

Goiz-Argi



House Manual

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Presentation



Welcome to our home! We hope that your stay will be everything you hoped for and more. The name we've given to our little piece of heaven is "Goiz-Argi" – morning light in Basque, for the abundance of light coming in from sunrise, thanks to its south-east orientation. The flat has two floors in a building with eight dwellings in all. There are four bedrooms, three full bathrooms (plus one in the garage), a large balcony and a living-dining-kitchen area. The flat in its entirety including the outdoor balcony has over 130 square metres, or 1200 square feet. In the 41-square-metre (440-square-foot) garage/storage area, there is room for two compact cars, plus bikes, surfboards and a bathroom where you can shower off after returning from the beach, before going upstairs.

The flat meets the highest energy efficiency standards and includes:

- Large windows with expansive views of the Zarautz valley, the green hills of Aia and Urdaneta, farmhouses and txakoli vineyards, and the fresh coastal air.
- Spacious bedrooms equipped with comfortable beds and large wardrobes, and smart TVs in two of them.
- Living/dining area with a sofa bed, large extendable table and a 54-inch smart TV.
- Kitchen with the latest technology, including:
 - A large fridge
 - Microwave oven
 - Conventional oven
 - Induction cooktop with three elements
 - Dishwasher
 - Pots, pans and kitchen utensils
 - Dishes, glasses and table utensils
- A large balcony with table and chairs to enjoy the fresh air without leaving the flat
- Fibre-optic internet service, with wired connections for all of the smart TVs, and fast Wi-Fi accessible from any part of the flat or garage.
- Combination washer/dryer

- Electrically operated blinds on the outside windows (the smaller blinds in the kitchen and bathroom are manually operated)
- Window shades on the sliding doors to the terrace
- Velux skylight in the upper-floor bathroom
- In one of the upstairs bedrooms, a Velux skylight with electric open/close and window shade, and another manually operated skylight with shade
- Water and radiant-floor space heating powered by heat pump. There is no gas service in this building, making for cleaner air and safer, less complicated operation of heating and cooking.

Our goal is to maximise comfort and provide a full complement of features, in a space where peace and tranquillity is the order of the day.

For any questions or comments, feel free to contact us on **+34-843-68 50 24 option 2**, via SMS or WhatsApp on **+16264287838** or via e-mail at mccay@eirelink.com. The landline number for this house is **+34-943-14 28 21**.

Community life

In order to ensure a pleasant stay for all, please keep in mind the following important items:

- You are sharing a building with seven other flats, each with a family who have also chosen this beautiful place for its serenity and quality of living. Please keep this in mind at all times.
- **Please take care of the property as if it were your own**, picking up any rubbish that you may have dropped and avoiding damage to any of the personal or shared facilities.
- The grey cemented area in front of our garage door is part of the flat's personal area, but the asphalted area belongs to all of the residents of this building and those of the neighbours at the end of the easement. While there is no problem parking on the asphalt for a few minutes to drop off the shopping or your sporting equipment, **please do not park there for any extended amount of time.**
- Please keep noise to a minimum, especially when neighbours are trying to sleep.
- **Smoking is absolutely prohibited inside the building.** Second-hand smoke has been proved to be harmful to others, and your stay here may be followed by that of someone who is sensitive to cigarette smoke. If more intensive cleaning is required after your stay due to smoking, this will be **taken from the security deposit.**
- Cigarette ends should not be tossed on the floor, on the neighbours' terraces or on the grounds around the building. **These should be disposed of correctly in the errefusa/rechazo bin** (see section on rubbish).
- Similarly, please do not shake out tablecloths, sheets, dust mops, etc. out any of the windows or from the balcony. Any refuse would fall directly onto the terrace of the neighbours who live below, where they also spend time, enjoy fresh-air dining, etc. and they are not there to clean up after us.
- **Please take extreme caution when organizing refuse as explained in the following section.** Our fellow citizens and institutions are very sensitive to ecological matters, especially in light of recent events, and great care is taken to keep an eye on what is recycled and what goes to landfills.

Parking

Garage

One of the sets of keys includes a remote control for the garage door. Entering via Amategi Kalea, our garage is the last of the eight doors on the left. Press the button on the left to open or close the garage. There is a light on a timer which lights automatically, and another light with switches by the main door and by the door to the stairwell. There is a Wi-Fi access point in the garage (**GoizArgi**) which has the same password as the one in the flat (**tokiparegabea**). The garage door also has a smaller door built into it for people to enter and exit, which opens from the inside using a door handle and from the outside with the same key that opens the door to the flat.

The garage is large enough to accommodate two smaller cars. Anything that is parked outside of the garage door, as explained on the previous page, except when loading or unloading, should not be on the asphalt, and should not obstruct access for any of the other residents. In practical terms, this means that only motorcycles or possibly a ForTwo could conceivably be parked there.

We have two bikes that our guests are welcome to use, under the condition that any damage, loss or theft is the responsibility of the guest. If you would like to use the bikes, let us know and with your acceptance of the terms, we will give you the combination for the lock.

The garage is also the best place to leave your surfboards, wetsuits and other similar items. The garage shower is also a good place to get the last bit of sand off before you head upstairs.

Street parking

At the time of writing, the town hall has not implemented any payment or timing scheme for our neighbourhood, so as long as this continues, there is no problem with parking in the designated areas. If you notice otherwise, disregard what you just read here.

In the rest of Zarautz, only permanent residents may park in the areas indicated with white stripes and the indication "R [stands for residents] 24 h». The blue stripes indicate where the general public may park.

During the official summer period from 1 June to 30 September, all of the blue-stripe areas are subject to payment and time limits.

During the rest of the year outside of the summer period, except for Zone 1 (around the town centre), there is no need to pay for parking. The town hall web page at <https://www.zarautz.eus/es/-/tao-ota> offers maps and further details.

Also keep in mind that in Zone 1 there is a "quick rotation" zone where the limit is 15 minutes.

If you plan to park in town, we recommend downloading the **mugiPark** app, which you can link to your number plate and credit card, and it makes it much easier to pay the parking fees (and any fines incurred).



Rubbish

In this town, like most others in this country, residents must categorise their rubbish for appropriate treatment and recycling, so you'll need to keep in mind which items go where. The five categories for rubbish are as follows:

Organic material



There is a brown plastic container for this purpose under the kitchen sink. To help keep things clean, we often use a bin liner that is not made of plastic, but an organic compostable material that can be tossed into the bin on the street along with its contents. These bin liners are in one of the kitchen cupboards but if you run out, then can be bought at any supermarket, or simply use the container without the bag, and just rinse it out after each use.

This bin is for:

- Vegetable matter, such as fruit, vegetables, legumes, pasta, rice, pips and stones from fruit, seeds, gardening refuse, grass and cuttings.
- Animal matter, such as refuse from meat, egg, fish, seafood and shells or peelings, bones, cheese and cheese rinds.
- Other refuse such as coffee grounds and filters, teabags, paper towels, napkins or serviettes, paper wrappers from cupcakes, egg cartons with egg remains, leftover bread, biscuits and buns, eggshells, nut shells, natural corks and toothpicks.

Plastic/metal containers/packaging

We have provided a set of bins next to the staircase. The top one is for storing plastic and metal bottles, cans and packaging until they are taken out to the bin in the street. Typically, there will be a plastic bag in this bin and once full, the entire bag is left in the yellow street bin. These items are recycled to make better use of natural resources and create less refuse for landfills.



The yellow bin is for:

- Plastic containers and packaging, such as plastic bottles (from water, juice, oil, drinks, dairy products, vinegar, etc.), plastic containers for foodstuffs (mayonnaise, ketchup, yogurt, pre-cooked meals, etc.), plastic wrapping (baked goods, sugar, biscuits, cereal, sweets, lunchmeats, eggs, etc.), plastic netting (oranges, green beans, nuts, etc.), toiletry products (cologne, shampoo, toothpaste, lotions, etc.), cleaning products (soap, softener, etc.), plastic lids and corks and polystyrene foam trays (cheese, fruit, eggs, etc.).
- Metal containers, such as from canned goods (olives, asparagus, tuna, peppers, vegetables, etc.), aluminium foil, aluminium moulds and trays (flan, pre-cooked foods, etc.), aluminium packets (coffee, mashed potatoes, biscuits, etc.), and metal lids.
- Tetra-brik containers, from drinks (juices, milk, wine, etc.), and food (biscuits, tomato sauce, soup, dairy products, etc.).

Paper and cardboard

The largest of the bins in the house is for clean paper and cardboard. This includes newspapers, magazines, advertising, bills, receipts, paper bags, wrapping paper, cardboard tubes, cardboard boxes and cardboard packaging.

⚠ Any paper soiled with food products (napkins, paper towels, etc.) should be left in the **compost** bin.

⚠ Paper soiled with other products (chemical or cleaning products for example) should go in **refuse**.



Glass

We don't have a specific container in the flat, but you can collect clean bottles and jars in your shopping bag and carry them out to the green igloo on your way to the shops or whenever necessary.



Refuse



Basically, whatever cannot be recycled goes into this bin, to be taken out to the grey street bin. When taken out, it should be in a closed plastic bag. No liquids should go in this bin. Examples of what goes in the grey bin are: nappies/diapers, disposable adult incontinence products, disposable wipes, pads, tampons and other personal hygiene products, vacuum cleaner refuse, sweepings, razors, cotton swabs, condoms, soiled fishmonger or butcher paper, Elastoplast, bandages and similar, pens, markers and similar, broken toys, broken ceramic plates or cups, cigarette ends and ashes, animal excrement.

Cardkey for the brown and grey bins



In order to leave organic refuse (brown bin) and non-recyclable refuse (grey bin), an electronic keycard is required. It can be found in the silverware drawer, on a blue keychain. This is tapped on the sensor on each bin to open them.

Questions?

- **What do you do with wine and cider corks?** If they are natural, they are considered organic material for composting, and if they are plastic, they go with the plastic and metal containers.
- **Isn't it a bad idea to put meat products/bones/dairy products/etc. in a compost bin?** When you have a compost pile for personal use, some food items attract vermin or give off offensive odours. However, in this case, all of these biodegradable items go to an industrial treatment centre designed to accept all types of organic material, including those listed above.
- **What do I do with the paper napkin that I used to wipe my mouth, or clean up the juice that I spilled?** Any paper, with its natural fibres, when soiled with food, is considered organic material for the compost bin.

For any questions, we will be more than happy to assist you! Just contact us as indicated above in this document, or the town hall can also provide information.

Doors and windows

Keys

Each group of guests receives two sets of keys.



The largest, of a bronze colour, is used for the street entrance to the property and to the door to the building. To leave the property through the gated street entrance, you may use this key or press a button located to the right of the gate.



The other silver-coloured key opens the door to the flat as well as the to the garage, whether from the stairwell or street entrance.



One of the two sets will also have a remote control which raises the garage door to allow a car to enter. Press the button on the left to open or close. Remember that there is no button inside the garage and so the remote control is necessary to raise or lower the garage door.

Note that if the deadbolt is not set with the key when leaving the garage toward the stairs, the door can be opened without a key. Please remember to set the deadbolt to avoid theft.

Blinds

Most of the window blinds are raised and lowered electrically. The three bedrooms with windows and the living room have switches with arrows for raising or lowering the blinds. You can raise or lower the blinds to the position of your choosing, or if left running they will fully open or close and stop automatically. The smaller blinds in the bathroom and kitchen are operated by pulling on a strap.

Sliding doors to the balcony

The balcony windows have shades that are raised or lowered with a cord. If they are fully raised, make sure to hang the cord on the hook on the opposite end of the window. Otherwise, the weighted pull at the end of the cord can get between the door and frame and cause the sliding mechanism to be dislocated, requiring technical intervention.

The sliding doors to the balcony are fairly easy to open, but there is a trick to closing them.

To open them, first ensure that the cords for the blinds are not hanging where they can get in the way of operation, as described above. Turn the handle from its starting position pointing straight down (0°) so that it's angled upwards, some 100 degrees. The door will come out of the frame and can then be slid open laterally the rest of the way.

Closing does not require any feats of strength, but is more a question of skill and timing. The trick to closing is as follows:

1. Turn the handle to 90 degrees, that is, so that it is parallel to the floor.
2. Gently slide the door toward the closed position (to the right for the door in the bedroom, to the left for the other one).
3. At the precise moment that it reaches the end, turn the handle to its original position of zero degrees.

4. If something has gone wrong and does not close properly, or the cord or weight ends up between the door and frame through not following the above directions, turn the handle back to the 100-degree position, open the door, and with the handle at 90 degrees, start again at step 1 above. **Again, remember that it is not a question of force but of timing.** Forcing the handle can result in damage.

The balcony has a folding wooden table and four chairs. They are weather-resistant, but should be stored in the laundry/boiler room when not in use. At the same time, it is not recommended to leave the balcony doors open when not at home. The main reason for this is that the local weather can change in an instant, with a “*galerna*” or summer thunderstorm seemingly appearing out of nowhere, even in the middle of August. You wouldn’t want to lose your damage deposit or find yourself charged for damages caused by rain coming into the flat or a broken window from a wind-blown balcony table.

Skylights

One of the upstairs bedrooms has a Velux skylight with a shade that is opened and closed manually. There is another skylight at a higher point on the ceiling, which is electrically operated by a remote control. The upstairs bathroom also has a remote-controlled skylight, this one without a shade.



There are two remote controls, one mounted in the bedroom and the other in the bathroom, which both work the same. Either remote control can open and close either one of the automatic skylights, and you can even open and close both with the same command.

Once again, I’d like to remind you of the changing weather, and that the skylights should not be left open with no one at home in case of sudden rainstorms. If you’re the forgetful type, we recommend using the timer function on the remote control, which allows you to set them to automatically close after an hour. We would also like to mention that the electrically operated skylights should not be opened or closed manually, as this can damage the mechanism.

Other windows in the flat

The two downstairs bedrooms and the living room has large sliding windows, which are operated like the sliding doors to the balcony. If you have trouble closing these windows, we recommend using the lower windows for ventilation as they are much easier to open and close.

While we’re on the topic of ventilation, it is also worth mentioning that the flat is equipped with a ventilation system that is always on. It has a build-in heat exchanger that heats or cools the air coming in from outside with the air that is being blown out of the flat. This helps to maintain the ideal temperature within the flat. At the same time this air passes through a filter that helps to reduce pollen, dust and other pollutants. You’ll notice that even with the door and windows of your bedroom completely closed, you won’t wake up to a stuffy room as you would in an unventilated flat. We should also mention that air is pulled from the kitchen and bathrooms to the outside, and fresh air is brought in via the living room and bedrooms. This keeps the air circulating within the flat while eliminating fog, smoke and odours from where they are produced.

Doorbell and intercom

The flat is equipped with a video-enabled doorbell/intercom system that communicates with the door to the building and the gate leading in from the street.

When someone presses the doorbell at the building door or front gate, it rings inside the flat and the corresponding camera is activated. You can see the cameras which are placed outside, but there is no camera inside the house that would allow someone outside to see in.



To activate or disable audio communication with the visitor outside, press the button with the handset icon.



To unlock the door, press the key icon.



To activate the camera, or switch between the door and gate views, press the eye icon.

You can download a user's manual at

http://www.alcadelectronics.com/uploads/archivos/9630075A.01_ES_EN_FR.pdf

Appliances

The flat is equipped with quality appliances with the highest efficiency ratings.

Fridge

The fridge is an Electrolux model EN3453MOX. In general, no special care is required from the guests. If you want to check the manual, it can be found at <http://www.electrolux-ui.com/DocumentDownload.aspx?DocURL=2018\280\157647umEN.pdf>

Dishwasher

The dishwasher is an Electrolux ESL4510LA. It has several programmes to choose from, but for most situations your best bet is the default programme, P1. Here are the steps to be followed:






1. Load the items to be washed, taking care to leave room between dishes so that the water spray can reach all surfaces, and making sure that none of the spray arms are obstructed.
2. Place a detergent pod in the door-mounted dispenser and close the dispenser cover.
3. Press the On/Off button. The screen will indicate P1.
4. Close the door, and that's it!

You will see a red light shining on the floor, which indicates that the machine is in operation. After a couple of hours, the wash and rinse cycles will finish, and the door will pop open to facilitate drying.

Programme 1 works great for most situations, but you can read about other options in Polish, Portuguese and Spanish in the manual found at <http://www.electrolux-ui.com/DocumentDownload.aspx?DocURL=2019\156\918351umES.pdf>

Induction cooktop with overhead exhaust fan

Our kitchen is equipped with the latest technology in induction cooktops, an Electrolux KIT60336B. One major advantage is the precise control over the heat level. If this is your first experience with this type of cooker, you'll never want to go back to your old conventional cookers. The pot or pan is heated directly by induction, rather than heating the cooker surface itself. This also uses less energy. Here are the basic instructions for use:

1. Select an element that more or less matches the diameter of the pot or pan to be used. It's not a problem if they do not match exactly; simply select the closest match. The stovetop espresso maker for example has a very small footprint compared with the smallest element, but it still works fine.
2. Press the  button to switch the system on.
3. Using the  and  buttons, select the desired power. For maximum power, for example to bring water to a quick boil, you can press the PowerBoost  button directly.
4. One finished with cooking, you can lower the power to 0 or simply press the  button and all of the cooking zones will be turned off.

The overhead light and fan are activated automatically by the cooker, but the chef can also adjust them manually as desired.

Please clean up any spills and splashes as soon as possible to avoid them being burned into the surface. If caught early, a quick wipe with a damp cloth is usually sufficient.

For further information in Portuguese and Spanish, you can download a manual from <http://www.electrolux-ui.com/DocumentDownload.aspx?DocURL=2019\867\346007umES.pdf>

Microwave oven

As with any microwave oven, on the Electrolux EMM20117OX it's a simple matter of selecting desired power and time and shutting the door. Here are just a few notes in any case:

- Since the oven tends to start while you're still dialling in the time, a good trick is to leave the door open until you can set the time, then close it.
- Use the provided cover to avoid food splashing the inside of the appliance.
- Never let it run while empty.
- Never put metal utensils, foil or other objects in the microwave oven.

For more information see the manual available at <http://www.electrolux-ui.com/DocumentDownload.aspx?DocURL=2017\867\300826umEN.pdf>

Conventional oven

In this case, the Electrolux EOB2200BAX. It may be similar to the oven that you're already used to at home, or perhaps you need further guidance. In that case your best bet is the complete manual available at <http://www.electrolux-ui.com/DocumentDownload.aspx?DocURL=2019\867\347194umEN.pdf>

Washer/Dryer

To wash and dry your clothes and linens, we have an Electrolux EW7W4862LB. It's located in the little room just off the balcony. While it has a fairly high capacity, it should not be fully loaded for drying. There are many different options and programmes and so it may be helpful to look at the manual at <http://www.electrolux-ui.com/DocumentDownload.aspx?DocURL=2019\157\018360umES.pdf> (in Spanish only, sorry) for your specific requirements.

For the sake of ease, you can take the following steps for a typical wash/dry cycle:

1. Place a detergent capsule in the drum.
2. Load up to 6 kg (13 pounds) of clothing. Make sure that it does not fill the machine to the top, as some room will be required for efficient drying.
3. Close the door.
4. Press the On/Off to switch it on.
5. Select the "Algod." (Cotton) programme.
6. Press the "Modo" (Mode) button until both the "Lavar" (Wash) and "Secar" (Dry) indicators are lit (or if preferred, just the "Lavar" [Wash] indicator).
7. For the drying cycle, press "Auto Dry" until ☀️ (Ironing Dry; the clothing will remain somewhat damp and ready for ironing), or 🌞 (Wardrobe Dry; it will come out dry enough to fold and put away).
8. Press the Start ▷|| button.

The full wash and dry cycle will take some four hours.

Vacuum cleaner

We have a battery-powered Rowenta Air Force 360 for cordless operation. Its dustbin should be emptied before it reaches the maximum indicated by a line. Refuse collected by the vacuum cleaner should go to the grey bin. Remember to hang it back up in its place in order to recharge the battery. More information is available at <https://bit.ly/2STdvV1>.

Hot water

Our water is heated via a “heat pump” system. It “pumps” the thermal energy from the outside air to the hot water tank located in the room with the washing machine off the balcony, acting as a sort of air conditioning system in reverse. There is a device with a fan on the balcony which extracts the heat from the air, so you’ll notice cold air coming out of it when using the hot water. Just keep in mind that this is normal and an inevitable part of having hot water in the apartment. This is a highly efficient way of heating water using electricity.

Electric power from the grid

Our contract with the electric company provides for up to 6,000 Watts of power at any given moment. This is sufficient for just about any foreseeable use, however under exceptional circumstances, if hot water, hair dryers and kitchen appliances are all in use at the same time, it is possible to exceed the six kW provided for on the contract, which would trigger the power company to shut off the electricity. If this occurs, disconnect the device or devices that caused the usage to exceed 6,000 Watts. Then, at the breaker panel behind the door to the apartment, move all of the circuit breakers to the off position for five or ten seconds. Then move them to their original position, and power should be restored. If it is not, please contact Michael so that he may take appropriate steps with the power company.

Internet / Television / Telephone

Internet

Our internet plan has a bandwidth of up to 600 Mbps, enough to watch films on multiple devices at the same time without affecting the others. We have wi-fi hotspots in the house and garage, with the name **Goiz-Argi** (2.4 MHz band) y **Goiz-Argi5** (5 MHz band). The 2.4 MHz will work well for the most part, and will give the most reliable connection when moving throughout the house. The 5 MHz can operate at higher speeds, but is not able to penetrate walls and floors as easily, so this is what you might connect to for a fast connection in the living area.

The password for all wi-fi connections is **tokiparegabea**.

Television

We have a Samsung 50" smart TV in the living room, and two of the bedrooms have Philips 32" smart TVs. All three have a built-in browser for internet access, and you can even set them up on the Netflix app with your own password if you wish. There is no cable or satellite TV in the flat but with the local transmitters plus the many options via the fast internet, you should have no problem keeping yourself entertained when you should probably be at the beach or experiencing the best of Gipuzkoa's nature, food and drink anyway.

Telephone

We have a landline at the house, whose number is **+34-943-14 28 21**. We left this line activated so that our guests can place emergency calls (dial **112**) as well as contact us (dial **843-68 50 24, option 2**). It is also a way for us or anyone else to contact you at the house. Please refrain from calling mobile and international numbers as these rates are high. A call or two won't hurt but if a large bill is run up, it will be taken from the security deposit.

There is no charge for calls to landlines in Spain (numbers starting with **8** or **9**) so feel free to call these numbers, as well as provide this number to anyone else if you need to be contacted at the flat.

There are two cordless handsets, one upstairs and one downstairs. There is also an intercom feature activated by pressing **•••**) to talk from one floor to another without having to climb stairs.

Manual in Spanish: <https://dlc.panasonic-europe-service.com/EUDocs/GetDoc.aspx?did=260688&fmt=PDF&lang=es&src=3&uilang=es-ES&model=KXTGC210SP>

Local services

You will be pleasantly surprised by the quality and quantity of pintxo bars and restaurants. We would not hesitate to recommend nearly any of the many options available in Zarautz. In spite of its privileged location, a pintxo tour won't break your budget, and quality set menus are available at affordable prices. As you're probably aware, you can also find some of the world's best gourmet restaurants as well in Zarautz, Orio, Getaria and other nearby destinations. We'll stick to a list of the most essential vendors, and encourage you to check out the rest of the local offerings at your own speed.

- The nearest place for a coffee or txakoli and pintxo is at the filling station at the fork between Nafarroa Kalea and Gipuzkoa Kalea. Even though it's a filling station, they provide good service and tasty pintxos.
- Just a little beyond the filling station in the next building there is another bar (Etxaiz) with longer opening hours.
- Shops tend to be closed on Sundays and in some cases in the middle of the day. If you find yourself in need of a few things on a Sunday morning, Biyona Saltokia at Gipuzkoa Kalea 64 has fresh and canned foods, bread and newspapers.
- For a large shopping excursion, the Eroski at Araba Kalea 43 has free parking (take a ticket when you enter, and that same ticket will open the exit gate as long as you spend less than two hours there).
- Don't forget to check out the local produce at the traditional town market, in the town centre between Kale Nagusia and Zigordia Kalea.

Public transport

Zarautz has excellent connections for anyone arriving or exploring by bus, train and motorway. For an excursion to Donostia/San Sebastián for example, instead of paying tolls, fuel and especially parking, you can easily visit by taking an easy walk down to the San Pelaio train station. Here is a summary of the local transport options:

- Zarauzko Hirubusa – Autobús Urbano de Zarautz – Zarautz Town Bus:
<http://zarauzkohiribusa.org/>
Line 3 will bring you back to Talai-Mendi during the week. On weekends and holidays there is a *Linea Mistoa* that covers a larger route. During the winter the closest stop is at the roundabout on the main highway below, and in summer the busses come up Mendibeltz Bidea to the roundabout next to the flat, and even all the way to the campground at the top of the hill.
- Euskotren: <https://www.euskotren.eus/>
Comfortable regional train service with views of beautiful landscapes connecting Zarautz with Donostia, Hendaia, Bilbao and towns in between.
- Lurraldebus: <http://www.lurraldebus.eus/>
Bus service to nearly anywhere in Gipuzkoa, and you can even get a direct bus to and from the Bilbao airport in just an hour. There is also a night bus that can bring you back safe and sound from an excursion to a Usurbil cider house.

Cleaning

Your stay begins with a clean flat, with clean bedding on the beds or laid out for you to make the beds to your liking. Each bedroom also gets two sets of large and medium towels and washcloths.

For your departure, we kindly request that you remove the sheets from the beds and leave them on the floor, to be collected by the cleaning staff. Although someone will come to clean the flat after each stay, we also request your collaboration in cleaning up any spills or other items that could become a problem if left for a length of time. In the interest of efficiency, we would also appreciate if you could start the dishwasher with whatever items you have used on your last day before walking out the door.

Washing and cleaning during your stay will be your own responsibility, however, additional periodic visits from the cleaning staff can be arranged for an additional fee.

Covid-19

In these times, as we all know, there is a heightened awareness of how contagions can be spread, and the role that each of us plays in keeping ourselves and those around us safe. Yours will be one of four families sharing a building entrance, and one of eight families in the building. This flat is the only one in the building used for short-term rentals. By keeping good relations with our neighbours, we have the privilege of opening our doors to you, our guests, and we would not want to do anything to endanger that privilege. We ask that you follow local recommendations regarding the wearing of masks and social distancing, and even if not specifically dictated, wear a mask while moving through the common areas in the building.

While at the property, you will probably notice that there is a barbecue and sink area, which is not mentioned anywhere in the listing that brought you to our apartment in the first place. **This is an area designated for the permanent residents only**, to facilitate social distancing as well as to avoid problems with maintenance and clean-up. As an alternative for a nice meal outdoors, there is room on the balcony, or you can do a picnic or barbecue at a local park such as Asti (near the Zarautz rugby and football pitches) or Lukun (in Pagoeta Natura Park on the road to Aia).