

Welcome

Dear Guest

Welcome to The Palm, Sefton Park

We are thrilled to have you stay with us and hope that you have a comfortable and relaxing time here in Liverpool.

We hope that you find everything you'll need during your stay but If you find anything is broken, missing, or not to your liking please tell us straight away and give us the opportunity to fix it - we promise we will act quickly.

As a family-run operation, your booking means a great deal and we genuinely wish that you have the best possible stay at The Palm.

So, if there is anything we can do to help your stay be the best it can be, please just ask.

Thank you for choosing to stay with us!

Best wishes

x

Key Information

This guide has been prepared to help you settle in with ease and includes useful information about the property, check-in, house rules, appliances, local recommendations, and check-out.

Should you need assistance during your stay, support is available throughout your visit.

PROPERTY ADDRESS

16 The Palm
6 Ibbostons Lane
Liverpool
L17 1AL

GPS - 53.38177101079638, -2.929326158104764

Google Maps - <https://www.google.com/maps/dir//l17%20al>

CONTACTING US

For any non-emergency queries during your stay, we kindly ask that all communication is made through the **Airbnb App** or **Airbnb website**. This helps keep all correspondence in one place, ensures nothing is missed, and allows us to respond as quickly and efficiently as possible.

In an emergency requiring police, fire or ambulance services, please dial 999.

For emergencies requiring our immediate assistance, please contact via:
WhatsApp: 07535 017 748
Telephone: 07535 017 748

EMERGENCY INFORMATION

In case of an emergency dial: 999

If you require emergency Police / Fire / Ambulance dial : 999

The full address property address is:

16 The Palm
6 Ibbostons Lane
Liverpool
L17 1AL

You will need to provide the Emergency Services access :

- **Drive Gate: 07904 319 372**
- **Pedestrian Gate: 0741**
- **If you do call any emergency service, please inform us on:
07535 017 748**

NON - EMERGENCY

- **NHS Non-Emergency: 111**
- **Police Non-Emergency: 101**
- **Nearest Walk-in & Urgent Treatment Centre:**
Old Swan NHS Walk-in Centre
Crystal Close, off St. Oswald Street, Liverpool, L13 2GA
- **Nearest Pharmacy: Tesco Pharmacy - 184-198 Aigburth Road**

CHECK IN BY CAR

AFTER 3:00PM

Early check-in requests are subject to availability and must be arranged in advance.

The Palm is accessed via a private pedestrian gate and separate vehicle entrance leading into the Ashbury Brook development.

The property is located at 6 Ibbotson's Lane, please follow the steps below on arrival:

Step 1 – Arrival By Car

Upon arriving at Ibbotsons Lane the development where the property is located will be on your right hand side. The driveway gate will be the first private double gate as you proceed down the road

Driveway Gate Instructions:

To open the gates to the development please dial using your mobile the below telephone number.

The gates will automatically open and close.

DRIVEWAY (CAR) ACCESS CODE:

07904 319 372

Step 2 – Parking

Proceed down the slopped driveway to the end of the drive.

You will find the property on the right hand side.

Parking is available for up to three vehicles, in front of the property.

Please only park within the allocated parking area.

EV charging:

The property comes equip with one EV charging port for your convenience. It is a standard plug in and charge set up.

There is No additional charge for the use of the EV charger.

Full user instructions can be located on our website.

<https://www.ashburyresidential.co.uk/ashburyretreatsmanuals>

Step 3 – Access to Property

Access to the property is via Key.

The key is located within a lock box next to the front door.
Please entre the below code into the lock box, to access the Key.

Lock Box Code:

1709

**Please close the lock box and scramble the code once you have
secured the key.**

Step 4 - De -arming The Alarm

The property is secured with a alarm for your reassurance.

The alarm will beep upon entering the property.

Please entre the below code to disarm the alarm.

Alarm Code:

2811

Step 5 - Locking the Entrance Door

Please lift the handle to the entrance door to lock.

Step 6 - Resetting The Alarm

Please entre the above code and press the full button. The alarm will
begin to beep and is now set.

If you have any questions or need assistance during check-in, please
don't hesitate to reach out; we are happy to help and want your arrival to
be as smooth as possible.

CHECK IN_{BY FOOT}

AFTER 3:00PM

Early check-in requests are subject to availability and must be arranged in advance.

The Palm is accessed via a private pedestrian gate and separate vehicle entrance leading into the Ashbury Brook development.

The property is located at 6 Ibbotson's Lane, please follow the steps below on arrival:

Step 1 – Arrival By Foot

Proceeding from Sefton Park the pedestrian gate into the development is the first full height gate on the right hand side that you will reach along Ibbotsons Lane.

PEDESTRIAN GATE CODE:
0741

Step 2 - Pedestrian Gate Instructions:

To open the single gate to the development please press the above code into the panel located on the wall next to the gate. You will hear a click this indicates the gate is unlocked - please push the gate to open.

The gate does not automatically close, so we would kindly ask that you close it behind you.

Step 3 - Locating the Property

Once through the pedestrian gate, proceed left along the pathway. You will reach a slopping driveway. Turn right down the drive way. The property can be located at the bottom of the driveway on the right hand side.

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If you have any questions or need assistance during check-in, please don't hesitate to reach out; we are happy to help and want your arrival to be as smooth as possible.

House Keeping & House Rules

To ensure that all guests have a pleasant and comfortable stay, we kindly request that all guests adhere to the following summary guidelines below.

Full house rules and information can be found on the subsequent pages.

- Please respect our neighbors and local residents and keep noise to a minimum after **10 pm** till **8am**
- No smoking in or around the property or development
- No pets allowed
- No BBQs, Firepits, candles allowed in the property or within external areas
- Glitter or confetti are not allowed in or around the property
- The use of banned recreational substances is prohibited

House Keeping & House Rules

NOISE ETIQUETTE

We ask that you please be considerate of all our neighbors' and local residents by always keeping noise to reasonable levels.

Please consider that during the evening any noise travels much further due to the location. Excessive noise and disruption could result in you or your party having to leave the property. Any behavior that is deemed anti-social or where there is a failure to follow any of the developments or property safety signs and instructions could again result in you or your party having to leave the site.

We ask all guests to keep noise to a minimum by **10pm till 8am**

NO SMOKING

A strict non-smoking policy is in place inside or outside The Palm or development. If it is found that you have smoked inside the property, there will be a charge for cleaning of £500.

NO PETS

A strict no pets policy is in place within the property; this is for the convenience and comfort of all our guests. If it is found that you have had a pet inside the property, there will be a charge for cleaning of £500.

House Keeping & House Rules

NO BBQ / FIRES / FIREPITS / CANDLES

For the safety of guests, neighboring residents, and the property, BBQs, open flames, fire pits, and candles are strictly prohibited anywhere within the residence, garden, or grounds.

NO GLITTER & CONFETTI

To help protect the property, gardens, and local wildlife, glitter and confetti are strictly prohibited anywhere on the premises, including all indoor and outdoor areas.

NO RECREATIONAL SUBSTANCES

For the safety, comfort, and wellbeing of all guests and neighboring residents, the use of illegal or recreational substances is strictly prohibited anywhere on the property, including all indoor and outdoor areas.

House Keeping & House Rules

PRE-AUTHORIZED DAMAGE DEPOSIT

Depending on your booking facility we may place a temporary hold on the card used at the point of booking as a cautionary deposit. Providing the property has been left in a satisfactory condition, we aim to refund the deposit within two working days of your departure.

Once the funds have been released from the booking, the processing time it may take to return to your bank will depend on your bank's processing time – some banks may take up to 30 days to release the funds.

BREAKAGES

We understand that accidents happen, so in the event that you experience any breakages during your stay, please don't hesitate to notify us. We will be happy to replace any items, where possible, during your stay.

Please note : We reserve the right to charge guests the cost of rectifying damaged to the property or structure. Any damages or breakages that are considered unreasonable will be charged to your damage deposit upon checkout or once the damage has been brought to our attention.

We will, however, make every effort to rectify any damage internally prior to contacting specialists to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.

In the event that any items within the property are not working properly, please let us know as soon as possible during your stay so we can promptly repair or replace them.

House Keeping & House Rules

WASTE DISPOSAL

We kindly ask that all guests staying in The Palm use the bins provided in the kitchen area and the external bin storage area located within the garden. Recycling and general waste are labeled on all indoor and outdoor receptacle.

REMOVAL OF THE PALM PROPERTY

We reserve the right to charge guests the cost of replacing any items that are removed from the premises without consent. The charge will be the full replacement amount of the missing item, including any shipping charges. Should the fact that the item is missing become evident after the guest has departed, we reserve the right to make a charge to the guest's pre-authorized card or send an invoice for the amount.

LOST PROPERTY

If you have left any personal belongings behind during your stay, please contact us as soon as possible with a description of the item(s). We will do our best to locate and arrange the return of any belongings found.

Please note: that postage and packaging costs may apply for returned items. Unclaimed items may only be stored for a limited period before being donated or disposed of.

House Keeping & Instructions for Use

KITCHEN AREA

The kitchen is fully equipped with everything you should need during your stay including: a basic first aid kit and fire safety equipment. You will find a separate fridge and freezer, oven, microwave oven, hob, dishwasher, boiling hot water tap (please take caution when using, and review the online user guide for instructions on how to operate safely), coffee machine, wine fridge, crockery, glassware, utensils and vacuum all for use during your stay. There are dishwasher tablets, washing up liquid, an antibacterial spray, and cloths located underneath the sink, enough to get you comfortably started. The iron/ironing board can be found in the bedroom wardrobe.

COOKING

The property offers a number of appliances and some are housed within the built in tall unit located to the rear of the kitchen .

We request that the sliding unit doors remain open when the Microwave oven, Toaster, coffee machine and any other appliance is in use in this area . Door(s) should only be closed when the used appliance has completely cooled .

House Keeping & Instructions for Use

DISHWASHER

The dishwasher is located within the kitchen and is available for your convenience. Please load dishes carefully, use one dishwasher tablet per cycle, and start the machine once full.

We do provide a starter number of dishwasher tablets for your convenience, but we cannot guarantee products are suitable for sensitives or allergies. Please ensure that all dishwasher tablets are kept out of reach of children.

WASHING MACHINE & TUMBLE DRYER

The washing machine and tumble dryer are available for guest use and are located within the utility space. Please use only small amounts of detergent and follow the instructions found via our online manuals - QR code located next to the entrance door or visit our website via:

<https://www.ashburyresidential.co.uk/ashburyretreatsmanuals>

Tumber Dryer Instruction for Use :

- Kindly remove items promptly once cycles are complete
- **Please remove and empty the tumble dryer drawer of water after Every Use**

We do provide a starter number of washing pods for your convenience, but we cannot guarantee products are suitable for sensitives, allergies or babies/children. Please ensure that all washing pods are kept out of reach of children.

House Keeping & Instructions for Use

HEATING AND COOLING

The house is fitted with individual panel heating throughout. The heating system is controlled using the thermostat located on the panel within each room. Adjust the temperature using the up and down controls for your comfort, and please turn the system off when windows or doors are open. Electric plug-in fans can be located within the wardrobes of the bedrooms.

Further instructions can be found from our online manuals accessed by scanning the QR CODE located at the entrance door or via:

<https://www.ashburyresidential.co.uk/ashburyretreatsmanuals>

TELEVISION

Televisions are located within each principle room (Living room, Bedroom 1, Bedroom 2, Bedroom 3). The televisions can be turned on using the remotes provided. Use the input or source button if needed and access streaming services or channels as indicated on the screen. Please sign out of any personal accounts before check-out.

AUDIO SYSTEM

Amazon Echo Dot speakers are provided for guest use and are located in the living area and Bedroom 1. Guests are welcome to use them to play music, listen to radio, check the weather, or set timers during their stay. Please be mindful of volume levels, particularly during the evening, and ensure music is kept at a respectful level for our neighbors.

House Keeping & Instructions for Use

Body Products

We provide a starter amount of hand wash, shower gel, shampoo, and conditioner, along with complementary bath soap and salts for you to relax. We do our best to ensure our products are biodegradable and vegan, but we cannot guarantee products are suitable for sensitives, allergies or babies/children

If required, you may view the products that we use via the QR code below:



Further instruction manuals and user guide are also available via the above QR Code or:

<https://www.ashburyresidential.co.uk/ashburyretreatsmanuals>

Amenities & provisions

A first aid kit is available for guest use and is located in the utility space, fixed to the wall on the right-hand side.

AMENITIES

- Single Oven
- Microwave OVEN
- Fridge
- Freezer
- Induction Hob
- Boiling Hot Water Tap
- Toaster
- Coffee Machine
- Wine Fridge
- Amazon Speakers
- TVs
- Wi-Fi
- Outdoor Seating
- Private Parking
- EV charging port
- Safe DEPOSIT BOX

WHAT'S PROVIDED

- Crockery
- Cutlery
- Utensils
- Tea Towels
- Olive Oil
- Salt & Pepper
- Cleaning Soap
- Dishwasher Tablets
- Body Soap
- Bath Towels
- Bedding
- Iron & Board
- Outdoor Blankets

Please note :

We do provide a starter amount of each product for your convenience, but we cannot guarantee products that are suitable for sensitives, allergies or babies/children are present during your stay or that products that are suitable for sensitives, allergies or babies/children have been used.

Wifi

Network

THEPALM

Password

K29j1X9ipw9tvp

scan the QR code to get connected



SAFETY INFORMATION

In case of an emergency call 999

FIRE EXTINGUISHER

Located on the right hand side wall within the utility space.

This can be used on any fire, including an electrical fire – please follow the instructions on the cylinder.

FIRE BLANKET

Located on the right hand side wall within the utility space.

This is used for cooking fires, such as those involving the hob, oil, or microwave. Please follow the instructions on the front of the blanket. It is an offence to misuse, remove, or break any item that is provided to protect the health, safety, and welfare of yourself and others.

FIRST AID KIT

A first aid kit is available for guest use and is located in the utility space, fixed to the wall on the right-hand side. Please use as instructed on the products.

Places to dine & drink

Lark Lane

You are a stone's throw away from Lark Lane, this bohemian hotspot offering a diverse, intimate dining, drinking scene with historic pubs, cozy wine bars, sunny beer gardens and great restaurants, bistros, and cafés.



Seel Street & Ropewalks

Widely considered the best area for a lively Saturday night, offering a high concentration of bars and clubs.



Mathew Street

Famous for its music history (The Beatles), this area is packed with bustling, iconic, and historic pubs like The Cavern Club and The Grapes.



Castle Street

Castle Street in Liverpool is a premier dining and drinking destination known for its blend of historic architecture, stylish cocktail lounges, restaurants and intimate wine bars.



Places to dine & drink

TRADITIONAL PUBS

- Philharmonic
- Baltic Fleet
- Fly In The Loaf
- Dove Dale Towers

GREAT EATS

- Wreckfish
- Maray
- Nord
- Rudy's
- The Quarter
- Belzan
- Lunko by The Butterholic
- Minna
- Freida Mo's
- Polidor 68
- The Watering Can
- Luca
- Barnacle
- Art School
- Panoramic

SOMETHING FOR EVERYONE

- Blackstock Market
- Bold street



Attractions

Great parks

- Sefton - The palm House
- Calderstones

Amazing buildings

- The Three Graces (UNESCO Listed)
- The Albert Docks
- St. George's Hall
- Royal Liver Building Tour
- William's Tunnels
- Liverpool Cathedral
- Metropolitan Cathedral

Museum and Galleries

- Tate Art Gallery
- Walker Art Gallery
- Lady Lever Art Gallery
- Maritime Museum
- World Museum
- Liverpool Museum
- Blue Coat
- Atkinson

Shopping

- Liverpool One
- Bold Street
- Met quarter

The Beatles

- Liverpool Beatles Museum
- The Beatles Story
- Penny Lane
- Strawberry Field
- The Cavern Club
- The Beatles Statue
- The Ferry
- Magical Mystery Tour

Theatres & Arenas

- Liverpool Empire
- Royal Court
- Playhouse
- Everyman
- Epstein
- Utility
- The Hope Street
- The Olympia
- Shakespeare North Playhouse
- M&S Bank Arena

CHECK OUT

BEFORE 11:00AM

Thank you for choosing to stay with us.
We truly appreciate you being our guest and hope your time here was comfortable, relaxing, and memorable.

Before departing, we kindly ask that you ensure:

- you have all your personal belongings
- all windows and doors are closed
- lights and panel heaters are turned off
- any used dishes are placed in the dishwasher
- towels are left in the bathroom
- any trash is disposed of in the designated bins outside

The key should be returned to the Lock Box and securely closed and code scrambled.

We appreciate your time with us and hope you had a wonderful stay.

LOST / LEFT PROPERTY

If you have left any personal belongings behind during your stay, please contact us as soon as possible with a description of the item(s). We will do our best to locate and arrange the return of any belongings found. Please note that postage and packaging costs may apply for returned items. Unclaimed items may only be stored for a limited period before being donated or disposed of.

Thank you

Thank you for choosing to stay with us.
We truly appreciate you being our guest and hope your time here was
comfortable, relaxing, and memorable.

If you enjoyed your stay, we would be grateful if you considered leaving a
review, as it helps future guests and supports our hosting journey.

Safe travels, and we hope to welcome you back again in the future.

Best wishes
x

Product Ingredient

For full list of ingredients please view the suppliers direct websites.

Bath Soap

Baylis & Harding Goodness

- 98% naturally derived
- Vegan
- Aqua (Water, Eau): Base ingredient.
- Cocamidopropyl Betaine: Mild plant-based cleanser.
- Sodium Lauroyl Methyl Isethionate: A gentle, sulfate-free surfactant.
- Glycerin
- Parfum (Fragrance): Oud, cedar, and amber blend.
- Organic Extracts: Origanum Vulgare (Oregano) Extract, Citrus Limon (Lemon) Fruit Extract.
- Essential Oils: Lemon, Patchouli, Sandalwood.

Bath Salt

Radox

- Sea Salt
- Propylene Glycol
- Parfum (fragrance)
- natural peppermint scent

Hand Wash

Baylis & Harding Goodness

- 98% naturally derived
- Vegan
- Organic Extracts: Origanum Vulgare (Oregano) Leaf Extract and Citrus Limon (Lemon) Peel Extract.
- Glycerin, Panthenol (Vitamin B5), and Allantoin.
- Essential Oils: Includes Lemon, Patchouli, and Sandalwood

Product Ingredient

For full list of ingredients please view the suppliers direct websites.

Shower Gel

Baylis & Harding Goodness

- 98% naturally derived
- Vegan
- Aqua (Water, Eau): Base ingredient.
- Cocamidopropyl Betaine: Mild plant-based cleanser.
- Sodium Lauroyl Methyl Isethionate: A gentle, sulfate-free surfactant.
- Glycerin: Moisturizer.
- Parfum (Fragrance): Oud, cedar, and amber blend.
- Organic Extracts: Origanum Vulgare (Oregano) Extract, Citrus Limon (Lemon) Fruit Extract.
- Essential Oils: Lemon, Patchouli, Sandalwood.

Shampoo

TRESemme

- Sodium Laureth Sulfate, Cocamidopropyl Betaine, TEA-Sulfate.
- Glycerin, Dimethiconol (silicone), Tocopheryl Acetate (Vitamin E), Panthenol.
- Sodium Chloride, Carbomer, Glycol Distearate.
- Sodium Benzoate, Citric Acid, Disodium EDTA, Fragrance, Mic

Conditioner

TRESemme

- Lactic Acid, Panthenol, Glycerin.
- Stearamidopropyl Dimethylamine, Behentrimonium Chloride, Cetrimonium Chloride.
- Dimethicone, Amodimethicone, PEG-7 Propylheptyl Ether.
- Tocopheryl Acetate (Vitamin E), Amino Acids, Ceramide NG

Thank you

Please leave us a review

THE PALM | SEFTON PARK