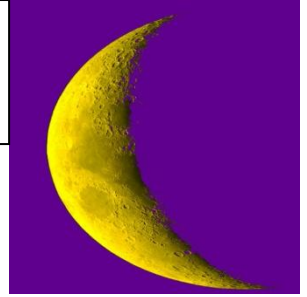


Moonlight Apartment



The User Manual

We know you're not staying here so that you can read this, however entertaining it may be. So if you can't be bothered, or the answer isn't here, don't be afraid to call or text us.

The number is 0794 439 2971.

How To

Get in and out of the apartment and car park

The yellow key unlocks the door at street level next to the lift. The black key is for the door at street level at the front of the building. The green key unlocks the Apartment, which is on the second floor, no 32.

To get into (or out of) the underground car park, press the left hand button on the remote control on the keyring: the gate will raise.

You can also use the pedestrian entrance to the garage: the code to open the door is C5790X.

Please park only in the space marked 32, and remember to keep the permit in your windscreen. We don't want you to end up clamped!

The car park gate shuts itself after about 1 minute.

To get from the car park to the lift, press 1234X on the door lock.

Open the windows

The outside sash windows slide up and down and are locked in position with small levers.

Four of the windows also have internal double glazing. This slides up and down, too. To unlock them, use the one central lever and slide the top or bottom half up or down.

Please be aware that the two outer catches release these windows for maintenance - so don't use them unless you fancy a bit of window cleaning.

Work the TV/ DVD / CD Player - in the Living Area

Find the remote control which says "Toshiba" on it.

Press the top left-hand button to switch the TV on.

Make sure the knob on the speaker at floor level (left) is turned about halfway round, and the power to this speaker is switched on at the wall outlet.

Then use the PROG ↑ ↓ buttons to change channels. If you press 'EPG' you will see a programme guide. On this TV, you can listen to radio on some channels.

To play a DVD / CD, hold the disc with its label towards you and push it into the slot at the top left side of the TV. The disc will start playing.

To return to watching TV, eject the disc by pressing the upper button above the disc slot in the TV up to 3 times.

Work the TV - in the Downstairs Bedroom

Find the remote control which says "Bedroom TV" on it.

Press 'Power'.

If there's nothing sensible on the screen, press '1'

Then use the 'DVB CH+' and 'DVB CH-' buttons to change channels. On this TV, you can

listen to radio by pressing 'TV/Radio'. (Press the button again to return to watching TV.)
For a programme guide, press 'EPG/SIZE'.



Work the TV – Upstairs

Find the remote control which says "Upstairs TV" on it.

To switch on the TV press the top left button on the remote control.


Press 'EPG' (on the left, under '7') to see what programmes are available; use the arrow keys to move around the guide, and 'OK' to choose a channel to watch. Then press 'EPG' again to close the guide.

On this TV, you can listen to radio on some channels.

To play a DVD, press 'SOURCE' on the remote control (5th button down on the right). Then use the arrow keys to choose 'DVD', and press 'OK'.

Now, on top of the TV, press the 'EJECT/OPEN' button on the far right. Pull out the disc drawer from the right of the TV. Click the DVD onto the spindle with the label towards you. Now close the disc drawer.

To play the DVD, if it doesn't start by itself, press the key marked '>||' on the left of the remote control, near the bottom.

To stop playing the DVD, press the  key (just to the right of '>||') *twice* and then use the EJECT/OPEN button on the TV to remove the disc.

Work the curtains in the Downstairs Bedroom

Find the remote control which says "Curtains".

Point it towards the window, and press the 'A ><' button to close the curtains, or the 'A <>' button to open them.

Work the fire in the Living Area

Turn on the switch on the wall to the right of the fireplace. The fire should light up in a reassuring way. If it doesn't, or to control the heat, use the handle at the bottom left of the fire to open the door. You can then control the temperature, using the dial marked 0 – 9, and the airflow, using the switches marked 0/I/II/III.

Work the heaters in the bedrooms

Move the red switch from '0' to .

Use the knob to raise or lower the heat.

Work the heater in the Bathroom

To increase the heat, press '+' on the control on the bottom of the towel rail radiator.

Entertaining red lights will flash while the heater works to achieve the temperature you desire. To reduce the setting, press '-', and to turn it off, press '0'.

Get more hot water

Water is heated by night storage, and lives in a reassuringly big tank. If the hot water is used up, you can operate a boost heater which will provide some more if you're patient for a little while.

To operate the hot water boost, open the cupboard next to the spiral staircase and look at the right-hand wall.

There's a small white control box with a button on it.

To heat the water for half an hour, press the button once.

To heat it for 1 hour, press it twice; or to heat for 2 hours, press 3 times.

A light shows which of these periods you have chosen, and the boost switches itself off at the end of the period so you don't have to remember to do so.

Work the Entryphone

If you hear a squeak from the Entryphone, someone is at the street level door.

If you're not expecting visitors, they probably pressed the wrong button... but if you'd like to talk to them, lift the grey phone on the wall near the Kitchen, and just talk.

To unlock the street level door, push the lower grey button, and tell them to push on the door.

Work the Oven

If necessary, turn on the power using the 'Oven' switch on the kitchen wall.

Use the dials on the oven to control temperature and oven / grill functions. The temperature is in degrees Celsius.



Work the Hob

If necessary, turn on the power using the 'Cooker' switch on the kitchen wall. Use the touch controls to control the hotplates.

Work the Dishwasher

Open the door to the right of the oven.

If there is no red light on the control panel, turn on the power using the 'Dishwasher' switch on the kitchen wall.

Press the 'Prog' button to choose a wash program – from a delicate rinse on the left, to a full-powered scalding wash on the right. Choose a different program each time you wash, otherwise (for some unfathomable reason!) it may simply refuse to start up. Each program is identified by a flashing red light. When the light is steady, it's ready to go. Put a dishwasher tablet (from the cupboard under the sink) in the compartment in the door, and close it.

When you close the door the dishwasher will start. (When the process has finished, the red light will have turned from steady back to flashing.)

Work the Washing / Drying Machine

Turn on the power using the 'Washer' switch on the kitchen wall.

To use the knobs, push them in to unlatch them and they will pop out.

Turn the rightmost knob clockwise to choose a wash program, and the one next to it to choose a wash temperature. The knob marked from 600 to 1600 selects the spin speed; the one marked from 30 to 120 selects the drying time in minutes.

Put detergent into the dispenser drawer using the compartment marked '2', and fabric conditioner in the front compartment. These are stored in the cupboard under the sink. Load washing and start the machine using the on/off button.

When the program is finished, switch off the machine using the on/off button and wait for 2 minutes. Then you will be able to open the door – but please check first that there is no water in the drum.

If there *is* water in the drum, or for more program options, please consult the manual at the end of this document.

Access the Internet (using your smartphone / tablet / laptop)

Wireless Internet access is provided free of charge. Make sure your device's wireless facilities are switched on and follow your usual procedure to attach to the wireless network called 'moonlight'. The WEP password for the service is *sausages*.

Very occasionally, if you seem to have connected OK to the 'moonlight' network but you can't browse the Internet, it's necessary to reset the Internet Router equipment. To do this, look in the cupboard under the stairs. Find the circuit breaker marked "Internet", and (traditional IT solution coming up) switch it off [down] and on again [up]. Then reconnect, and try again...

Use the telephone

The phone is next to the Living Area door.

Calls are free to UK landlines, and to Ray and Sharon's mobile numbers.

The phone number is 0191 384 4531, or from outside the UK, +44 191 384 4531.

The Emergency number is 999.

What if



The power goes off

There's a torch below the 4-way light switch just inside the Living Area door.

Open the cupboard under the staircase, and make sure that all the switches are in the up position. If they are, there's been a power cut – we suggest lighting a romantic candle (please do not leave this unattended!), or finding a bar that's still got power.

A bulb blows

There are spare bulbs for all lights in the top left-hand drawer of the display unit in the Living Area. If you are less than 100% confident that you can change the bulb safely, just let us know and we'll take care of it for you.

A battery goes flat

There are spare batteries for the remote controls in the top left-hand drawer of the display unit in the Living Area.

There's a water leak

The water can be turned off using the stopcock in the wardrobe cupboard upstairs. Slide the right-hand trellis screen to the left. The tap is on the wall beside the hot water tank. Turn it firmly clockwise, and phone us.

There's a very small fire

The fire extinguisher is in the cupboard under the sink in the kitchen.

Please remember to tell us if you have to use it – we need to make sure it's full for next time.

There's also a fire blanket on the side of the refrigerator.

You hear an alarm

A continuous tone from the alarm in the corridor means fire – act as below!

There's a serious fire

Do not stop to collect belongings – your safety is more important.

Feel the outside door. If it is not hot, exit through this door and press the red fire alarm on the wall facing you. Go straight through door in front of you, down staircase to street level and raise alarm.

If outside door is hot, stay inside.

Use telephone in Living Area next to door.

Dial 999, say "Fire at 32 St Andrews Court Durham". Do not put phone down, ask for advice from Fire Service.

If fire is in downstairs area of Apartment, and you are in the bedroom upstairs, you can exit through door near TV. Go straight down the staircase to street level and raise alarm. This door will lock closed behind you.

You need Police or Ambulance services

Use telephone in Living Area next to door.

Dial 999, ask for Police or Ambulance.

You are at 32 St Andrew's Court, Durham, DH1 3AH.

Do not put phone down until advised to do so.

Where is



The place for rubbish

If you need to get rid of excess rubbish, the communal bins are reasonably easy to find and not unpleasant.

Take the lift to the ground floor.

Walk out of the door and turn left, then turn right round the side of the building.

There are 3 doors on your left. The middle of these houses 3 enormous rubbish bins.

Remember to take your keys with you – you'll need them to get back in. The code for the lock on the bin store door is CY2467 (this is noted on a label on the door under the sink).

The nearest shop

A convenience store is in the same building, directly below the Apartment.

For more serious shopping, Tesco and M&S are 5 minutes away in the Market Square.

The nearest bank / cashpoint (ATM)

From the car park ramp, turn right up the slight hill and HSBC bank is on the left.

The nearest chemist / pharmacy

From the car park ramp, turn left and immediately turn left at the traffic lights uphill into the pedestrian area and over the river. At the top, turn right; Boots chemists is 100m ahead of you on the right.

Tourist information

Please call Durham Visitor Contact Centre on 03000 26 26 26, or browse to

<http://www.thisisdurham.com>

The nearest church

Well, there's the Cathedral: if you haven't found that yet, you haven't been looking. From the car park ramp, turn left and immediately turn left at the traffic lights uphill into the pedestrian area and over the river. At the top, turn right, then left up the hill, and turn right up the narrow street.

There are Methodist and Catholic churches closer to the Apartment: from the ramp, turn left and then turn right at the traffic lights, and they are both on your right – Methodist (Elvet Church) first, and Catholic (St Cuthbert's) second.

The nearest doctor

St Margaret's Health Centre, open Monday – Friday 0830 – 1800. Telephone 0191 384 3895. Please see map, reference A, about half a mile away.

The nearest dentist

Mr P Newton, open Monday – Friday 0900 – 1700. Telephone 0191 384 8231. From the car park ramp, turn left then turn right at the traffic lights. The dentist is on your right at 18 Old Elvet.

The nearest optician

Alistair Wade, open Monday – Saturday 0900 – 1700. Telephone 0191 384 9770. From the car park ramp, turn left and immediately turn left at the traffic lights uphill into the pedestrian area and over the river. The optician is on your right.

The nearest accident and emergency hospital

University Hospital of North Durham, open all hours. Telephone 0191 333 2333. Please see map, reference B, about 1½ miles. Also, for less urgent health advice at all hours, you can contact NHS by telephoning 111.



The nearest markets

Durham Indoor Market was established in 1851, and the stallholders can provide an impressive range of fresh local produce and interesting goods. It's open Monday – Saturday 0900 – 1700. This is supplemented by another 30 outside stalls on Saturdays, and a monthly Farmers' market on the 3rd Thursday of each month. Where are they? The Market Square - from the car park ramp, turn left and immediately turn left at the traffic lights uphill into the pedestrian area and over the river. At the top, turn right and the square is ahead of you, with the entrance to the indoor market on the left of the church.

The nearest swimming pool / gym / fitness suite

This is situated in Freeman's Quay, reached from the very central Walkergate area in the city. It's open 0630 – 2230 (weekdays) and 0800 – 1930 (weekends), and closed on public holidays, with last admission 1 hour before closing. Telephone – 0300 026 8488

The nearest taxi

There's sometimes a taxi lurking right outside on the main road. If not, try calling 0191 386 6662 or 0191 306 0606.

There will inevitably be other things you'd like to know: we'd love the chance to display our local knowledge, or to find out the answers for ourselves. Just give us a ring or text on 0794 439 2971.

Finally

On departure, all you need to do is leave the keys (and the permit for the car park, if you needed it) on one of the tables. We'll come round and lock up after you have gone. There's no hard and fast checkout time – you're welcome to stay until at least midday, and later if you wish, providing there's no-one coming in to the Apartment on the same day.

If you could be bothered to review your stay on Tripadvisor when you have a moment, that would be great!

Have a good onward journey...

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