



Dear Guest,

We would like to wish you a very warm welcome to Herm Holiday Cottages. To ensure your stay is as comfortable as possible, please read the following important information which will help you make the most of our services and your special time in Herm.

If you have any queries, our friendly administration team is available at the Harbour Office from 8.30am – 5pm daily.

THIS GUEST INFORMATION FOLDER CONTAINS THE FOLLOWING:

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CHECK-IN: 4PM

CHECK OUT: 10AM

Kindly vacate your cottage by 10am. Late checkouts must be agreed prior to arrival.

Prior to your departure day, **please inform the office of your departure ferry** so that we can arrange for your luggage to be collected.

Please also check the Travel Trident website for any sailing updates on the day of your departure. Tickets cannot be bought in Herm but can be purchased on board. **www.traveltrident.com**

USEFUL CONTACT INFORMATION:

ADMINISTRATION OFFICE: t: 01481 750000 e: reservations@herm.com

EMERGENCY MAINTENANCE CALL OUTS: 07781 179322 (use after 6pm)

MEDICAL EMERGENCY: 999 (Herm emergency first responders will be notified)

NB: Herm Services Department carry out waste and recycling runs between 6am-8am in the summer. We sincerely apologise for any inconvenience, but early morning is the safest time for the team to operate large machinery and reduce traffic during the day.

RESTAURANTS, CAFÉS and THE HERM SHOP

The Mermaid Tavern

The Mermaid is the social centre of Herm with a cheerful, informal atmosphere. Great for hearty pub meals either al fresco, or inside the cosy pub with a roaring fire. See our website for opening hours, menus, and food service times. Direct bookings t: 01481 750050 e: mermaid@herm.com

The Ship Inn

The Ship Inn brasserie offers excellent cuisine from the kitchens of The White House Hotel, in an informal atmosphere, with no dress code or age restrictions. Afternoon Tea is also available. t: 01481 750075 e: hotel@herm.com

The Conservatory Restaurant, The White House Hotel

The Conservatory Restaurant offers first class dining with the freshest local produce, a daily changing menu and boasts uninterrupted sea views across to Guernsey offering glorious sunsets. Smart / casual dress code. t: 01481 750075 e: hotel@herm.com

See our website for further information and menus: herm.com/where-to-eat

Herm Beach Cafés

Both cafés offer deck chairs and parasols for hire and sell a range of beach toys.

Shell Beach Café serves a breakfast and lunch menu, afternoon tea, hot & cold drinks, ice creams, cakes & snacks, plus a special kid's meal deal.

Breakfast served 'til 12pm / Lunch served 12 - 4pm)

April, May, June, Sept: open daily (excl Mon) 10am - 4pm | July & August: open daily 9am - 5pm

Belvoir Bay Café serves cream teas, sandwiches, fresh pastries, and hot & cold drinks.

May 6 – June 30: Wednesday – Sunday 10am - 4pm (closed Monday & Tuesday)

July & August: daily 10am - 5pm (closed Monday)

The Herm Shop

Open daily Mar – Dec. Packed with wonderful finds, Herm's shop has everything you need during your stay, alongside many bespoke Herm products like our exclusive range of Herm themed gifts from Gabi at Sarnia Shores which can only be found in Herm, wonderful bath & body products and sea salts from the Guernsey Seaweed Company flavoured with locally harvested seaweed, Lazy Jacks Herm sweatshirts for adults and children available in several colours and bespoke Herm designs from Emma Ball featured on many souvenirs. Pop in and browse our unique product range.

Glace & Grocery located in the lower part of The Herm Shop, stocks a handy range of groceries, snacks, soft drinks, toiletries and household essentials. And while you're there, treat yourself to a delicious ice cream from our selection of Carte D'Or flavours.

HOUSEKEEPING INFORMATION

Please be advised that linen is provided on arrival as per the maximum number of guests accommodated in this cottage, including any sofa beds. Clean linen is provided weekly. However, should you require any replacement linen beforehand, please let us know.

Travel cots and highchairs are provided upon request.

Single sheet	£1	King-size duvet cover	£2.40
Single duvet cover	£2	Pillowcase	£1
Double sheet	£1.20	Hand towel	£1
Double duvet cover	£2.20	Bath towel	£1
King-size sheet	£1.40	Bathmat	£1

Prior to departure we kindly ask you to strip the beds, clear the fire of ash, empty all bins, and ensure the kitchen equipment is washed, dried, and put away.

For extra items please contact Harbour Office t: 01481 750000 e: reservations@herm.com

RUBBISH DISPOSAL

Any waste can be disposed of at the refuse and recycling area through the wooden gate in Manor Village.

If you are staying in Fisherman's, Rosaire or Upper / Lower Belvoir Cottages, you will have your own facilities.

Please ensure all items are put into the correct bins:

- Brown** – Cardboard
- Red** – Tins and Plastic
- Black** – General Waste
- Green** – Glass Waste

COTTAGE INFORMATION

<u>Gas Cookers</u>	<u>Open Fires</u>	<u>Fire/Smoke Alarms</u>
All cookers in Herm are fueled by gas. Some are lit with an ignition button; others need to be lit with a match. Gas emits a wet heat so condensation will occur. Always have ventilation while cookers are in use and air the room regularly. If you need a new gas bottle, please let the reservations team know as soon as possible.	Coal is available from the communal bunker outside Pennywort Cottage, or in the gardens of Fisherman’s, Rosaire, and Lower/Upper Belvoir. Please do not overbank the fire. Pinecones found around the island are useful kindling. If you have a plastic coal scuttle, please do not leave it near a lit fire. Firelighters and matches are available from the Shop.	When the battery starts to run down, the alarm will give intermittent beeps. Please report this to the reservations office so we can have the battery replaced. Please do not disconnect the battery or you may be charged for replacement.
<u>TV and Games</u>	<u>Heating and water</u>	<u>Gardens</u>
All cottages have TV’s. Some also have Freeview boxes and dual remotes for the TV and DVD player. Just press the button for which device you want to control, then use it as a normal remote. We keep a selection of board games for the use of Holiday Cottage guests. If you cannot find any in your cottage, please ask a member of the housekeeping team.	The heating is on a timer and will turn on and off during the day. If your cottage is too warm, please control the heat by using the thermostat on the wall. Water in Herm is supplied from boreholes, and during a dry summer there is a real risk of running out of water. We ask guests and residents alike to please be mindful of water consumption.	The gardens in front of Lower Bailiffs, Sea Holly, Sea Spray, Primrose, Bramble, Upper & Lower Belvoir, Rosaire and Fisherman’s Cottages are for the use of guests in these cottages. The benches and chairs in the Manor Village courtyard can be used by all guests.
<u>Laundry</u>	<u>Water Supply</u>	<u>Toilets</u>
There is a small laundry room in Manor Village courtyard. You will need two £1 coins for the washing machine, and £1 for the dryer. There are drying lines on the side of Forge Cottage. Ironing boards are in the laundry room.	As our entire water supply comes from boreholes (some over 100m deep!) this may mean that the pressure is slightly weaker during busy hours of usage.	Please only dispose of toilet paper in the toilet. Anything else will block it and cause damage to the sewage system. Bins are provided in all bathrooms for the disposal of sanitary materials (inc nappies) and wet wipes.
<u>BBQs</u>	<u>Damage</u>	<u>Showers/Bathmats</u>
There is a BBQ available in the Manor Courtyard for all guests. Please leave the BBQ and utensils clean for others. Do not place BBQs on any of the wooden benches.	Please report any damage or breakages incurred during your stay so we can replace or repair.	Please always ensure that shower curtains remain inside the tray. Non-slip bathmats can be requested.

WIFI, DOGS in HERM and ISLAND INFORMATION

Free Wi-Fi is available in the holiday cottages and the central courtyard area.

Networks and passwords are:

Herm_Guests - Password = Hermetier

Herm_Public - Password = Herm2023!

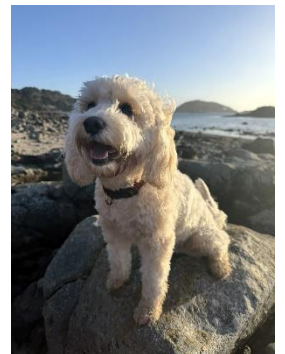
Fisherman's - Password = F1sherman2016

Rosaire - Password = On the underside of the router

Dogs in Herm

We love being a holiday island for both you and your four legged friends! Please be aware that dogs should be kept on a lead in public areas including the hotel pool and gardens, The Herm Shop, The Ship Inn, the Mermaid Tavern, Shell Beach and Belvoir Bay café seating areas, as well as throughout Harbour and Manor Village.

Dogs are only permitted in the Conservatory Restaurant at the General Manager's discretion and only in the first section by the main doors.



Dog Friendly Beaches

Dogs are permitted year-round on Bear's Beach and Mouisonniere (North Beach). Dogs are only permitted on Belvoir Bay, Shell Beach, Fisherman's Beach, and Hotel Beach between October 1st – April 30th. From May 1st – September 30th dogs are not permitted on any of these beaches by Guernsey law, and a fine will be enforced if this is not respected.

We respectfully remind all dog owners to please pick up and dispose of dog waste in the GENERAL waste bins located around the island (Herm has no specific dog waste bins).

Swimming

Safe bathing is found at all beaches and bays around Herm, although due to strong tides and currents, you are advised to keep away from headlands when swimming, particularly Alderney Point at the extreme north end of Shell Beach.

It is highly dangerous to swim out to offshore rocks and islands.

Hogweed

Wild Hogweed or Cow Parsley is likely to cause a rash and blistering if the stems are broken and sap comes into contact with the skin. Hogweed is a tall weed with hairy stems and leaves and has a large head (up to 20cms across) of white flowers made up of smaller florets. Not to be confused with Alexanders, which is prolific on Herm. Alexanders has shiny, hairless leaves and is harmless.



'Herm Burn'

We advise all Herm guests to use adequate sun protection. The UV index can get quite high, and nobody needs a case of 'Herm burn' on their holiday! Suncream, hats, sunglasses, and After Sun can all be purchased at The Herm Shop.

Follow the Flag

If you want to keep out of the wind on Herm, look at the flag on the top of the Keep in Manor Village, and it will point you to the lee of the island. Usually, one of the beaches on Herm will be sheltered!



HERM LOYALTY

Please do sign up to our Herm Loyalty programme and EARN POINTS for your stay, as well as on all dining, and shopping in Herm. Full details and a QR sign up code are on the pop-up card in your cottage.

- 3 points for every £1 spent on dining, drinks & groceries
- 5 points for every £1 spent on accommodation & at The Herm Shop

(each point is worth 1p with points redeemable across all Herm outlets except The Herm Shop)

MEMBER-ONLY PERKS ALSO INCLUDE:

- Birthday & celebration treats
- Exclusive offers
- Special deals just for loyalty members

SIGN UP AT: herm.5loyalty.com

Or download 'Herm Loyalty' on the Apple App or Google Play Store.

SOCIAL MEDIA

Facebook

Herm has an engaging and supportive Facebook audience. We recommend following our page **@hermisland** where news, photos, events, offers, and competitions are posted daily.

Instagram

We also have an engaging Instagram account so please follow us **@hermisland**

Reviews

If you have enjoyed your stay with us, we would very much welcome your feedback. You can find this online here **herm.com/feedback**

**TO ENQUIRE ABOUT HOSTING YOUR PRIVATE EVENT AT
THE WHITE HOUSE HOTEL, THE SHIP INN, OR MERMAID TAVERN
TALK TO OUR TEAM t: 01481 750000 e: events@herm.com**

POLITE NOTICE

We are always delighted to welcome guests to Herm, and our dedicated island team takes great pride in offering warm hospitality and excellent service to ensure every visitor enjoys a memorable experience. Herm is not only a special destination but also home to a small community of residents who truly enjoy sharing the island with others and greatly value the appreciation and respect shown by our guests.

We kindly ask that all visitors treat our staff and fellow guests with the same courtesy and respect they would wish to receive. While we always aim to handle situations with understanding and professionalism, we do have a duty to ensure a safe and positive environment for everyone on the island.

In rare instances, should behaviour fall short of these expectations, we may need to take appropriate steps, which could include asking individuals not to return.

Thank you for helping us maintain the warm and respectful atmosphere that makes Herm so special.

We hope you have a wonderful stay, and that we will welcome you back to Herm again soon!

Herm Team 