



Minster's Reach

Guest Information



Welcome to Minster's Reach Apartments, we hope you enjoy your stay with us and the wonderful delights that the city of York has to offer. Although we are from the other side of the Pennines, we have come to love the city and decided to build our business here. York has something for everyone: it is packed to the rafters with history; there is a vibrant gastro-scene for foodies; there's shopping, shopping and more shopping; as well as culture, from music to theatre to ghost walks. And, it's all within easy reach of the apartments; we are pleased to welcome you and trust you enjoy York as much as we do.

We wish you a memorable break at Minster's Reach.

Dale and Andrew

Owners



Guest information



Contact information

We hope that your stay goes without a hitch. However, just in case, here are some handy numbers for you:

York Boutique Lets

Please contact York Boutique Lets if you have any problems or concerns during your stay.



(+44) 01904 765531

(+44) 07730 893 817

(+44) 07720 265 285



bookings@yorkboutiquelets.co.uk

Emergency Services

Fire, Police or Ambulance



999

Police



North Yorkshire Police, Fulford Road, York, YO10 4BY



101

Medical

NHS Online:



111



<https://111.nhs.uk>



Guest information

Hospital

 York Hospital, Wiggington Road, Clifton, York YO31 8HE
 (+44) 01904 631313

Dentist

 North Yorkshire NHS Dentist, 31-33 Monkgate, York, YO31 7WA
 (+44) 01423 542240

Doctor

 Stonegate Medical Clinic, Private GP Medical Service open six days a week
23 Stonegate, York, YO1 8AW
 (+44) 01904 631815
 <https://stonegatemedical.co.uk>

Pharmacy

 Monkbar Pharmacy, late night city centre pharmacy open from Mon-Sat
7.30am – 10.30pm and Sunday 8.30am – 6.30pm
3 Goodramgate, York, YO1 7LJ
 01904 626181
 www.monkbarpharmacy.co.uk

Interpreters and translators

 www.24-7languageservices.com
 contact@24-7languageservices.com
 (+44) 01923 827 168

Visit York Information Centre

 1 Museum Street, York, YO32 9PX
 www.visityork.org
 (+44) 01904 555670

And finally...

If you're ordering a takeaway or a taxi, the apartment address is:

Minster Reach

High New Biggin Street

York

YO31 7RD

The nearest carpark is Monk Bar Car Park, St John St, York, YO31 7QR



Guest information



In case of FIRE



On arrival, please ensure you and your party are aware of the main exits to the apartment and the fire-fighting equipment provided for you.

If you discover or suspect a fire, please follow these guidelines.

If you find a small fire in the kitchen area, you may be able to extinguish the fire using the fire blankets (by placing over the pans or grill pan). Alternatively, there is a fire extinguisher provided for your use near the main entrance to the apartment.

If the fire is out of your control, please evacuate the apartment by the main entrance or windows, raise the alarm with the other guests and make your way to the assembly point – see below.

If you hear the fire alarm, please make your way to the assembly point – see below.

Please call 999 and ask for Fire.

Do not re-enter the apartment under any circumstances.



Guest information



Appliance Information

Operating the heating in your own home is second to nature for you, but no fun if you're staying somewhere new and you're cold and don't know where the booster switch is. So, we've tried to cover everything below. Also, at the back of this pack are the various instruction manuals for the equipment in the apartments. Please let us know if there is anything missing or if you are unsure.

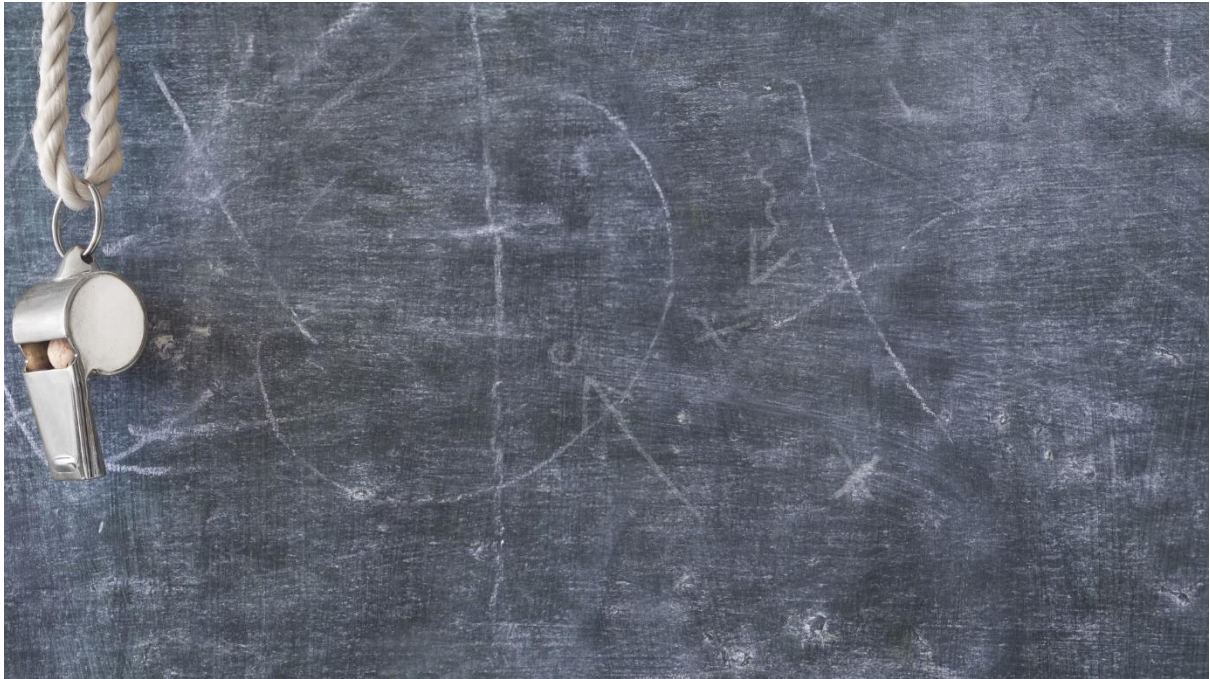
Hot water

The hot water is timed to come on between: 3-7am, 12-3pm and 6-9pm. Please don't alter the controls other than the boost button. Pressing the **boost** button will heat the tank up to 1 hour. Please note it will take about 1 hour for the water to reach the required temperature and will only heat around half the tank if you require more in the process.

Central heating

The central heating is timed to come on between: 6-8am, 10am-12noon and 6-10pm. Please don't alter the controls other than the boost button. Pressing the **boost** button will give up to 1 hour boost, press twice for 2 hours and three times for 3 hours. Please make sure the room stat is turned up if this function is used.





Dos and Don'ts

Nobody likes too many rules and so, this section is very thin. However:

- This is a residential area and there may be guests staying in the other apartments. Therefore, please be respectful of other guests particularly after 11pm and before 8.30am.
- Please don't smoke inside the apartment and if you do smoke in the courtyard, dispose of your cigarette stubs in the bins.
- OK, let's talk BBQs. We love them, you love them, no one likes cleaning them. Please consider those guests coming after you and make sure you empty the BBQ and clean the grill.

Departure

We hope you enjoy your stay at Minster's Reach Apartments. Please note that departure time is 10am. If you would like to arrange a later departure, call York Boutique Lets on (+44) 01904 765531. We will try to accommodate your request but, cannot guarantee it. Before you leave, we ask just a few favours to help our housekeeper prepare for the next guests:

- Please do a last check for any personal items (you know the sort of thing: a sock under the bed, mobile phone down the side of the couch).
- Please remove any unwanted food items and place them in the bin.
- Please lock the door and place the key in the key safe.

Thank you!



Guest information



Where to go and what to do

Ooosh - where to start, there's so much to do! The news section of our website is a good place to begin (see: www.minstersreach.co.uk/news/). We try to keep it updated with what's on and suggestions for things to do. If, like us you like to travel light (well, one of us, the other needs a team of porters to carry their luggage), we've added this document as a downloadable PDF on the website.

First, the must-see attractions

If you're only in York for a short time, make sure to tick off these top attractions. You can save money on the best York has to offer by buying an official discount pass at www.yorkpass.com.

- **York Minster** is the largest medieval Gothic cathedral in Northern Europe. The Minster is an architectural treasure and its stunning 800 year-old stained glass windows are remarkable.
See: <https://yorkminster.org>
- **Clifford's Tower** is all that remains of York Castle. The views from the top are wonderful.
See: www.english-heritage.org.uk/visit/places/cliffords-tower-york
- **National Railway Museum** – who doesn't love a train! This is the home of the iconic locomotive and engineering brilliance.
See: www.railwaymuseum.org.uk



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- **York Art Gallery** is a haven of culture and beauty.
See: www.yorkartgallery.org.uk
- **York Castle Museum's** interactive galleries hold thousands of historic objects that bring the past to life.
See: www.yorkcastlemuseum.org.uk
- **Yorkshire Museum and Gardens** houses some of the finest collections of archaeological and geological finds in Europe. From prehistory to the city's medieval splendour, see the whole story of York and Yorkshire here.
See: www.yorkshireremuseum.org.uk
- **York Dungeon** is an immersive, dark, terrifying history lesson.
See: www.thedungeons.com/york
- **Yorvik Centre** showcases the sights, sounds and smells of Viking-age York.
See: www.yorvikvikingcentre.co.uk

Hidden gems

We've listed some great places that are off the beaten track or not in the usual travel guides.

- **Barley Hall** is a medieval townhouse, once home to the Priors of Nostell and a Lord Mayor of York. Until the 1980s the house was hidden under an office block. Only when the building was going to be destroyed was the amazing medieval building discovered and its history revealed. The building has now been lovingly restored to its original splendour.
See: <https://barleyhall.co.uk>
- **York Mansion House** is the official residence of the Lord Mayor of York. It is a masterpiece of 18th century architecture and a celebration of the city. Following restoration, in 2018 the house opened to the public for the first time, allowing all to experience mayoral life and take an interactive walk through York's Georgian past.
See: www.mansionhouseyork.com
- **Fairfax House** is a richly decorated Georgian townhouse with magnificent stucco ceilings and a beautiful collection of furniture and clocks. Take a look at the food, the fashions and the entertainments Georgian York.
See: www.fairfaxhouse.co.uk



Guest information

And just for fun

Those clever people at VisitYork have put together a selfie trail and picked out the most iconic photo spots in the city so you can take sensational selfies to make your Instagram and Facebook followers swoon.

See: www.visitYork.org/explore/selfie



A detailed Google Map of York, UK, showing the River Ouse and River Foss. The map includes numerous landmarks, parks, and businesses. A blue dotted line indicates a walking route from the River Ouse towards the city center. A scale bar shows 9 minutes (0.5 miles).



Transport Information

York is one of the most easily accessible cities in the UK and is ideally positioned in the heart of the country with direct rail links bringing you from London, Edinburgh, and Manchester in around two hours. Manchester, Newcastle and Leeds/Bradford airports are within easy reach and the ports of Hull and Newcastle are both within a two-hour drive.

Taxis

York Cars & Taxis

 4 Odeon, Blossom St, York YO24 1AJ
 <https://yorkcars-taxis.co.uk>
 (+44) 01904 765765

Streamline & Local Taxis

 7 Cumberland St, York, YO1 9SW
 www.streamlinetaxisyork.co.uk
 (+44) 01904 656565

Getaway Cars

 14 Redeness St, Layerthorpe, York YO31 7UU
 www.taxis-in-york.co.uk
 (+44) 01904 707070

Travel by Rail

Getting to York by train is easy and value for money. [LNER](#) and [Grand Central](#) will bring you to York in under two hours, while Edinburgh is only two and a half hours

away. There are direct services from Birmingham and the South West and additionally, [TransPennine Express](#) runs direct train services from Liverpool, Manchester and Newcastle. Booking your tickets direct with the train company is always the best choice, and often results in great savings on advance train fares.

Here's our mini guide to trains to York (approximate times):

- Birmingham: 2hrs 15mins
- Bristol: 4hrs
- Cardiff: 4hrs 35mins
- Edinburgh: 2hrs 25mins
- Glasgow: 3hrs 25mins
- Liverpool: 2hrs 15mins
- London: 1hr 50mins
- Manchester: 1hr 25mins
- Newcastle: 55mins
- Nottingham: 2hrs
- Sheffield: 1hr

Travel by Air

York is within easy travelling distance of 4 international airports: Leeds/Bradford, Manchester, Humberside and Robin Hood Doncaster/Sheffield.

Travel by Car

Situated midway between Edinburgh and London, just 20 minutes from the M1/M62 motorway network, York is within comfortable driving distance of most regions and cities in the UK. To make your trip to York even more convenient, six Park & Ride sites currently operate in York. They allow you to travel to York by car, park for free in secure car parks and complete your journey into the city centre by bus. To find the most convenient Park and Ride site click [here](#).

For details of car parking in York, please see the City of York Council website (see: www.york.gov.uk/CarParks).

Here's our mini guide to car journeys to York (approximate times and distances):

- Birmingham: 2hrs 25mins / 135 miles
- Bristol: 3hrs 55mins / 225 miles
- Cardiff: 4hrs 25mins / 250 miles
- Carlisle: 2hrs 25mins / 115 miles



Guest information

- Derby: 1hr 45mins / 90 miles
- Edinburgh: 4hrs 10mins / 210 miles
- Glasgow: 3hrs 55mins / 210 miles
- Liverpool: 2hrs / 105 miles
- London: 3hrs 50mins / 210 miles
- Manchester: 1hr 35mins / 75 miles
- Newcastle: 1hr 50mins / 87 miles
- Nottingham: 1hr 45mins / 87 miles
- Sheffield: 1hr 20mins / 63 miles

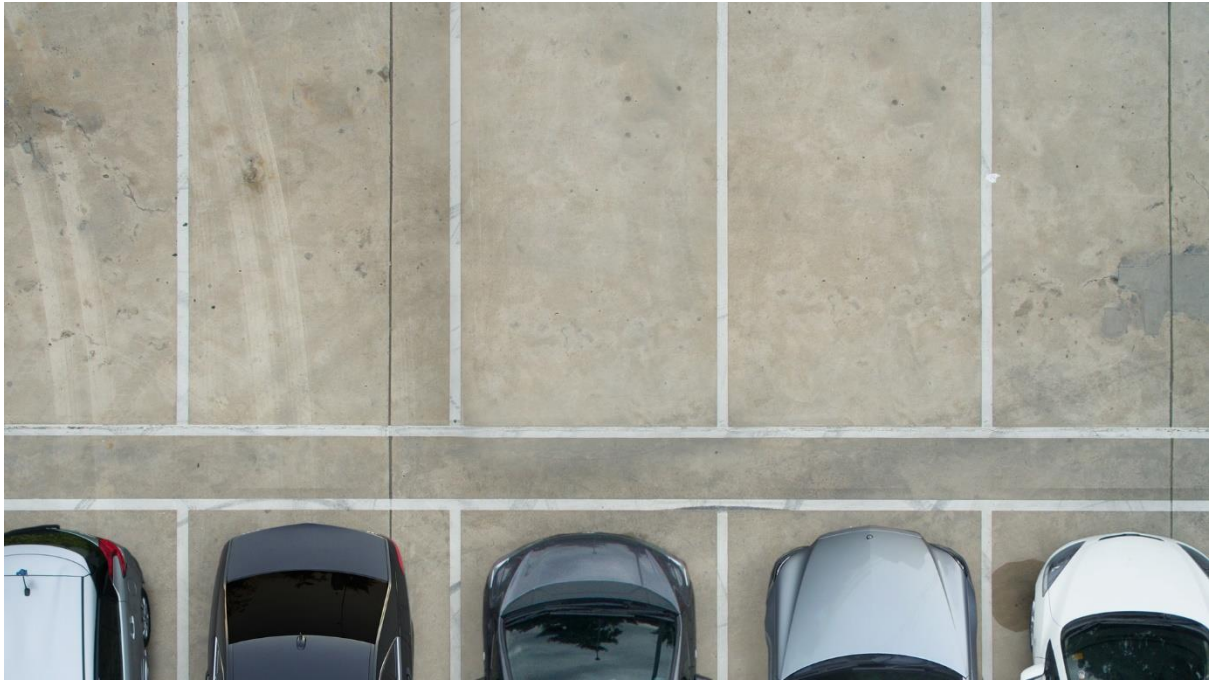
Travel by Ferry

Hull is the nearest port for European ferry services and it is only a one hour drive to York. P&O North Sea ferries have daily overnight services from Rotterdam and Zeebrugge to Hull. Details of ferry services can be obtained from P&O North Sea Ferries on +44 (0) 8716 64 20 20 or visit www.poferries.com

Travel with bicycles

You can bring your bike to York by train. Local Northern Rail services accept bikes on a first come, first served basis, subject to space. Long distance operators require [advance bike reservation](#). You can also cycle here on the [National Cycle Network routes 65 and 66](#). For information on cycle hire, local cycle routes and guided bike tours in York, click [here](#)





Car parking

There is a public car park next to the entrance to Minster's Reach Apartments (see map below):

Monk Bar car park, St John's Street, York, YO31 7QR

- Number of spaces: 253
- Open 24 hours.
- Charges apply from 8.00am to midnight. Charges apply every day including Sundays and Bank Holidays.
- No maximum stay.

Length of stay	Pay and display	RingGo Pay by phone	Minster Badge Holder
Up to 1 hour	£2.40	£2.30	£1.80
Up to 2 hours	£4.80	£4.60	£3.60
Up to 3 hours	£7.20	£6.90	£5.40
Up to 4 hours	£9.60	£9.20	£7.20
Up to 5 hours	£12.00	£11.50	£9.00
Over 5 hours	£13.50	£13.50	£13.50
Evening parking	£3.00	£3.00	Free of charge



Guest information

Park and pay by phone (this means you don't need to get up early to top up your ticket).

The RingGo pay by phone service lets you pay for parking using your credit or debit card details via your phone or another electronic device, rather than using cash or a card at a machine.

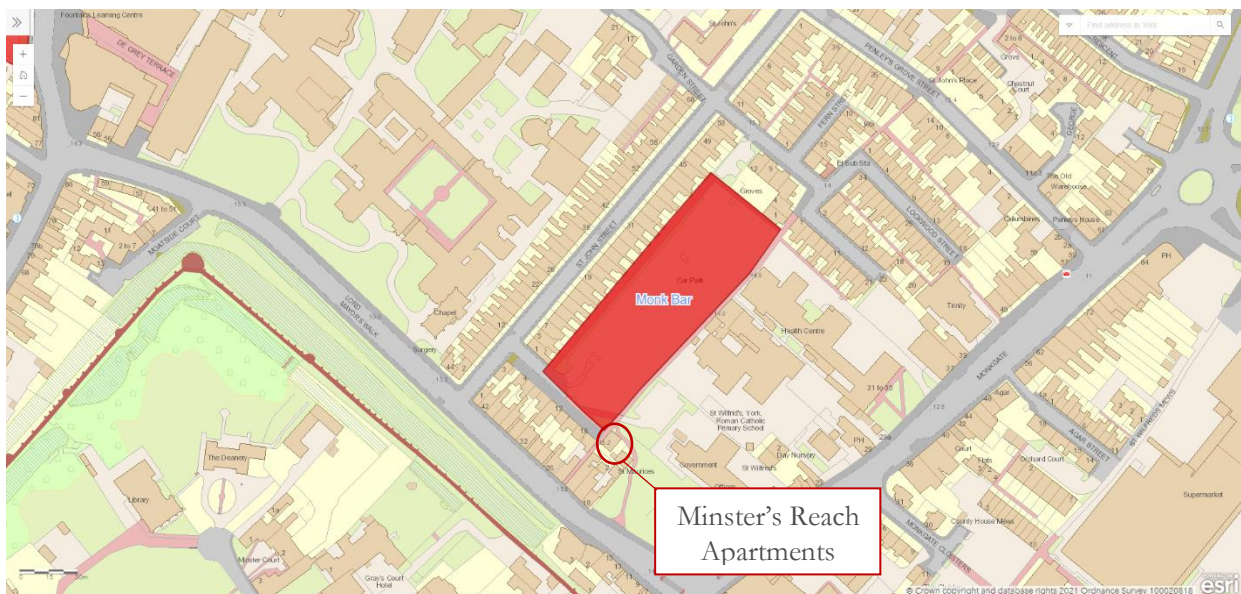
RingGo is available via:

- the RingGo smartphone app: <https://myringgo.com/apps>
- the RingGo website: www.myringgo.co.uk
- Telephone: 01904 360002

The location number for this car park is 27708.

Accessible parking

Blue Badge holders can park in any bay in this car park, free of charge, for as long as they want. There are 19 dedicated disabled bays which are available for Blue Badge holders only.



Guest information



Eating and drinking guide

Our brief guide to the ever-changing culinary delights of York is below. Please add your own reviews in the guest book for those who follow in your hungry foot-steps.

Tasty take-outs

The best take outs in York.

Robinson's, Bishopthorpe Road, York

Robinsons is an independent neighbourhood café serving delicious, homemade food from chorizo hash to French toast and bananas. They also hold a drinks licence, so you can enjoy a tippie with your meal.

- Customers should call 01904 674447 to order.
- Please see www.robinsonscafe.co.uk for latest opening times and menus.

Il Paradiso Del Cibo, Walmgate, York

Authentic Italian cuisine with the freshest ingredients and the warmest of welcomes.

- Customers should call 01904 611444 or email contact@paradisodelcibo.uk to order.
- Please see www.ilparadisodelciboyork.uk for latest opening times and menus.



Guest information

Dyl's, Skeldergate Bridge by Tower Gardens, York

Dyls is a contemporary café & bar situated in the iconic Motor House on Skeldergate Bridge, overlooking the river Ouse and Clifford's Tower. It serves a delicious range of breakfast, brunch, lunch and late-night nibbles as well as superb choice of artisan gins & bespoke cocktails.

- Customers should email info@dylsyork.co.uk to order.
- Please see www.dylsyork.co.uk for latest opening times and menus.

Ambiente Tapas,

31 Fossgate, York, YO1 9TA and

14 Goodramgate, York, YO1 7LQ

Two vibrant and inviting tapas restaurant and sherry bars bringing locally sourced, Spanish cuisine to York.

- For Fossgate - Customers should call 01904 638252 or email fossgate@ambiente-tapas.co.uk to order.
- For Goodramgate - Customers should call 01904 689784 or email enquiries@ambiente-tapas.co.uk
- Please see www.ambiente-tapas.co.uk for latest opening times and menus.

Shambles Food Court, 5 Silver St, York, YO1 8RY

Whatever you fancy, there will be something to tempt you from the array of food from around the world to order and go. Whether you want a bursting Burrito, or Middle Eastern mezze, Thai curry, or Indian take out, you will find everything and more nestled in this corner just behind the market.

Dough Eyed Pizza, 7 Jubbergate, York, YO1 8RT

Mmmm pizza. Enough said.

- Customers should call 07591 977986 or email hi@dougheyed.uk to order
- Please see <http://dougheyed.uk/> for latest opening times and menus.

The Great Outdoors

Places in York where you can eat and drink outdoors.

Dyl's, Skeldergate Bridge by Tower Gardens, York

See above.

The Churchill Hotel, Bootham

Churchill's has turned its front garden into a twinkling haven of loveliness. Although, you can still eat inside at its brasserie. A new addition is a bothy that can be hired for households/bubbles.



Guest information

- Customers should call 01904 644 456 or email info@churchillhotel.com to book or visit www.churchillhotel.com for more information.

Lucia's, 13 Swinegate Court East, York, YO1 8AJ

Al fresco Italian dining with mind blowing cocktails by night and a dessert café by day. What is there not to like!

- Customers should call 01904 731599 or email york@luciawinebar.co.uk to book or visit www.luciawinebar.co.uk/york for more information.

The Judge's Lodging, Lendal

The Judge's Lodging is a listed Georgian townhouse with two unique bars and a lovely terrace where you can savour an award-winning ale or glass of wine.

Best in show

Places to go if you're feeling fancy, celebrating or treating someone special.

Le Cochon Aveugle, 37 Walmgate, York, YO1 9TX

A lovely restaurant that has a constantly evolving contemporary European tasting menu. Great for those who love variety.

- Customers should call 01904 640222 or email contact@lecochonaveugle.uk to book or visit www.lecochonaveugle.uk for more information.

Roots York, 68 Marygate, York YO30 7BH

A Michelin starred restaurant with an ethos based on seasonality and sustainability.

- Customers should email info@rootsyork.co.uk to book or visit www.rootsyork.com for more information.

Arras Restaurant, The Old Coach House, Peasholme Green, York, YO1 7PW

A former coach house with a bright, modern interior and an enclosed terrace to the rear. Known for its excellent selection of cheeses.

- Customers should call 01904 633737 or email reservations@arrasrestaurant.co.uk to book or visit <https://arrasrestaurant.co.uk/> for more information.

The Star Inn The City, Museum St, York, YO1 7DR

Located in the old Engine House on the edge of York's Museum Gardens, close to the historic Lendal Bridge and Tower, The Star Inn The City has an enviable riverside position.

- Customers should call 01904 619208 or visit www.opentable.co.uk to book or visit www.starinnthecity.co.uk for more information.



Guest information



Local amenities

Nearest supermarket and cashpoint / ATM
Sainsburys, Foss Bank, York YO31 7JB
(+44) 01904 643801

Nearest petrol station
Morrisons Petrol Station, 2B Foss Islands Rd, Layerthorpe, York YO31 7UL
(+44) 01904 633365

Nearest bakery
Little Arras, 50 Goodramgate, York YO1 7LF
(+44) 01904731619,
www.littlearras.co.uk

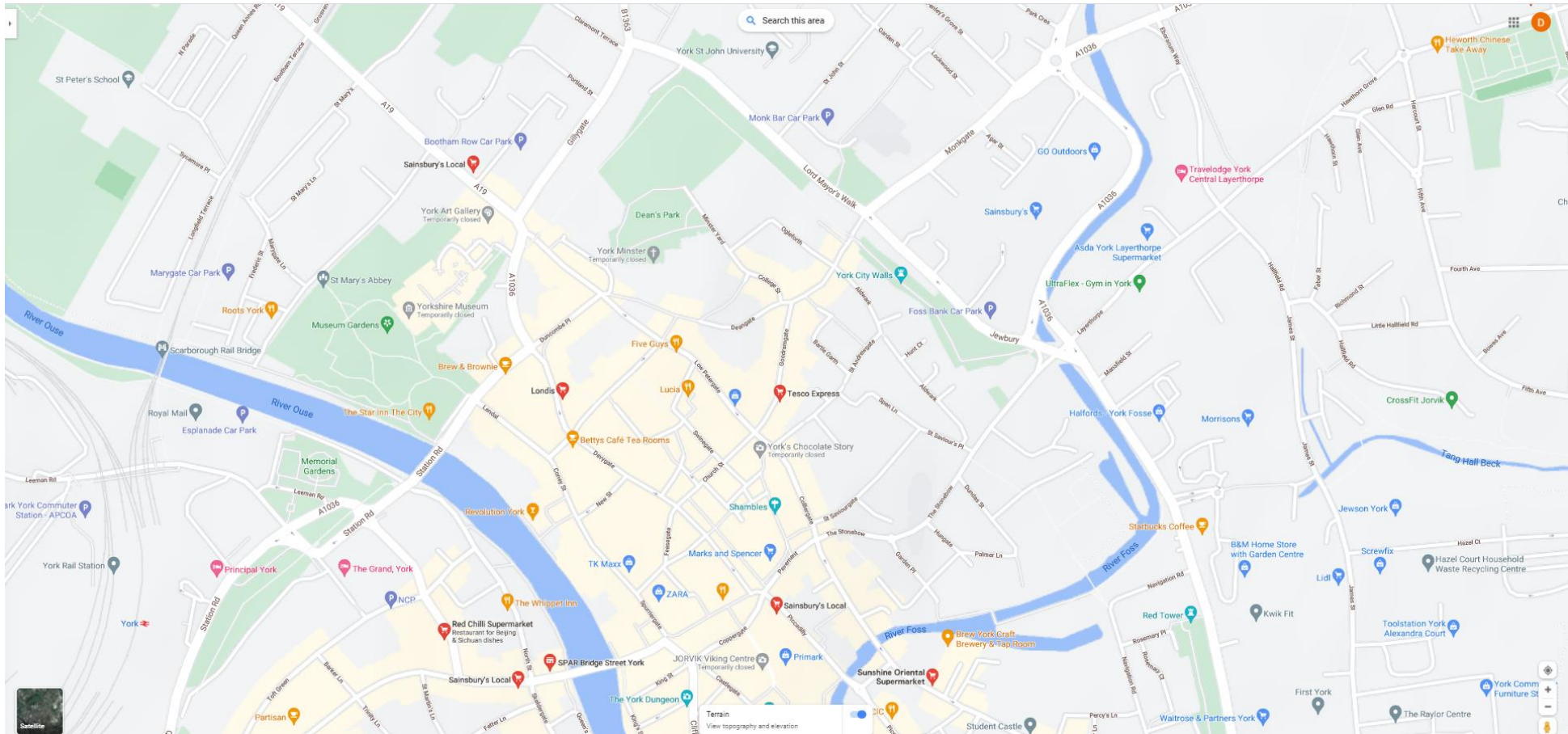
Nearest Post Office
4 Colliergate, York YO1 8BP
(+44) 01904651398

Nearest gym (pay as you go)
York Gym - Swift Fitness York
19 Mansfield St, Layerthorpe, York, YO31 7US
www.swiftfitnessyork.co.uk
(+44) 01904541741



Guest information

Local supermarkets





Social responsibility

The Covid-19 pandemic has been a hugely challenging time and we continue to be amazed and inspired by those people and organisations in our community who have pulled together to support one another. We are proud to support the following organisations:

- University of Manchester: Covid-19 research
- Albert Kennedy Trust: support for homeless young people during the pandemic
- St Leonard's Hospice, York
- Two Ridings Community Foundation providing grants to grassroots groups to improve communities in Yorkshire.

Local first

We try to source locally wherever possible to reduce our carbon emissions, but also to support our local community. While we were closed during the lockdowns in 2020 / 2021, we took the opportunity to renovate all our Minster's Reach apartments. Knowing how difficult it has been for independent businesses, we made sure we used local trades people and suppliers.

Sustainability

When we took on Minster's Reach, we were clear we wanted to create a sustainable business. We take our responsibilities very seriously: to the planet, to our people and partners, and to our community.

We don't use gas central heating and we have chosen a renewable energy supplier to try to reduce our environmental impact. Where possible, we try to use

environmentally friendly products and we encourage our customers to recycle and re-use. In short, we want to be a 'Net Positive' business. We are aware that we are not there yet and we are making every effort to take us closer to our ambition.

The recycling bins can be found in the courtyard. Please ensure you put your rubbish in the right bin. There is guide in the apartments. If recycling gets mixed, the council refuses to collect it and, as you can imagine, its pain to resolve. There are also recycling stations in Monk Bar Car Park adjacent to Minster's Reach Apartments with paper, plastic and glass recycling bins.

COVID-19

You can find below the additions we have made to our operations following the COVID-19 pandemic. If you have any questions or requests, we would be pleased to help you.

- Completed a COVID-19 risk assessment. Staff follow all safety protocols as directed by local authorities
- Clean more often. We have increased how often we clean surfaces, especially those that are being touched a lot, such as door handles.
- We offer contactless check-in/check-out and cashless payment.
- Provided additional mattress and pillow protectors, which are changed along with each linen change. Linens, towels and laundry are washed in accordance with local authority guidelines.

Welcome packs

We appreciate that personal touch and have tried to incorporate into Minster's Reach. That's why we are pleased to provide you with a little treat at the end of a long journey. Our welcome packs contain chocolate treats from York Cocoa House (see www.yorkcocoahouse.co.uk), artisanal chocolate makers who celebrate the chocolate history of York (Terrys, Rowntrees and Cravens were made here).

For guests who stay three nights or longer, we provide a tippie from York Gin (<https://yorkgin.com>). York Gin follow the traditional, centuries-old method of vapour infusion in a copper still, using alcohol made from Yorkshire grain, the very best botanicals from local producers wherever possible. In addition, the York Gin distillery is run on sustainable principles, using 100% green energy to power the still.

Guest feedback

We love to hear your feedback so future guests can benefit from your personal experiences. We have provided guest books in each apartment so that you can leave your thoughts on what we can do to improve your stay, what you have enjoyed, recommendations for restaurants, places that have surprised and intrigued you – whatever comes to mind!



Guest information

Appliance instructions

The oven

First Time Use of the Oven

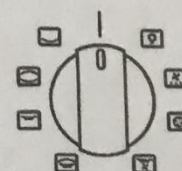
Unpack the oven. Remove any insert cards or plastic bags. Use a damp cloth to carefully wipe the inner cavity wall and housing. Clean all the detachable parts in hot, soapy water before using.

Heat the oven on maximum for 45 minutes. There may be a little smoke and odour upon initial start up (for about 15 mins). This is normal. It is due to the protective substance on the heating elements which protects them from the effects of corrosion during shipping from the factory.

Function Selector Control

This control is used to select the available cooking functions, which are:

Symbol	Function Description
	Oven Light.
	This oven function is for defrosting food. Air at room temperature is forced into the internal cavity of the oven. Note: This function is suitable for defrosting food or raw products before final preparation.
	Heating the oven using the circular heater and the fan function. The air circulation creates an even temperature throughout the oven. The temperature can be set from 50-250°C. Note: This function is also suitable for baking/roasting food in two separate baking dishes simultaneously (suitable for baking larger and thicker baked goods, such as cakes, or a larger amount of food). Preheating the oven is not necessary.
	Grill using the fan function. Due to the hot air circulation, the temperature in the oven is hotter in the upper part. The temperature can be set from 50-250°C. Note: This function is suitable for grilling or roasting big pieces of meat at a higher temperature. Leave the oven door closed. Preheating the oven is not necessary.
	Big grill. The big grill uses infrared heat. The temperature can be set from 50-250°C. Note: Ideal for bigger pieces of meat. During cooking, refrain from opening the oven door. During grilling, place the food as high as possible.
	Infrared grill. The temperature can be set from 50-250°C. Note: Use for smaller or thinner pieces of meat. During cooking, refrain from opening the oven door. During grilling, put the food as high as possible.
	Heating the oven using the top and bottom elements. The temperature can be set from 50-250°C.
	Heating the oven using the bottom element. The temperature can be set from 50-250°C. Note: This function is ideal for cooking pizza.



Internet



Guest information