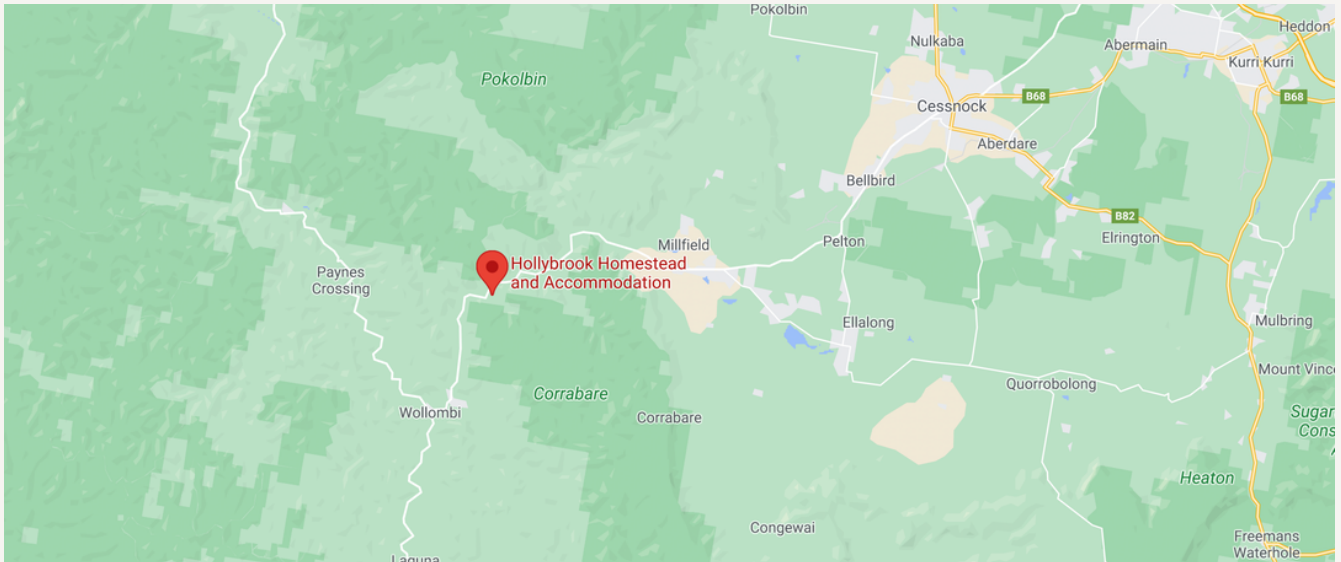


### CANCELLATION POLICY:

Our Airbnb cancellation policy applies to all Airbnb bookings. If you need to cancel or rebook, check Airbnb through your booking, for assistance.

For all other private bookings:  
Please contact us directly at [hollybrookenquiries@gmail.com](mailto:hollybrookenquiries@gmail.com)

Your policy will stay in place once you've booked. If the booking is moved, the policy may change. Hollybrook has the right to change these policies at any time.



# HOW TO GET HERE

**HOLLYBROOK HUNTER VALLEY**  
2269 WOLLOMBI RD,  
SWEETMANS CREEK NSW 2325

## HEADS UP

ENTER THE EXACT ADDRESS ABOVE INTO GOOGLE MAPS OR YOUR GPS.

**WARNING: YOU MAY LOSE SIGNAL AS YOU APPROACH WOLLOMBI. SET YOUR GPS BEFORE DEPARTURE AND DO NOT CLOSE THE APP.**

## IF DRIVING FROM SYDNEY:

20 MINS NORTH OF WAHROONGA: TAKE THE SCENIC 'CALGA/PEATS RIDGE' EXIT AND FOLLOW ALL SIGNS TO (WOLLOMBI/ROUTE 33). ENJOY THE RURAL FARMLAND DRIVE AND MOUNTAIN VIEWS. TURN RIGHT AT WOLLOMBI TAVERN. HOLLYBROOK IS 5KMS ON THE RHS.

## IF DRIVING FROM NORTH:

FROM THE FREEWAY, FOLLOW ALL SIGNS TO CESSNOCK. GET SUPPLIES & FUEL UP HERE. TAKE WOLLOMBI ROAD AND FOLLOW ALL SIGNS TO WOLLOMBI. HOLLYBROOK IS 22KMS FROM CESSNOCK ON THE LHS, AND 5KMS BEFORE WOLLOMBI VILLAGE



# GUEST AMENITIES

## WHAT'S INCLUDED

- Free Wifi
- Free parking on premises
- Iron & ironing board
- Hair dryer
- Hypo-allergenic shampoo, conditioner, body wash & handmade soap
- Luxury Bed linen & bathroom towels
- Bathroom heater
- Heated Towel Rails
- Extra pillows and blankets
- TV, DVD player & Chromecast
- Indoor fireplace & outdoor fire pit
- Fire wood supplied
- Air conditioning & ceiling fan
- Heating
- Smoke alarm
- Fire extinguisher
- First Aid Kit

### Kitchen

- Gas Cooktop only – no stove
- Upright fridge & freezer
- Microwave
- Cooking basics (pots & pans, oil, balsamic, stock cubes, salt & pepper)
- Dishes & cutlery
- BBQ & utensils
- Tea pot & Espressoria brand espresso machine. This will suit Vittoria brand capsules. Some coffee capsules and tea bags will be provided.





# HOUSE KEEPING

## THINGS YOU REALLY NEED TO KNOW

Two key things to remember:

- **we are on tank water (no town water)**
- **we have an environmental waste system (no septic)**

This means we have to be conscious of usage and waste disposal.

How you can help.....

### Bathroom

- Keep showers short and turn off taps when not in use, especially cleaning teeth
- We prefer you use our lovely body products provided. They are all natural and toxic free for you, our system and environment
- Nothing but toilet paper down the toilet.
- A sanitary bin is provided in each bathroom.
- Use the dual flush option on the toilet

### Kitchen

- Please, no dairy products, tea/coffee grinds or food items down the sink. Use the sink waste plug to catch any foods.
- Use only Wash-up Liquid provided. Surprisingly concentrated, so use sparingly.
- Our tank water from the faucets is very drinkable. If you prefer, we provide free commercial water in the fridge.
- Note: An iron is provided, Use only on the ironing board provided, not on beds.



## WASTE DISPOSAL

Please be mindful as we are in the country and surrounded by natural bushland and wildlife.

- Keep all food in containers, in the fridge or in the cupboard when not in use.
- Dispose of food in the kitchen bin provided or wrap in newspaper and put in the small wheelie bin located near your cabin.
- Do not feed any animals human food, throw food into the gardens or leave outside. This will only encourage vermin and unwanted wildlife.

## APPLIANCES & AIR CON

- TV - The manual is provided in case necessary. Free to air network can be weather dependent.
- Chromecast - Use the source button to switch to HDMI. Use the white remote to browse.
- Air Con - Bedrooms: : The remote is on the wall. Please be patient as it takes a few moments to operate. Do not change the remote settings on the unit.
- Fan - Loungeroom: The remote is by the entry on the wall. It operates the fan and light for the room. Fan can be reversed for Summer/Winter comfort.

Spare batteries for all remotes are in the bottom kitchen drawer.

## BBQ

- The BBQ gas outlet is fitted at the wall, DO NOT REMOVE fitting from wall.
- To operate: Just turn on the knobs and the BBQ self-ignites.
- The BBQ can be gently wheeled away from the wall while cooking.
- Be mindful of hot surfaces and use the oven gloves in kitchen drawer provided.
- BBQ Utensils are underneath the BBQ. Please clean prior to returning to the case.
- BBQ cleaning wipes are available under the BBQ.





## INDOOR FIRE PLACE

·During winter the fireplace is setup and good to go, ready for your arrival! Kindling and wood is set aside for the rest of your stay. Only use wood gathered from fallen trees/bushes or the wood supplied. Never use painted or varnished timber.

To Start:

- Open flue by sliding top lever to the left.
- Open door and lay scrunched paper, stack small kindling in a tee-pee position, lay mid-sized sticks as before, tuck x2 Firestarter cubes into the paper near the bottom. (NOTE: THESE ARE HIGHLY FLAMABLE, so keep bulk packet away from the fireplace. Also close the packet as they will dry out).
- Use the 'clicker' to light the paper and fire starters.
- Leave the door slightly ajar for a few minutes, until the flames are starting to burn the kindling and is well alight. DO NOT LEAVE UNATTENDED.
- Close the door and let the fire take hold. Gently, add more timber as the fire starts to slow, Use midsize (1-2 pieces)to feed the fire. Once fire is consistency you will only need to add one larger log at a time. If you are heavy handed the potential for embers to spill out is high! Keep the door *closed* unless feeding more wood.
- The flue vent can now be slid to the right, to the half-way position, this will slow the burn and conserve the timber for a longer period.
- There is no need to extinguish the fire, leave it to go out by itself. We will clear the firebox for the next guest.

IMPORTANT! Please ensure hot embers don't fall out onto the floor.

If they do use the METAL dustpan /broom to quickly scoop up and leave the embers in the metal bucket. If the opportunity arises, put back into the fire.

DO NOT PUT IN WITH ANY WOOD MATERIALS - IT WILL IGNITE!

**A FIRE EXTINGUISHER AND FIRE BLANKET ARE LOCATED IN THE KITCHEN.**



## OUTDOOR FIRE PIT

**Do not use in windy conditions or during a fire ban!**

- Cut wood and kindling is provided for your fire. If more wood is required, please advise the on-site manager.
- Keep the dry wood and kindling in the fire wood basket provided, away from fire.
- Lay the Chimera fireplace the same as for the indoor fireplace. To avoid floating embers: only add additional logs as needed, one or two at a time maintains the consistent fire level. If turning or poking the fire, do so gently to avoid embers.
- Watch the last log burn out and/or put on water to extinguish fully
- Use metal buckets only for cleaning ash/embers/coals from fire pit
- Same principals apply as the Indoor Fireplace.
- To extinguish fire: Pour water on fire until fire is extinguished in full.
- **Be aware of the weather conditions. If in doubt, please contact the On-site manager.**
  
- **DO NOT LEAVE A FIRE OR COALS BURNING HOWEVER SMALL. PUT IT OUT.**

## FIRE SAFETY

- **FIRE EXTINGUISHER & BLANKET ARE LOCATED IN THE KITCHEN**
  
- **In Case of Emergency:**
  - **Contact the site Manager 0411-968873**
  - **Contact 000 for Fire Fighting services**
  
- **Full fire safety, evacuation and emergency procedures and contacts are on the back of the door of the kitchen and guest compendium.**

# CODE OF CONDUCT

Hollybrook is subject to the NSW Government STRA regulatory framework – as a guest, you share equal obligations under the framework.

By booking this property you acknowledge you have received the Code of conduct for the short-term rental accommodation industry - [available to view here](#).

A printed copy of the code of conduct is also available at the property.

By booking the property you also agree that you are not on the STRA Exclusion Register either at the time of making the booking or during the period of your stay.

## **Cancellation Policy:**

For all our guest stays, our strict Airbnb cancellation policy applies to all bookings:

Full refund for cancellations made within 48 hours of booking,

if the check-in date is at least 14 days away. 50% refund for cancellations made at least 7 days before check-in.

No refunds for cancellations made within 7 days of check-in

## **Guest Responsibilities under the Code of Conduct:**

- Not making noise that would unreasonably disrupt or interfere with the peace and comfort of neighbours.
- Respecting the accommodation and community, by not intentionally, recklessly or negligently damaging personal or common property.
- Abiding by house rules, including any by-laws which apply to your listing in a strata or community scheme.
- Guests are responsible for the actions and behaviour of any visitors during their stay.

## **Complaints:**

A Host or guest is able to make a complaint regarding a breach of the Code of Conduct. Any breach in the Code of Conduct will result in penalties, including being placed on the exclusion register.

In the case of any problem or complaint, please contact the Site Manager as soon as possible so we can quickly attempt to rectify to situation.

Site Manager: 0411-968873  
Cessnock Police: 02 49  
For more information about filing a complaint, visit the NSW Government website.

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# PEACE OF MIND

As we reopen, the health and safety of our staff and community remains our number one priority.

We are committed to staying in line with the most recent Government health advices,

Please stay up to date with the latest Government directives to ensure your best health and safety before you arrival and while on holiday.

We appreciate you respecting ours as well.



## DOING OUR PART

We understand that cleanliness is important to you while your away from home.

We are doing our part by:

- practising Airbnb's enhanced cleaning protocols for cleaning and sanitising
- wearing face masks and social distancing when required
- provide extra cleaning supplies so you can clean as you stay
- we comply with local laws and all Government directives, including any additional safety or cleaning guidelines

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- QR Code checkin in place and masks as required

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# LOCAL RECOMMENDATIONS

## THINGS TO DO AND PLACES TO VISIT IN THE BEAUTIFUL HUNTER VALLEY REGION



Our website has lots of great recommendations for local attractions - [see here](#)

Also check out [Visit Wollombi](#) and [Hunter Valley Tourism Website](#) for all things local and happening in the region

Here are a few of our personal favourites. Always check their website for opening hours, bookings and info.

Our recommendation is to book to avoid disappointment.

### LOCAL TRANSPORT/TOURS:

Winery private/group tours to local & Hunter wineries  
[www.grapeexperiencetours.com.au](http://www.grapeexperiencetours.com.au)

### LOCAL WINERIES/Cellar doors:

- Noyce Wines
- Stonehurst Winery
- Undercliff Winery

### LOCAL CAFE/RESTAURANTS:

- Myrtle & Stone Cafe
- Paninos Italian Restaurant
- Wollombi Tavern
- Laguna GNTP Cafe & Wine bar

### MORE FAVES - FURTHER OUT:

#### Wineries/Cellar doors

- Krinklewood
- Greenway
- Winmark
- Wispering Brook
- Running Horse

#### HUNTER Wineries/Cellar doors

- Lisa McGuigan
- Usher Tinkler
- Saltire
- Wombats Crossing
- Keith Tulloch

### EATING OUT:

- Baume Restaurant -best Pizza
- The Deck - Lovedale
- Loaves & Fishes - Lovedale
- Lovedale Smokehouse

# ART N' SIP

We run Art N' Sip workshops on-site at the Hollybrook Maker's Studio, led by your host Heather. The perfect event for couples, groups or a fun girls weekend getaway.

Never Painted? Not Artsy? No problem!! You will be guided step by step in a fun, relaxed and entertaining setting. Uncork your inner Artist.

For all information on Art N Sip [visit our website](#), or contact us to enquire on info our workshops, select your dates, book and pay.

GIFT VOUCHERS can be arranged by contacting us direct by email: [hollybrookenquiries@gmail.com](mailto:hollybrookenquiries@gmail.com)

Its fun, relaxing and you get to take home a masterpiece you've personally created!

Book in for few hours of creativity while sipping your favourite drop!



# ENJOY YOUR STAY

HOLLYBROOK HUNTER VALLEY

