

WE'LL COME



YOUR
Guide

**TO 19 NORTON CLOSE,
OXFORD
OX3 7BQ**

**3 BEDROOMS
2 BATHROOMS**

**FREE
PARKING**

**HI-SPEED
INTERNET**



Welcome

Welcome to our house! Thank you for choosing us for your stay, it's a pleasure and privilege to be your host. We hope you love it here as much as we do and make lots of lasting memories! Please make yourself at home!



Meet The HOST



HELLO FROM HANNAH!

Here at Spencer & Jackson we offer apartments & houses in the heart of the city, perfect for business professionals, academics and travellers alike. We provide a 5 star service and are passionate about delivering a great experience. Please reach out to me if you need anything at all and we hope you have a wonderful stay!

Hannah



+44 203 947 9747

ENQUIRIES@SPENCERANDJACKSON.COM

Arrival & **CHECK IN**

Check In

4:00PM

As you enter Bateman St, turn left onto Norton Close. Follow the road round and the house is the last house on the right.

When you arrive at the entrance of the house, please drive to the rear of the property and park in the allocated parking space that can be found on the far left side. The space has a red sign 'Number 19'

The key-safe can be found on the side of the house, to the right of the entrance. Please ensure the key-safe is locked and covered after you have collected your keys, thank you.



Check Out

11:00AM

On the day of your departure, please have a look at our check out checklist at the end of this guide and return the keys to the key safe, thank you!



WIFI

NETWORK

VM4093521

PASSWORD

bagThsxg2gwhyerc

For quick connection; scan the QR code on the Welcome Board, as you enter the house

House RULES

01

NO SMOKING

Please no smoking or vaping inside the house. The Minut device will alert us of any smoke detected and you will be fined and removed from the property.

02

NO GUESTS

No unregistered guests outside of your reservation please.

03

NO PARTIES

Absolutely no parties or large gatherings of unregistered guests. Drug use and excessive drinking are prohibited. Disturbances to the neighbours will not be tolerated.

04

CLEANLINESS

Please take care of our property as if it were your own. Please clean and tidy up after yourself.

05

NO NOISE

Please no excessive noise, music or rowdy behaviour. The Minut device will alert us of any excessive noise, which could result in a fine and your removal from the property.

06

DAMAGE

Please report any damage or malfunction to us right away so that we can repair or replace the damaged item.





Emergency **INFORMATION**

EMERGENCY CONTACTS



Emergency Services | 999
Hannah | +44 203 947 9747
Spencer | +44 203 947 9748

FIRE BLANKET



The Fire Blanket is located on the wall at the end of the island

FIRST AID KIT



The First Aid Kit is located in the top drawer of the island

HOSPITAL



The nearest hospital is John Radcliffe Hospital which is 1.7 miles away

**Headley Way, Headington,
Oxford, OX3 9DU**

Things TO KNOW

WI-FI



Complimentary Wi-Fi is available upon check-in.
Network Name: VM
Password:

PARKING



Please park in the allocated space with the red sign 'Number 19'. This is behind the house by the garages.

CLIMATE CONTROL



The house has a gas central heating, as well as underfloor heating throughout the ground floor.

SHOWER



The house has a power shower in both bathrooms, as well as towels and bath mats

ROAD ACCESS



As you enter Bateman St, turn left onto Norton Close. Follow the road round and the house is the last house on the right.

SUPPLIES



Complimentary toiletries are provided on arrival, alongside tea and coffee. Washing up liquid, wash pods and soap are also provided.

About The **HOUSE**



The house comes with a spacious kitchen / dining area, a separate living room, 3 bedrooms and 2 bathrooms



**3 BEDROOMS
2 BATHROOMS**

**GREAT
LOCATION**

**HI-SPEED
INTERNET**



Inside the HOUSE

MASTER SUITE

Have a great night's sleep in the comfortable double bed, dressed with 100% cotton bed linen

1 X DOUBLE BED



SECOND BEDROOM

Unwind after a day exploring in the city

1 X DOUBLE BED



SINGLE BEDROOM

This cosy single room has a comfortable bed, perfect for relaxing

1 X SINGLE BED



LOUNGE

Relax on the Sofa and enjoy your favourite TV shows and movies on the Smart TV, which includes the best streaming apps

1 X RECLINING SOFA



BATHROOM

Enjoy the rainfall shower and complimentary toiletries upon arrival

2 X SHOWERS





The KITCHEN

SOME THINGS TO KNOW

The kitchen comes fully equipped with a stove top, washing / dryer machine, fridge freezer and a dishwasher and with plenty of countertop space for your culinary creations

Manuals can be found online, on the Welcome Pack home page

APPLIANCES & COOKWARE

- Refrigerator / Freezer
- Gas Stove
- Oven
- Toaster
- Place Mats
- Coasters
- Built in Microwave
- Coffee Machine
- Electric Kettle
- Olive Oil
- Salt & Pepper
- Dinnerware for 5 Guests
- Cutlery
- Pots, Pans & Bakeware
- Variety of Glassware
- Utensils
- Childrens dinnerware & cups



*Enjoy
Complimentary*

Tea, coffee & sugar
Basic condiments
Dish soap & dishcloths





Appliances & ELECTRONICS

CENTRAL HEATING/ UNDERFLOOR HEATING

The ground floor is heated by underfloor heating. The system is programmed to come on every morning and evening. If you would like to put the heating on outside of these times, please follow the instructions below:

On the heating control panel (one per room).

1. Use the </> keys to scroll to **HOLD**
2. Press ✓ to confirm selection
3. Use the ^/v keys to set the desired Hold period
4. Press ✓ to confirm selection
5. Use the ^/v keys to set the desired Hold temperature
6. Press ✓ to confirm selection



TELEVISION

To turn the TV ON/OFF press the RED power button on the remote. Please remember to log out of all of your accounts before you check-out

WASHING MACHINE

Instructions can be found on the Welcome Pack home page

HEATING CONTINUED

To turn on the heating upstairs, firstly check that the thermostat at the top of the stairs is set to the desired temperature. This can be adjusted up or down, using the grey buttons on the right.

Then turn the valve up on each radiator, by turning it to the desired number. You will need to do this in each room you wish to heat up.

SHOWER

To turn on the shower in the upstairs bathroom, firstly turn on the circular control panel inside the shower, by touching the display.

Once it has lit up, click either the overhead symbol or the handheld shower symbol.

Then turn the control panel, to adjust the temperature up or down.

IRON

The iron & ironing board can be found in the cupboard by the internal glass door in the kitchen. Please push the door to open.

HAIR DRYERS

These can be found in the wardrobes of the master and second bedroom

WASTE & Recycling

The outside wheelie bins are collected every Tuesday. To help the bins to stay as empty as possible during your stay, we will send you a message to let you know which bin will be collected and kindly ask that you put the bin out on the path, on Monday evening. Thank you!



WASTE

The general waste bin is located under the kitchen sink. The outside wheelie bins are situated at the front of the house. The general waste bin is green.



RECYCLING

The recycling bin is located under the kitchen sink. The outside wheelie bin is blue. Please do not put bin bags in the wheelie bin, thank you.



CHECK-OUT

Please empty both bins when you check out.



Getting AROUND



ON FOOT

Take a 5 minute stroll to London Road, where you will find supermarkets, cafes and much more.

JR Hospital can also be reached in 20 minutes



BY BUS

Buses from the Headington shops (HS2 London Road) take just 15 minutes in to Oxford city centre.



BY CAR

The house is easily accessible by car, with a convenient parking space available.



AIRPORT TRANSFER

There are airport transfer buses available from both Heathrow and Gatwick airports. The bus stops to get on and off at in Headington, Oxford are HS4 & HS5. These are a 5 minute walk from the house and can be found on London Road.



NEAREST...

Your



GROCERY STORE

There are many supermarkets close by including; Waitrose and Tesco's

📍 Waitrose 9 - 11 Old High St OX3 9JT

📍 Tesco 83A London Road OX3 9AA



PHARMACY

Boots Pharmacy is located just 5 minutes walk from the house

📍 96 London Road, OX3 9AJ



RESTAURANTS

A number of restaurants can be found on London Road or take a short trip in to Oxford city centre.

📍 London Road, Headington

📍 Oxford city centre



BEFORE

You Go

LINENS



Please leave beds unmade.
Please place used towels on the beds.

DISHES



Please wash the dishes, cutlery and glassware before you leave.

FOOD



Please empty the fridge and cupboards of all open and perishable food products.

LIGHTS & ELECTRONICS



Please make sure all lights are turned off. Please turn off any radiators upstairs and please also logout of all apps on the TV.

WINDOWS & DOORS



Please make sure all windows and doors are closed and locked.

KEYS



Please return the keys to the key-safe & message the host upon departure.



THANK *You*

Thank you for choosing to stay with us! It was a pleasure and privilege to host you. We hope you enjoyed your stay and come back again soon!

Please reach out to us directly or via our website www.spencerandjackson.com for our best rates and returning discount offers.

*Hannah
@ Spencer & Jackson*

It would be amazing if you could leave us
a 5 STAR review on Airbnb!



10/10 on Booking.com