



**The Luxury of Simplicity  
Country Houses at Mutianyu Great Wall**

**Frequently Asked Questions  
*and*  
Guidelines for Enjoying Our Properties**

**24 January 2009**

Frequently Asked Questions (FAQ)

***1. How do I make a booking for a CCH rental country house?***

China Countryside Hotels helps owners of country houses share their homes with guests and friends and provides management services.

We accept bookings by phone or email.

Phone: +86 10 6162-6506

Email: [info@chinacountrysidehotels.com](mailto:info@chinacountrysidehotels.com)

Be prepared with a valid credit card and the number of guests in your party.

Please note that when you provide the number we will not make a charge to your credit card. No charge will be made until you have arrived to check in unless a) you agree to make an advance payment in order to obtain a favorable rate or b) you owe a cancellation fee and we assess it. (See Questions 2 and 6 for more info).

Bookings will be checked against calendar availability and will be confirmed via email outlining the booking details, including party name, number, and booking rate.

***2. Can I get a discounted rate?***

CCH offers 10 per cent off the published rate for bookings made at least 14 days in advance and paid in full at the time of booking. This payment is non-refundable.

CCH also offers special rates for volume bookings (three or more houses at once or longer than 5 nights in one stay for one house) on a case-by-case basis. We require volume bookings to be secured with a non-refundable deposit at the time of booking.

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### ***3. How many guests can stay in a rental house?***

Owners of each house have set a maximum number of overnight guests who may stay in the homes. Typically this is the number of spaces in beds and kang plus 1 extra twin cot. See also Question 9 below.

### ***4. Can we rent a house as a group?***

We certainly welcome groups of family and friends to come and share the country house experience together.

But please note that the owners rent only to specific individuals who are personally responsible for payment and for ensuring that all members of their party and anyone they permit to enter the property respect these FAQ and Guidelines for Enjoying Our Properties.

### ***5. I don't need a whole house; can I rent just a single room?***

The owners only rent a whole house. We can recommend a variety of nearby motels, inns, and rooms in local homes that might meet your needs.

### ***6. Are there any cancellation charges?***

CCH reserves the right to charge a 50 per cent cancellation fee for cancellations made less than 7 days prior to the booked date of arrival and 100 per cent for cancellations less than 48 hours prior to booked arrival.

### ***7. When and how do I pay for my stay?***

Payment of the rental charge is due in advance upon check-in. Incidentals and meals may be settled on check out.

CCH accepts payment by wire transfer, cash, or major international or Chinese credit card.

If you would prefer to inspect the home you have booked prior to paying we will happily accommodate but we ask you not to bring baggage into the home and we will not provide keys to you until check-in is complete.

### ***8. What is check-in time?***

Check-in time is any time from 15:00 until 18:30 unless otherwise arranged.

CCH reserves the right to charge a late check in fee of Rmb 200.

### ***9. Where do I go to check-in for my stay?***

Guests are asked to check-in at The Schoolhouse at Mutianyu Great Wall. You may download driving directions from our websites [www.chinacountrysidehotels.com](http://www.chinacountrysidehotels.com) or [www.theschoolhouseatmutianyu.com](http://www.theschoolhouseatmutianyu.com).

After arriving at The Schoolhouse please go to the Office and ask for the guest relations manager.

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We welcome you and your party to sit down inside or outside at The Schoolhouse and enjoy complimentary beverages while check-in procedures are handled.

### ***10. What documents do I need to check-in?***

Every member of your party, including children, will need to present a valid passport with Chinese visa or an official Chinese identification card.

The documents will be copied and transmitted to the Public Security Bureau.

Guests who have not presented documents may not stay in homes.

CCH reserves the right to require any party found with unregistered guests staying overnight to leave immediately without refund.

### ***11. After check-in how do I get to my rental home?***

Guests will be accompanied to their rental house by a guest relations manager, who will give them a short overview of the property and provide them with keys.

Homes in Mutianyu are all within walking distance from The Schoolhouse but if you have baggage we encourage you to keep your car and driver at least until you've settled in the house.

Homes in Yingbeigou are about 10 minutes away by car. CCH will provide complimentary transport by van from The Schoolhouse to Yingbeigou at the time of check in if required.

### ***12. What if I need help or have an emergency any time during my stay?***

Please call 6162-6506 and our guest relations manager on duty will assist.

### ***13. What is check-out time?***

Check-out time is no later than 12:00 Noon.

Guests wishing to check-out late should request as early as possible but CCH cannot guarantee late check-out.

CCH reserves the right to charge a late check-out fee of Rmb 200.

Guests who check out after 15:00 or who leave without checking out will be charged an additional night at the published rate at CCH's option.

### ***14. Where do I check-out?***

Guests are asked check out at The Schoolhouse with the guest relations manager.

### ***15. How do I get back to The Schoolhouse for check out?***

If you are staying Mutianyu, we ask you to walk or provide your own transport.

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If you are staying in a Yingbeigou home, CCH will provide a complimentary van if you need. Please phone 6162-6506 in advance to arrange.

### ***16. What will CCH inspect when I check out?***

CCH staff will make a quick site inspection of the property, including checking for damaged or missing items, and verifying the contents of the mini-bar.

We will also check to make sure that you have returned all the keys to the property.

### ***17. If I don't have a car how do I get to and from The schoolhouse in order to stay at one of the country houses?***

CCH can recommend reliable drivers to pick you up at the airport or elsewhere in Beijing and also to send you back. You may pay the agreed rate directly to the driver.

### ***18. Do I need a car while I stay in a CCH country house?***

Many of our guests do not use cars, preferring to walk about. Yingbeigou homes are a bit more remote than the ones in Mutianyu and we find most guests are happier there if they have a car.

We can help you arrange a car and driver if required and you may pay the driver directly.

### ***19. Are there any grocery stores around Mutianyu?***

There are small shops in each village aimed at the local residents where you can buy some items but we recommend you bring food and beverages with you. Please note that each house has a mini-bar for your convenience and that the house rate also includes a continental breakfast for each member of your party.

### ***20. If I don't want to cook myself, where can I eat?***

Many guests who don't wish to cook for themselves arrange to dine at The Schoolhouse or another local restaurant.

CCH can recommend a variety of local restaurants. Please also see [www.mutianyugreatwall.net](http://www.mutianyugreatwall.net). Be sure to check opening hours or make a special reservation in advance. Our guest relations manager can help you.

The Schoolhouse offers a special rate to CCH guests for Saturday evening dining. This special rate is 10 per cent off meals ordered from the regular dinner menu or 20 per cent off the set pricing for Country Gourmet dinners with live jazz.

### ***21. Do the houses have linens and bedding?***

Yes. Ready for your arrival, all beds and cots have freshly laundered sheets, duvets, and pillow cases. All beds and cots have pillows and comforters. All bathrooms are stocked with freshly laundered towels.

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For guests who stay longer than one night, we would appreciate it if you would continue to use the linens in order to conserve resources. We will change all linens once per week.

In any case, if you'd like fresh towels or do need fresh bed linens please call 6162-6506 between 09:00 and 18:30 and we will provide.

### ***22. Are the houses provided with personal hygiene items?***

The houses are stocked with soap and shampoo and have hair dryers. If you forget to bring toothpaste, toothbrush, comb, razor, or feminine hygiene items please call 6162-6506 between 09:00 and 18:30 and we will be happy to provide complimentary items.

### ***23. Do the houses have kitchens, cooking equipment, and service ware?***

Yes. All the houses have at least a basic kit-out and some have very nice equipment and service ware provided by the owners. If you're planning to cook extensively please ask our guest relations manager for guidance on how each house is stocked.

Please note that the kitchens are not stocked with ingredients such as oils, spices, condiments, and so on so we recommend that if you plan to cook and need an ingredient of any kind do bring it with you.

### ***24. Do the houses have heating and air conditioning?***

Yes. All the houses have in-floor radiant heating throughout and room conditioners and use of these is included in the house rental charge.

In the winter, we make every effort to turn the radiant heating up before your arrival so the house is at a pleasant temperature. Radiant heating warms the massive slab and the floors under your feet which then radiate the stored warmth into the air. Response time is slow, 24 hours or more, so that adjusting our pre-settings to the controllers in each room will not result in any quick change in room air temperature.

On the coldest and windiest days you may wish to top off the radiant heating with the air conditioners, which also have heat settings. We can also provide electric space heaters.

Please phone 6162-6506 if you are having an air conditioning or heating issue in your house.

### ***25. What about the water supply?***

Every house contains an automatically filled water storage tank with a constant pressure pump so that water is always available. In the odd event of a power outage the water flow in the house will be reduced or stopped until power is restored.

Every house also has one or more hot water heaters to ensure an adequate supply of hot water to the kitchen and all bathrooms. These single homes are not attached to industrial boilers, though, so please don't expect everyone in your party to have long hot showers continuously at the same time.

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### ***26. What if the power goes out?***

Fortunately, this doesn't happen very often, but if it does, you will find a flashlight, candles, and matches in the kitchen or the laundry/utility room of your house.

The main circuit breakers are located in the laundry/utility room of each house. If you think the outage is isolated to your house, do check the breaker box to see if any breakers have tripped.

Please call 6162-6506 for assistance.

### ***27. What if there is a fire?***

Each house has a fire extinguisher in the kitchen or the utility/laundry room.

Call 6162-6506 immediately in case of any fire.

### ***28. Is it safe to stay in a village house?***

These are small communities and neighbors look out for one another. There is no through traffic at night. We have never had any incident with guests involving theft or personal safety in Mutianyu or Yingbeigou. We do, of course, recommend that you observe simple prudence by always locking the doors when your party is away from the home and at night.

### ***29. Can I drink the tap water?***

The village water seems to be safe and we use it ourselves for bathing, washing up, and brushing teeth. However, we recommend that you not drink it.

### ***30. Do you offer complimentary bottled water?***

We provide reasonable quantities of bottled water on a complimentary basis. If you would like replenishment please ask our guest relations manager on 6162-6506 between 09:00 and 18:30.

### ***31. Can I get ice?***

If you'd like ice for beverages we will be happy to provide reasonable amounts of potable ice from The Schoolhouse without charge between 09:00 and 18:30 daily or by prior arrangement.

### ***32. What if I want to have a fire in the fireplace?***

Most of the houses have one or more fireplaces. Reasonable quantities of firewood are provided without charge. We also stock each house with newspaper, kindling, and matches.

Please note that the fireplaces all have been used many times without excess smoke by the home owners and previous guests. A few reasonable precautions will help you enjoy the fireplace:

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*Open the chimney vent before starting the fire.  
Adjust/close windows and doors to avoid excessive side drafts.  
Build the fire at the center (or rear) of the firebox.  
Use the paper and kindling to get a hot flame to start and create an updraft.  
Don't burn leaves or other smoky materials.  
Don't build fires that are too large for the firebox.  
Manually adjust the wood periodically to keep a nice flame going.*

Should you like special assistance to lay and light your fire we will be happy to help between 09:00 and 18:30. The service charge is Rmb 100.

### **33. May I barbecue outside?**

Some houses have gas grills which may be used without additional charge. Other houses may have charcoal grills for your use.

Open fires are not permitted.

### **34. Do you have room service?**

Not as such. But we do offer two dinner menus which can be ordered in advance for delivery to the houses. Please ask the guest relations manager about these menus if you're interested.

Many guests who don't wish to cook for themselves arrange to dine at The Schoolhouse or another local restaurant. Be sure to check opening hours or make a special reservation in advance. Our guest relations manager can help you.

The Schoolhouse offers a special rate to CCH guests for Saturday evening dining. This special rate is 10 per cent off meals ordered from the regular dinner menu or 20 per cent off the set pricing for Country Gourmet dinners with live jazz.

### **35. Can I get catering assistance for a party in the house I'm renting?**

Yes. Please let us know your requirements and we'll be happy to work with you to create a custom solution.

### **36. I'd like the continental breakfast – what should I do?**

Complimentary coffee is provided in each house.

A complimentary continental breakfast is offered every morning from 09:00-11:00 in The Schoolhouse Canteen consisting of baked goodies, spreads, and choice of cappuccino, Americano coffee, or hot tea. If you'd like earlier in the morning we will try to accommodate. If you're staying in Yingbeigou we will provide a free ride to The Schoolhouse and back to your rental home.

If you would like a more substantial morning meal we welcome you to upgrade to a full meal at The Schoolhouse for an additional charge of Rmb 60 per guest in your party. The full meal choices include the Hearty Country Breakfast or The Schoolhouse Breakfast Buffet (on days when the buffet is offered). Please let the guest relations manager know if you'd like to take this option.

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### **37. Are pets allowed?**

Some houses permit dogs. Please ask our guest relations manager when you make your booking.

### **38. What if I lose a key?**

CCH reserves the right to charge a lock replacement fee of Rmb 500 for each lost key.

### **39. Are there nice walks and hikes in the area around Mutianyu?**

Yes, indeed. Please ask our guest relations manager for recommendations and maps.

### **40. May I set off fireworks?**

No. Mutianyu and Yingbeigou are in protected forest areas where fireworks, including firecrackers are prohibited.

### **41. Is it OK to smoke in the house?**

No. CCH rental houses are all no-smoking indoors. CCH reserves the right to require guests to pay a special cleaning fee in the amount of one night's stay at the published rate if CCH determines smoking indoors has occurred.

### **42. If I stay longer than one day will the house be cleaned?**

We don't wish to intrude on the privacy of our guests. If you would like the house straightened up, please phone 6162-6506 between 09:00 and 18:30 to arrange a time for our housekeeping staff to enter your home.

Please also see Question 21 on linens and bedding.

## Guidelines for Enjoying Our Properties

1. Smoking is not permitted indoors. CCH reserves the right to require guests to pay a special cleaning fee in the amount of one night's stay at the published rate if CCH determines smoking indoors has occurred.
2. Please respect the village community. CCH discourages guests from playing loud music or engaging in activities in late evening or early morning that may disturb neighbors. CCH reserves the right to require guests who in our judgment disturb the peace to leave immediately without refund.
3. CCH reminds guests that all activities must conform to the laws and regulations of the People's Republic of China.
4. Please respect and care for the items in the CCH houses as if they were your own. Guests may be held responsible and charged for damage resulting from improper usage.

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5. Every member of your party, including children, must present a passport or a Chinese ID. Guests who have not presented documents may not stay in homes. CCH reserves the right to require any party found with unregistered guests staying overnight to leave immediately without refund.
6. Other specific guidelines may apply to individual rental houses. Any such guidelines will be posted in each house.
7. CCH rental houses and grounds are provided as-is without any warranties with respect to habitability or safety. Usage is at the sole risk of guests. CCH shall have no liability for any losses, damages, or injuries to the individual paying for the rental house, anyone in his party, or anyone not a CCH employee or agent that he permits to enter the house and grounds.
8. Individual guest paying for the rental house shall be liable for all accidental and/or willful damage to the house and grounds and contents caused by himself, anyone in his party, and anyone not a CCH employee or agent that he permits to enter the house and grounds, normal wear and tear excepted.
9. Checking in shall constitute acceptance of these FAQ and Guidelines.
10. These FAQ and Guidelines are subject to change without notice. Published rates are subject to change without notice.

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