

WELCOME BOOKLET GÎTE BIENVIENNUE

1. OWNER INFORMATION

- Owners: Jan Ponselee & Annika Plevoets
- Address: Rue de la Motte 12, 37800 Marcilly-sur-Vienne
- Phone Jan: +33 6 80 84 91 08
- Phone Annika: +33 7 89 23 87 16
- E-mail: info@bienviennue.com
- Website: www.bienviennue.com

2. EMERGENCY NUMBERS

- General European emergency number: 112
- Fire department: 18
- Ambulance (SAMU): 15
- Police / Gendarmerie: 17
- Closest doctor:
 - Dr. Daiana Serban:
 - ✓ Centre Commercial, Rue Guy de Nevers
 - ✓ 37800 Nouâtre (Centre)
 - ✓ Tel: +33 2 47 65 50 27
- Closest pharmacy:
 - Pharmacie Millet Christine:
 - ✓ 14 Rue Guy de Nevers, 37800 Nouâtre
 - ✓ Tel: +33 2 47 65 20 28
- Closest emergency rooms:
 - Centre Hospitalier de Chinon:
 - ✓ 40 Rue de la Digue St-Jacques, 37500 Chinon
 - ✓ Tel: +33 2 47 93 61 61
 - Centre Hospitalier de Châtellerauld Urgences:
 - ✓ Rue du Dr Luc Montagnier, Rocade Est, 86106 Châtellerauld
 - ✓ Tel: +33 5 49 02 90 72

3. HOUSE INFORMATION

3.1 WIFI

There are two wifi networks available:

- Indoors (rooms & living space):
 - ✓ Network: Livebox-4D50
 - ✓ Password: YDFxh6Y4KSPU5TjmjEm
- Terrace & garden:
 - ✓ Network: Antenne Festa Terrasse
 - ✓ Password: BienViennue@

3.2 WASTE SORTING

Please help us sort waste correctly, according to the local rules in Marcilly-sur-Vienne.

In the kitchen, there is a waste cabinet with three bins (for general waste, PMD & paper, and cardboard) and a separate black bin for organic waste. A blue plastic crate for glass is also provided.

- General Waste Grey bag (Bin A)
 - What is allowed:
 - ✓ Food scraps
 - ✓ Dirty or greasy paper
 - ✓ Plastic bags and non-recyclable packaging
 - What is not allowed:
 - ✓ Batteries, electronic devices
 - ✓ Paint, glass
 - Is the bag full? → Tie it tightly and place it in the large grey container outside.
 - Need a new bag? → Just ask us, we'll gladly provide one.
- Packaging & Paper Yellow bag (Bin B)
 - What is allowed:
 - ✓ Plastic bottles and flasks
 - ✓ Cans and metal packaging
 - ✓ Cardboard packaging
 - ✓ Newspapers, flyers
 - ✓ Milk and juice cartons
 - What is not allowed:

- ✓ Plastic wrap or bags
 - ✓ Dirty paper or food scraps
- Is the bag full? → Tie it and place it next to the grey bin outside.
- Need a new bag? → Just ask, we have plenty available.
- Large Cardboard (Bin C)
 - Only clean and dry cardboard
 - Please flatten boxes
 - No pizza boxes with food residue
 - Is the bin full? → Let us know, we'll take care of it.
- Organic Waste Black bin
 - Use for vegetable & fruit scraps like peels, cores, coffee grounds, tea leaves...
 - Please empty this daily (especially in warm weather) or as soon as it's full
 - The compost heap is located behind the large transport container, near the parking area.
- Glass Blue plastic crate
 - What is allowed:
 - ✓ Empty bottles without cap
 - ✓ Jars and glass pots
 - What is not allowed:
 - ✓ Porcelain or dishes
 - ✓ Mirrors or window glass
 - Is the crate full? → Empty it in the large glass container outside, next to the general waste bin.
- Additional Info
 - We put out the correct bags at the right time
 - Doubts? Just ask — we'll gladly help.

3.3 FILTERED WATER

Tap water in the gîte is safe to drink and can be used for cooking or filling pots.

However, the local water is hard (high lime content), so we ask you to always use filtered water in appliances like:

- the kettle
- the espresso machine
- the regular coffee machine

We provide:

- a large 8L BRITA filter in the kitchen
- and a BRITA carafe with filter in each room

3.4 FIRE SAFETY

The gîte is equipped to ensure your safety. Please follow these rules strictly:

- Smoke detectors in all bedrooms and common rooms
- A carbon monoxide detector (CO) is installed in the game room
- Two fire extinguishers:
 - One in the kitchen, next to the fridge
 - One on the second floor, near the boiler between rooms Rabelais and Foulque Nerra
- Fire blanket in the cupboard to the left of the stove
- No open flames or candles allowed, indoors or outdoors
- No smoking indoors. Outdoors only at safe distance using an ashtray
- In case of smoke or fire:
 - Leave the building immediately
 - Call emergency number 18 or 112
 - Use fire blanket/extinguisher only if safe

3.5 KEY PROCEDURE

On arrival, you receive the key in person:

- This key must remain on the premises
- Leaving the domain temporarily? → Use the key safe located between the small door and main gate
- Code: 2023
- Always turn the code dial afterward to hide it
- Only one key may leave the building: the main door key of the game room (only to reach the key safe)

At departure:

- Leave the key on the door
- If the owners are not present: place it in the key safe and close it correctly
- Lost key? → €20 fee will be charged

3.6 STREAMING PLATFORMS

The television in the game room is a smart TV with access to various streaming services.

Available apps:

- Amazon Prime Video
- Netflix
- Disney+
- YouTube
- ...

For most platforms (Netflix, Disney+, YouTube), use your own account to log in.

Don't forget to log out before you leave.

Amazon Prime Video is pre-installed with our own gîte account no login needed.

If you have any issues with the TV or remote, don't hesitate to ask us.

3.7 SWIMMING POOL (SAFETY & USE)

You may use the swimming pool during your stay at BienViennue. To ensure safety, cleanliness, and peace for all guests, please respect the following rules:

- Access & Use
 - The pool is for guests of BienViennue only
 - Children must always be supervised by an adult
 - Non-swimmers must wear armbands or flotation devices
- Behaviour
 - No food or drinks in or around the pool, including under the dome
 - No sharp objects near the pool
- Cover & Safety
 - Always cover the pool after use to maintain safety and water quality
 - Lock the pool door with the padlock (code = 2023) to prevent unsupervised access
 - The dome sides can be lifted for ventilation (will be shown during your tour)
- Maintenance & Responsibility
 - We maintain the pool regularly. Report any issues immediately
 - Use is at your own risk. BienViennue is not liable for accidents
 - Pool toys and accessories may be used freely, but please return them clean and tidy

3.8 BBQ USE

Two barbecues are available on the BienViennue property:

- Gas BBQ
 - Use costs €25 (covers gas bottle)
 - Check connection before use
 - Let cool down fully and clean all grease/residue
 - Close gas valve after use
- Charcoal BBQ
 - Classic charcoal BBQ
 - Bring your own charcoal
 - Use only in good weather and away from buildings
 - Never leave the fire unattended
 - After use:
 - ✓ Remove ashes only when completely cooled
 - ✓ Clean and degrease the appliance

3.9 Dogs

Dogs are only allowed after prior agreement and under these conditions:

- Must be supervised at all times and not roam freely
- The garden is not fenced; dog must stay near the owner and not leave the grounds
- No dogs on beds, sofas, or other furniture
- Avoid nuisance (e.g. barking)
- Clean up any droppings immediately
- Damage caused by the dog will be charged
- No other pets allowed

3.10 CLEANING PRODUCTS & LAUNDRY

We provide the necessary materials to keep the gîte tidy:

- Cleaning Supplies
 - Under the sink you'll find a vacuum, mop, bucket, brushes, and cleaning products
 - These may be used freely during your stay
 - Please store them neatly and clean after use
- Dishes & Kitchen
 - Dish soap, sponges, cloths, and paper towels are provided

- Dishwasher tablets and rinse aid are also available (due to hard water)
- Please clean countertops, hobs, and sinks after use
- Laundry
 - Washing machine and dryer are available in the storage room
 - Drying rack inside or outside (weather permitting)
 - Detergent is provided, or use your own if preferred

3.11 GARDEN FURNITURE

Guests are welcome to use the garden furniture to enjoy the peace and nature.

- Available: garden chairs, loungers, tables, umbrellas
- In the conservatory you'll find:
 - loungers for the garden
 - cushions for loungers near the pool

Please note:

- Bring cushions inside at night or in case of rain
- Furniture can be moved freely, except the two fixed terrace tables
- Terrace tables may not be placed together
- You may use a foldable table from the conservatory to extend the setup
- Foldable tables can also be used elsewhere in the garden
- At departure, leave all furniture tidy and in place

3.12 OTHER INFO

By renting the gîte, guests agree to follow the BienViennue house rules.

These cover cleanliness, peace, respect for the property, and safety.

You can find the house rules here:

→ https://drive.google.com/open?id=12_bkwMlaPEDFat6cTI64n_p_foJ8bz00&usp=drive_fs

Any questions? Just ask — we're happy to help.

4. DINING, ATTRACTIONS

Within 30 minutes of BienViennue you'll find charming villages, castles, and culinary gems.

Within 1 hour you'll discover many more hidden treasures.

Willing to drive 1–2 hours? You'll find even more unforgettable experiences.

Explore all activities here:

→ <https://bienviennue.com/en/content/53302502032/uitstappen-op-maat-bewonderen-proeven-en-beleven>

5. SPORTS & NATURE

Hiking, cycling, mountain biking, kayaking — the Loire region is a paradise for nature lovers.

Rolling hills, vineyards, and picturesque villages invite exploration.

Whether by foot, bike or kayak, there's a route for everyone.

BienViennue offers a digital library with .gpx and .pdf routes.

Details and downloads:

→ <https://bienviennue.w.mytourist.cloud/en/content/53302502074/beleef-de-loirestreek-te-voet-op-de-fiets-of-het-water>

6. LOCAL MARKETS & EVENTS

The area is buzzing with life — weekly markets, flea markets, wine festivals, village fairs.

Spring and summer bring activities almost every weekend: local food, crafts, music, evening markets...

Find the updated schedule here:

→ <https://bienviennue.com/en/content/53302502075/van-sfeervolle-markten-tot-dorpsfeesten>

7. USEFUL INFO NEARBY

Groceries, transport, quick snacks — everything is close by.

SUPERMARKETS:

- Intermarché Sainte-Maure-de-Touraine: Rue des Marchaux, Les Rôtes ZAC, 37800 Sainte-Maure-de-Touraine
- Super U L'Île-Bouchard: Lieu Dit La Rocade, 1 Rue Saint-Lazare, 37220 L'Île-Bouchard
- Aldi Sainte-Maure-de-Touraine: 126 Route des Nouâtre, 37800 Sainte-Maure-de-Touraine

BAKERY & GROCERY IN NOUÂTRE:

- Boulangerie pâtisserie Karine et Laurent Valley: 34 Rue de la Liberté, 37800 Nouâtre
- La Petite Supérette: 21 Rue de la Liberté, 37800 Nouâtre

GAS STATION:

- Intermarché Sainte-Maure-de-Touraine: Rue des Marchaux, Les Rôtes ZAC, 37800 Sainte-Maure-de-Touraine (Selfservice 24/7, goedkoopste in de regio)

FAST FOOD NEARBY:

- McDonald's: ZAC Les Saulniers 2, 37800 Sainte-Maure-de-Touraine
- La Reine de Sainte Maure (kebapzaak): 48 Avenue du Général de Gaulle, 37800 Sainte-Maure-de-Touraine
- Pizza Ranch: La Sacristie, 37800 Nouâtre

TRAIN:

- Station Maillé (TER regional line to Tours/Poitiers ideal for day trips)

→ Plan your trip: <https://www.sncf-connect.com>

- Station Sainte-Maure–Noyant: larger, more connections and flexible times

8. ECO-FRIENDLY TIPS FOR A SUSTAINABLE STAY

To combine comfort with respect for the environment, we offer you a few simple actions to adopt throughout your stay. These small gestures promote responsible resource use and help preserve our beautiful region. Thank you for following them for a more eco-friendly stay!

Our eco-friendly gestures for an eco-responsible stay:

- Turn off the tap while brushing your teeth.
- Reduce your water consumption by taking shorter showers.
- Use the dishwasher and washing machine only when they are full.
- Favor air-drying (clothes rack) instead of the dryer.
- Set the heating to a moderate temperature (for example, 19 °C in winter).
- Close the windows when the heating is on.
- Switch off lights when leaving a room.
- Bring reusable bags for your shopping instead of disposable plastic bags.
- Buy and consume local, seasonal products to reduce your carbon footprint.
- Sort your waste (glass, paper, plastic, organic) and use the on-site compost for organic waste.
- Reuse your towels several times.
- Opt for our provided filtered carafes instead of plastic bottles.
- Plan your meals to limit food waste.
- Use our digital tourist information instead of printed brochures.