



# Brickyard Frequently Asked Questions 瓦厂酒店入住常见问题解答 (FAQ)

1 November 2020 2020年11月1日

Subject to change without notice 如有更改，恕不另行通知

This FAQ and Guidelines apply for all guests except that group bookings for events and/or lodging by individuals and organizations are subject to different commercial terms. Please contact us for more information.

本常见问题解答 (FAQ) 和指南适用于所有的客人，但个人和单位为活动和/或住宿的团体预订适用不同的商业条款。有关更多信息，请与我们联系。

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## For All Brickyard Guests 为所有客人

The following measures are in effect until further notice. In case of conflict between these measures and other FAQ and Guidelines these measures govern.

以下措施一直有效，直至另行通知。如果这些措施与其他常见问题解答和准则之间存在冲突，则以这些措施为准。

## Covid-19 Operating Measures

## 新冠病毒防疫期间操作措施

Updated 1 November 2020年11月1日更新

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There are a variety of temporary business changes and restrictions also mandated by the government. These are summarized below.

有政府要求的各种临时业务变更和限制。 这些总结如下。

Thank you for your understanding and please stay healthy.

感谢您的理解， 请保持健康。

## **1 Transportation 交通**

Until further notice we are unable to offer complimentary local shuttles for lodging guests.

除非另行通知， 否则我们无法为住宿的客人提供免费的当地班车服务。

Guests staying in Brickyard Homes will need their own transportation between Brickyard and Home.

住在瓦厂别墅客人需用自己的车辆去回别墅/瓦厂。

## **2 Entry to Brickyard 进入瓦厂**

All guests will be temperature scanned and mobile phone checked for green status prior to first entry. Guests who do not meet requirements will be refused entry and reported as may be required by the government.

首次进入之前， 所有来宾都将进行温度测量， 扫描并检查手机的绿色状态。 不符合要求的客人将被拒绝进入酒店， 并按政府的要求报告。

## **4 Consequences of False Information 虚假信息的后果**

Any guest who provides false information respecting residency, health status, or other government-mandated information, who hides fever or other Covid-19 symptoms, or who evades entry and registration controls will be responsible for the consequences and will indemnify Brickyard for its resulting losses.

任何提供有关居住， 健康状况或其他政府强制性信息的虚假信息， 掩盖发烧或其他新冠病毒症状或逃避检查和信息注册的来宾均应承担后果并赔偿瓦厂

酒店造成的损失

## **5 Masks & Physical Distancing 口罩和身体距离**

For their own safety and that of others, guests will be required to wear masks in indoor public areas except when eating. Guests are encouraged to maintain appropriate physical distancing.

为了自己和他人的安全，除了进餐时，客人必须在室内公共区域戴口罩。鼓励客人保持适当的身体距离。

## **6 Dining 用餐**

Dining guests will be temperature monitored and names recorded each time.

将对用餐的客人进行温度监控，并每次记录姓名。

## **7 Payments 支付**

Until further notice we are unable to accept cash payments.

在另行通知之前，我们无法接受现金付款。

## **8 Everyone is Welcome 欢迎所有人**

Our policy has always been to welcome all guests who are compliant with Chinese laws and regulations. We do not discriminate on the basis of nationality or any other extraneous characteristic. We hope and expect our guests to honor this spirit and come together to relax in peace at our Retreat.

我们的政策一直是欢迎所有符合中国法律法规的客人。我们不会基于国籍或任何其他无关的特征进行歧视。我们希望并期望我们的客人尊重这一精神，并能在我们的酒店放松身心。

# **FAQ**

### **1. How do I make a booking for the Brickyard? 瓦厂酒店如何进行预订？**

Bookings can be made online at [brickyardatmutianyu.com](http://brickyardatmutianyu.com)  
If you have questions you can reach us by phone or email.

我们接受在线预订，网址[brickyardatmutianyu.com](http://brickyardatmutianyu.com)  
如果您有疑问，可以通过电话或电子邮件咨询。

Phone 电话: +86 10 6162-6506

Email 邮件: [info@brickyardatmutianyu.com](mailto:info@brickyardatmutianyu.com)

Be prepared with a valid credit card and the number of guests in your party.  
请提供一张有效的信用卡和贵方的客人人数。

Please note that when you provide the number we will not make a charge to your credit card.

请注意，我们将不收取您所提供的信用卡的任何费用。

No charge will be made until you have arrived to check in unless you owe a cancellation fee and we assess it.

贵方抵达酒店并登记入住前，我们不收取任何费用。除非你因取消预订而欠费，届时我方将进行评定。

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

预订时我们将核对当天客房的可用性。然后我们将通过电子邮件确认预订信息，包括团体名称、数量及房费数目。

## **2. Are there any cancellation charges? 取消预订是否收费？**

The Brickyard reserves the right to charge a 50 per cent cancellation fee for cancellations made less than 4 days prior to the booked date of arrival and 100 per cent for cancellations less than 48 hours prior to booked arrival.

如果客人预订抵达日期前4天以内取消预订，瓦厂有权收取50%的取消预订费，预订抵达前48小时内取消预订，预订费用概不退还。

## **3. When and how do I pay for my stay? 入住的付款时间和方式如何？**

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

房费将在入住前收取。杂费和餐费退房后结算。

At check-in the Brickyard collects a security deposit, either in cash Rmb or as a hold on a credit card, equal to one night's lodging for the reserved Room(s) and/or Home(s).

在办理登记入住时，瓦厂会收取一定费用的押金。我们会收取现金，或在客人信用卡上控制相当于一晚客房/别墅住宿费用的金额。

The deposit will be fully refunded unless you have caused damage or loss to the property beyond what we consider normal tear and care. In case of damage or loss we will make what we consider an appropriate deduction.

此保证金将会全额退回除非您损坏或丢失的物品超过了我们认为正常使用所造成的损坏程度。万一您有损坏或丢失物品，我们将从保证金里扣除一个合理的金额。

In the very rare case that we may have recourse to your deposit we will tell you exactly what and why and the amount.

在非常罕见的情况下我们可能会追索您的保证金，我们将会非常准确地告诉您什么东西，

为什么和金额。

Please note that if the damage exceeds the security deposit you will still be responsible for covering all the associated loss.

请注意，如果损坏超过了保证金的金额，您有责任支付所有受损的金额。

Refunds of cash deposits will be made prior to your departure and refunds of credit card deposits will be processed through the banking system and this typically takes a few days but in rare cases can take considerably longer.

现金退款会在您离店前完成，信用卡退款我们需要通过银行系统操作，这个特别的程序需要几个工作日，但是个别情况可能需要更长的日期。

We apologize for having to require the deposit from all guests without exception. This is standard operating procedure in China and, especially for valuable rental homes, a standard practice worldwide.

我们对于要求所有客人交纳保证金表示歉意，没有例外。这个标准的运营程序在中国和世界都是通行惯例，特别是针对昂贵的出租别墅。

Please understand that if you refuse to pay the deposit in full at check-in we will not be able to accommodate you and you will still be liable to pay the cancellation charge.

请理解这些运营程序，如果您拒绝支付全额保证金，我们将无法接待您的住宿，您同时有责任支付取消费用。

The Brickyard accepts payment by wire transfer, cash, major international or Chinese credit card, and We Chat for all payments.

瓦厂接受电汇、现金或国内或国际的主要信用卡及微信支付方式。

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

如果您希望付款前检查已预订的客房或者别墅，我们很乐意配合。但敬请不要带行李入客房或者别墅，客房钥匙要等你办理入住手续后提供给您。

#### **4. Can we rent Brickyard Hotel Rooms or Homes as a group? 我们能否团体租赁瓦厂酒店或者别墅？**

We certainly welcome groups of friends to come and share the Brickyard experience together. 我们当然欢迎各位朋友团体租赁，共同分享在瓦厂的体验。

But please note that we rent Rooms and Homes only to a specific adult individual who is 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 Property.

但请注意，我们只对特定成年人租赁客房及别墅。租客要个人承担租金并确保团体的所有成员以及任何允许进入酒店的人员都能遵守《酒店使用常见问题解答和指南》。

#### **5. What is check-in time? 什么时间办理入住手续？**

For the **Brickyard Hotel** check-in time is any time from 15:00 to 23:00. For later check-ins we ask that you coordinate with us in ahead of time.

入住手续办理时间为15:00至23:00，对于更晚的入住情况需要您提前跟我们交流。

For **Brickyard Homes** check-in time is anytime from 15:00 until 18:00 unless otherwise arranged.

入住手续办理时间为15:00至18:00，除非另有安排。

Brickyard Homes reserves the right to charge a late check in fee of Rmb 200 for check-ins from 18:00 to 21:00.

对于在18:00到21:00之间的入住，瓦厂酒店有权利收取晚间入住费用200元。

Brickyard Homes reserves the right to charge a late check in fee of Rmb 500 for check-ins after 21:00.

对于21:00之后的入住，瓦厂酒店有权利收取晚间入住费用500元。

### **6. Where do I go to check-in for my stay? 入住需在哪里办理入住手续？**

All lodging guests are asked to check-in at Brickyard Retreat & Spa. Y  
我们要求所有客人在瓦厂酒店办理入住。

After arriving at the Brickyard Hotel please go to the lobby, just inside the courtyard to check-in. 请到达瓦厂后进入接待室，该接待室在院子入口处。

### **7. What documents do I need to check-in? 办理入住手续需要出示什么证件？**

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

您的每一位成员，包括孩子，需出示带有有效中国签证的护照或正式的中国居民身份证。

The documents will be copied and transmitted to the Public Security Bureau.  
证件将被复印并传送到公安局。

**Guests who have not presented documents may not stay in rooms or Homes.  
客人必须在提交证件后，才能入住客房或别墅。**

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

如任何人或团体留宿未登记客人，瓦厂有权要求该人员或团体离开，且任何费用概不退还。

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

**入住期间，如果我需要帮助或有紧急情况，该怎么办？**

Please contact the posted emergency number. Alternatively, the Lobby is staffed 24 hours a day. Please ring the bell if no one is at the desk.

请拨打公布的紧急求救号码。另外，接待处24小时有人值班。如果前台没有人请摁铃。

### **9. What is check-out time? 什么时间退房？**

Check-out time is no later than 12:00 Noon. 退房时间不得迟于中午12:00。

Guests wishing to check out late should request as early as possible but the Brickyard cannot guarantee late check out.

希望延迟退房的客人应尽早要求，但瓦厂不能保证答应延迟退房。



The Brickyard reserves the right to charge a late check-out fee of Rmb 200.  
瓦厂有权收取200元的延迟退房费。

Guests who check out after 15:00 or who leave without checking out will be charged an additional night at the published rate at the Brickyard's option.  
如有客人下午3点后退房或未结账即离开，瓦厂可按期公布的价格另收一天的费用。

**10. What will the Brickyard inspect when I check out?  
客人退房后，瓦厂要检查哪些内容？**

We operate on the honor system. Please let us know if anything has been damaged in the room or Home. Our staff may, however, at our option make a quick site inspection of the room or Home, including checking for damaged or missing items.  
我们以尊重客人为基础。请主动告知客房或者别墅里是否有物品损坏。我们的工作人员也可能检查客房或别墅，看是否有损坏或丢失的物品。

We will also check to make sure that you have returned all the keys.  
我们也将确保您已归还所有的钥匙。|

**11. If I don't have a car how do I get to and from The Brickyard?  
如果没车，怎么到达和离开瓦厂？**

We offer a transfers service to pick you up at the airport or elsewhere in Beijing and also to send you back. You may charge to your account with us. Please download transfers information from [www.brickyardatmutianyu.com](http://www.brickyardatmutianyu.com) for complete rates and information.  
我们在北京机场或其他地方提供接送服务。在瓦厂付费。有关价格和信息，请从[www.brickyardatmutianyu.com](http://www.brickyardatmutianyu.com)下载接送信息。

*The Fine Print:* Please note that we offer no warranty respecting transport services and should you choose to use a service recommended by us you explicitly waive us of any and all liability to you or for you in relation to such service. Please also note that if you accept a courtesy conveyance in any vehicle owned and/or operated by Schoolhouse Hotels, the Brickyard, The Schoolhouse, or any affiliate you also explicitly waive us and affiliates of any and all liability to you or for you in relation to such service. These waivers apply to you and to all members of your party and you are responsible for ensuring all members of your party are aware of the waivers.

*附属细则：* 请注意，我们对接送服务不提供保证责任。如果您选择使用我们推荐的服务，您明确放弃我们对您的任何及所有责任。还请注意，如果您接受瓦厂酒店或任何附属公司拥有及/或经营的任何车辆接送服务，您也明确地放弃本公司及附属公司提供服务时对您的一切及所有的责任。这些弃权条款适用于您和您团体的所有成员，您是负责确保您团体的所有成员都了解此弃权条款。

**12. Are linens and bedding provided? 配置床上用品吗？**

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 bath towels and hand towels. As a conservation measure we do not provide wash cloths.

是的。所有床都配备了干净的床单、羽绒被和枕头套，恭候您的到来。所有的床均有枕头和棉被。所有的浴室均配有新洗的浴巾和手巾。作为环保措施，我们不提供面巾。

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.

对于入住时间超过一晚的客人，如果你为节省资源、愿意继续使用原有的床单，我们将不胜感激。床上用品统一每周更换一次。

In any case, if you'd like fresh towels or do need fresh bed linens please call 6162-6319 between 09:00 and 18:00 and we will provide.

在任何情况下，如果你想要新毛巾或需要新的床上用品，请于09:00~18:00致电6162-6319。我们将为您提供。

### **13. Is it safe to stay in a village inn? 住乡村旅馆安全吗？**

These are small communities and neighbors look out for one another. There is no through traffic at night. We do, of course, recommend that you observe simple prudence by always locking the doors when your party is away from the room or Home at night. 小社区和邻居们彼此照应。夜间基本无车辆行驶。当然，我们建议您注意基本安全：夜间人员离开客房或别墅时一定要把门锁好。

### **14. Are there any grocery stores around Mutianyu? 慕田峪周围是否有杂货店？**

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. 在每个村庄都有服务当地居民的小商店，在这里您可以买到一些商品，但是我们推荐您自带食品和饮品。

### **15. What if the power goes out? 停电怎么办？**

Fortunately, this doesn't happen very often. At the Brickyard Hotel there is emergency lighting outdoors and in public areas. Please contact the Lobby for assistance. 所幸很少发生停电事故。在瓦厂酒店在室外和公共区域设有应急灯。如需帮助，请联系接待室。

Homes guests 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.

别墅客人会在厨房或洗衣/设备房区域找到一个手电筒，蜡烛。房屋主断路器在每个房子的洗衣/设备房处。如果您认为只有您的房子断电，请去闸箱处检查是否跳闸。

Please call 6162-6506 during office hours 09:00-18:00 or 6162-6282 at other times for assistance. 如需帮助，请在9:00至18:00间致电6162-6282。

### **16. What if there is a fire? 发生火灾怎么办？**

At the Brickyard Hotel each of the four room buildings has fire extinguishers in plain sight outside the doors to the rooms. 在瓦厂每四间客房配置一个灭火器，会在客房门外显眼处。

Contact the Reception immediately in case of any fire. 如发生火灾，请立即联系接待室。



Each Home has a fire extinguisher in the kitchen or the utility/laundry room.  
每栋别墅均配置一个灭火器在厨房和设备/洗衣房处。

Call 6162-6319 immediately in case of any fire. 如果有火灾请立即致电6162-6319

### **17. Can I drink the tap water? 这里的自来水可以饮用吗？**

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. 村里的水应该是安全的。我们自己用自来水洗澡、洗餐具、刷牙。但是，我们不鼓励您喝。

### **18. Can I get ice? 是否提供冰块？**

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

如果需要，我们可免费为您的饮品提供合理数量的冰。提供时间为：09:00至18:00，或事先安排的其它时间。

### **19. What if I have a health condition that could require emergency attention? 客人出现健康问题，能否得到紧急处理？**

There are no emergency medical treatment or ambulance services in the Mutianyu Great Wall International Cultural Village (comprised of Mutianyu, Xinying, Tianxianyu, and Beigou Villages in Bohai Township). We are about 20 minutes by car to a local hospital in Huairou or about 60-90 minutes to hospitals in Beijing. We recommend you consider this before deciding to stay at Brickyard Retreat.

慕田峪长城国际文化村（渤海镇的北沟村、慕田峪、辛营、田仙峪）没有急救或救护车服务。我们距离怀柔的一家当地医院约20分钟车程，距离北京市的医院大约60-90分钟车程。我们建议您认真考虑这一点后，再决定入住瓦厂。

### **20. Allergies, Food Sensitivities, and Health Concerns 过敏、食物过敏和健康问题**

Brickyard encourages guests with serious food allergies to bring their own food. We ask guests with allergies, food sensitivities, or health concerns to alert our staff. Recipes are available for inspection and we will try to accommodate special requests.

瓦厂建议食物过敏严重的客人自备食物。我们要求存在过敏、食物过敏或健康问题的客人提醒我们的工作人员注意。食谱可供查阅。我们会尽量满足您的特殊要求。

Our kitchens are all used at times to prepare dishes with peanuts and tree nuts.  
我们的厨房随时配置带有花生和坚果的菜品，请您注意。

The Brickyard is not liable for guests who have allergic reactions of any kind to our foods or to any items contacted while on our premises.

客人在我们这里接触任何食物或物品有过敏反应，均不承担任何责任。

We are not in a position to provide any medical care. In case of an emergency we will help arrange transportation to the nearest hospital in Huairou, about 20 kilometers.

Guests may be charged for the cost of the transportation and related services.  
我们不提供任何医疗保健服务。如有紧急情况，我们会帮您安排车辆到最近约20公里的怀柔一家医院。客人要支付交通及相关服务的费用。

### **21. Can guests use the Brickyard Spa? 客人能否使用瓦厂健康中心？**

Yes. The rates for the Brickyard Rooms and Brickyard Homes include use of the spa garden, jacuzzi terrace, and exercise room without additional charge subject to opening hours and availability. Guests may also take treatments and participate in scheduled or private classes for additional charges, subject to advance booking, opening hours, and availability. Please note that children under 16 are not permitted in the Spa except for the outdoor garden.

是。瓦厂酒店及别墅房费含健康中心花园、按摩浴缸露台和健身房的使用费。只要在营业时间且有空位，客人均可使用，无需支付额外费用。客人也可付费进行温泉水疗和参加定期或私人课程，但须提前预约、在营业时间并且有空位。请注意，16岁以下的儿童不允许进入温泉，但可以进入户外花园。

### **22. Can I park my car at the Brickyard?**

Yes, on a space-available basis, first-come first-served, and you must provide the license plate number and make of your vehicle when you register. Vehicles not listed on check-in form are subject to being towed at owner's expense. Available parking is complimentary for guests. When our parking lot is full you may park nearby off our property. Parking on or off our property is at the sole risk of the guest. Guests are asked not to block other cars or passage of vehicles when parking. Cars that are parked improperly and not moved by the guest are subject to being towed at owner's expense.

可以，基于停车场场地允许，先到先得，同时您需要在入住时告知我们您是自驾车并提供您的车牌号，如果办理入住手续时未提供车辆信息，您的车辆可能被拖走，并且拖车费将由您本人承担。在车位允许情况下住店客人免费停车。当停车场无空位时，您需要将车辆停放在酒店以外的附近区域，在瓦厂酒店停车场或者外部附近区域的车辆停放风险将由您本人承担。请您在停放车辆时，不要影响其他车辆及行人的通行，如果车辆无序存放并未及时挪动，您的车辆将被拖走，同时相应的费用将由您本人承担。

### **23. Do you have room service? 是否提供客房服务？**

Not as such. We deliver water and ice from 09:00-18:00. The Brickyard lodge is open for complimentary Coffee Americano, tea and soft drinks after breakfast till 17:00 and bar drinks and casual meals are served daily from 12:00-24:00 with the last food order at 21:00.

基本不提供。我们09:00-18:00提供水和冰。瓦厂门房全天从早饭结束了至17:00免费提供美式咖啡、茶和软饮料，酒吧每天提供饮料和便餐营业时间：12:00-24:00，最后点餐时间为21:00。

Many guests arrange to dine at The Beigalar or another local restaurant. We do offer asian cuisine in Sansa, hot pot and fried dishes in the beigalar, Special meals for groups like Japanese and Sichuan set menu could be arranged with prior coordination.

很多不喜欢自己做饭的客人，可以选择在瓦厂门房餐厅，我们还提供东南亚菜在三卅酒店，火锅和炒菜在北旮旯餐厅，如果有团队喜欢日餐和川菜套餐，我们也可以提前安排。

Be sure to check opening hours or make a special reservation in advance. Our guest relations manager can help you.

许多客人安排在北旮旯餐厅或其他当地餐厅用餐。一定要确认营业时间或提前预约。如需帮忙，可询问我们的客户关系经理。

#### **24. What if I lose a key? 我丢了钥匙怎么办？**

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

如果钥匙丢失，瓦厂可更换门锁。每更换一把锁，瓦厂有权收取500元的更换费。

#### **25. Are there nice walks and hikes in the area around Beigou?**

**北沟周围是否有好的散步和远足去处？**

Yes, indeed. Please ask our guest relations manager for recommendations and maps. 确实有。我们的客户关系经理可为您提供建议和行走地图。

#### **26. May I set off fireworks? 能否燃放烟花？**

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

不能。慕田峪和北沟属森林保护区，这里禁放烟花—包括鞭炮。

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## **For Brickyard Rooms Guests 为瓦厂酒店客人**

#### **27. How many guests can stay in a room? 每间客房可以入住几个人？**

In order to ensure safety and comfort for all of our guests we limit the number of people permitted to stay in rooms. These occupancy limits are detailed on our website Rooms page and are mandatory. If you arrive with more people than permitted we will try to arrange additional or alternative accommodation but we reserve the right to refuse accommodation and you will still be liable for the cancellation charge.

为了确保所有客人的安全和舒适，我们限制允许入住客房的人数。这些入住限制在我们的网站“客房”页面上进行了详细说明，并且是强制性的。如果您到达的人数超过允许的人数，我们将尝试安排其他或替代性的住宿，但我们保留拒绝住宿的权利，您仍将承担取消费用。

#### **28. After check-in how do I get to my room?**

**办理入住手续后，我如何进入自己的客房？**

Guests will be accompanied to their room by a guest relations team member, who will give them a short overview of the room and provide them with keys.

客人会在一名客户关系人员的陪同下进入自己的客房。客户关系人员向客人简要介绍客房情况，随后把钥匙给客人。

The rooms are all located within the Brickyard compound. Access is via covered walks and ramps with only a few steps not under roof. 客房都位于瓦厂内，由带屋顶的人行道和坡道通向各个客房。途中只有少数几处是露天的。

We will provide assistance with baggage if needed.  
如有需要，我们可提供行李帮助。

**29. How do I get back to the Lobby for check out?  
如何返回接待室办理退房手续？**

We ask you to walk and we will provide assistance with baggage if requested. Please contact the 6162-6319 from 09:00 to 18:00 or the number posted at the hotel.  
我们要求客人自己前往，需要时我们将提供行李帮助。可于09:00至18:00，联系6162-6319或张贴在酒店的电话号码。

**30. Do I need a car while I stay at the Brickyard?  
瓦厂住宿期间，客人是否需要自备车辆？**

Many of our guests do not use cars, preferring to walk about. Mutianyu is a bit more remote than Beigou and we find many guests are happier there if they have a car.  
我们的许多客人不用汽车，选择步行。慕田峪村较远，我们发现许多客人自己有车，会方便许多。

Subject to availability and on a first-come-first-served basis we may provide courtesy rides among the Retreat, Homes and locations in the Mutianyu Great Wall International Cultural Village (comprised of Mutianyu, Xinying, Tianxianyu, and Beigou Villages in Bohai Township). We reserve the right to limit the rides to what we solely consider reasonable.

如有空车，我们将根据先到先得的原则，免费提供瓦厂及慕田峪长城国际文化村（渤海镇的北沟村、慕田峪、辛营、田仙峪）许多地方之间的接送服务。我们保留我方认为合理的乘车限制的权利。

If you need more or dedicated service, we can help you arrange a local transport service if required and you may pay the agreed rate directly to the driver.

如果您需要更高效的服务，我们可以帮助您安排当地的车辆服务。你可以按照约定的价格之直接付款给司机。

*The Fine Print:* Please note that we offer no warranty respecting transport services and should you choose to use our service or a service recommended by us you explicitly waive us of any and all liability to you or for you in relation to such service. Please also note that if you accept a courtesy conveyance in any vehicle owned and/or operated by the Brickyard or any affiliate you also explicitly waive us and affiliates of any and all liability to you or for you in relation to such service. These waivers apply to you and to all members of your party and you are responsible for ensuring all members of your party are aware of the waivers.

*附属细则：* 请注意，我们对接送服务不提供保证责任。如果您选择使我们的服务后者用我们推荐的服务，您明确放弃我们对您的任何及所有责任。还请注意，如果您接受瓦厂酒店或任何附属公司拥有及/或经营的任何车辆接送服务，您也明确地放弃本公司及附属公司提供服务时对您的任何及所有的责任。这些弃权条款适用于您和您团体的所有成员，您是负责确保您团体的所有成员都了解此弃权条款。

**31. Are the rooms provided with personal hygiene items?  
客房是否提供个人卫生用品？**

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

客房配有洗手液、洗发水和吹风机。如果您忘记带牙膏、牙刷、梳子、剃须刀或女性卫生用品，请于09:00~18:30联系前台，我们将为您免费提供这些物品。

We also provide a pair of hand-made eco-friendly grass slippers for each guest to be used for the entire stay. Guests are welcome to take away the slippers as a token of their stay. Slippers left behind are cut up and put into our compost pile.

客人入住期间，我们还对每位客人提供一双手工制作的环保型草拖鞋。欢迎客人将拖鞋带走，留作入住纪念。如果您不想将拖鞋带走，我们将其切开、放入堆肥。

### **32. Do the rooms have hotpots or coffee makers?**

**客房是否有电热炉或咖啡壶吗？**

No, except for the Chairman's Suite, which has a cooktop and espresso machine.  
没有。只有主席套房配备一台电热炉和咖啡机。

### **33. What about the water supply? 供水情况怎么样？**

The Brickyard 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 will be reduced until power is restored.

瓦厂包含一个配有恒压泵的自动填充储水罐，可保证水的供应。如发生停电，供水量会减小，直至恢复供电。

Every room has an individual hot water heater to ensure an adequate supply of hot water for showers and washing.

每间客房都配有一个单独的热水器，保证淋浴和洗涤的热水供应。

### **34. Do you offer complimentary bottled water? 是否提供免费瓶装水？**

Yes, we do provide complimentary bottled mineral water, two per room per day.  
是的，我们每间客房每天提供2瓶矿泉水。

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

**如果我想要壁炉生火，应该怎么办？**

The lodge and the Chairman's Suite have fireplaces. We will set and light a fire on request. We ask guests to help tend the fire while they are enjoying the common living room or the Suite.

门房和主席套房设有壁炉。我们将根据客人的要求给壁炉生火。客人在公共客厅或套房享受壁炉时，我们会要求客人关照炉火。

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

请注意：壁炉已被之前的客人使用多次，都未产生大量的烟雾。建议您使用壁炉时，注意以下几个合理的预防措施：

*Open the chimney vent before starting the fire. 打开烟囱口，然后再生火  
Adjust/close windows and doors to avoid excessive side drafts.*

调整/关闭门窗，以避免过多的侧吸力

*Build the fire at the center (or rear) of the firebox. 炉膛的中心（或后面）生火*

*Use the paper and kindling to get a hot flame to start and create an updraft.*

*用纸张和小木柴生成热焰，产生上升气流*

*Don't burn leaves or other smoky materials. 生火不要用树叶或其他生烟的材料*

*Don't build fires that are too large for the firebox. 火焰不要太大，以免蔓延出炉膛*

*Manually adjust the wood periodically to keep a nice flame going.*

*烧火木料要定期手动调整，保持良好的火焰*

### **36. May I barbecue outside? 可以户外烧烤吗？**

We can arrange barbecues for groups of 12 or more with advance notice. Please ask for information when you make your booking.

我们可以安排12人或以上的团体烧烤，但要提前告知。如需预订，可查询详情。

### **37. I'd like the breakfast – what should I do? 我想吃早餐—我应该怎么做？**

A complimentary full buffet breakfast is offered everyday 07:30 to 10:00 in the Lodge.

门房免费提供全套自助早餐。每天早餐供应时间为：07:30至10:00

### **38. Are pets allowed? 客人能带宠物吗？**

No. 不能

### **39. Is it OK to smoke in the room or any place indoors at the Brickyard?**

**瓦厂的客房或其它室内区域允许抽烟吗？**

Sorry, but no. The Brickyard is no-smoking indoors except for the Card & Smoking Room. Schoolhouse Hotels reserves the right to require guests to pay a special cleaning fee in the amount of two nights stay at the published rate if the Brickyard determines smoking indoors has occurred.

不行。瓦厂没有室内吸烟区，但棋牌吸烟房除外。如果瓦厂宾馆认定有室内吸烟现象，瓦厂宾馆有权要求客人支付相当于两天公布房价的清洁费。

The Card & Smoking Room was created from an old kiln space and has separate ventilation. 棋牌和吸烟房由老窑改造而成，设有独立的通风系统。

### **40. If I stay longer than one day will the room be cleaned?**

**入住时间超过一天，是否提供客房清洁？**

We don't wish to intrude on the privacy of our guests. If you would like the room straightened up, please contact Registration between 09:00 and 18:00 to arrange a time for our housekeeping staff to enter your room.

我们不想侵犯客人隐私。如果您需要客房清理，请于09:00至18:00联系前台，我们安排客房清洁人员进入您的客房。

### **41. Can the rooms be blacked out? 客房能与外界光线隔绝吗？**

No. We are intentionally close to nature and to the changing seasons and times of day. All of the Brickyard guest rooms are north facing with story-and-a-half window walls with panoramic Great Wall, mountain, and sky views. The lower part of the window walls have privacy drapes but the upper part is always open to the view. Each queen room

also has a skylight so that natural light from the south fills the space with indirect light. Rooms at the ends of buildings also have clerestory views providing more views and light. At night the views of the sky and the stars in our rural area are wonderful.

不能。我们有意亲近自然，感受不同的季节和一天中不断变化的时间。瓦厂的客房均北向，层半高的窗墙可全方位观看长城、山和天空美景。窗墙下半部为隐私窗帘，但上半部始终是敞开的。每个大床房也有一个天窗，让自然光从南向直射进来。两端的客房也有天窗，可接收更多的景观和光线。到了夜间，您可尽情观赏乡村的浩渺夜空和点点繁星。

Morning light comes early in some seasons so if you are sensitive to the light and would like to sleep later we provide complimentary eye shades by the bedside.

有些季节，早晨的阳光一早就投射进来。如果您对光过敏、想多睡会儿懒觉，我们在床边提供免费的眼罩。

#### **42. Do you have security safes in guest rooms?**

##### **客房内是否提供防盗保险柜吗？**

All of our Brickyard Hotel rooms have security safes. We also have a safe in the registration office and are happy to secure valuables for guests on request. All storage is at guest's sole risk and responsibility, Brickyard has no liability.

我们所有的瓦厂酒店房间都有保险箱。登记处办公室也有有保险箱。客人如果需要，可前去寄存贵重物品。客人承担所有风险及责任，瓦厂无任何责任。

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## **For Brickyard Homes Guests 为瓦厂别墅客人**

Brickyard Homes is a rental home program that offers guests the chance to enjoy very special custom homes at Mutianyu Great Wall. We strive to provide relaxed family-style service that is friendly, efficient, prompt, and comfortable to all of our guests.

瓦厂别墅是一个房屋出租项目，该项目在慕田峪长城脚下改建民房，旨在让客人享受特殊设计改造的民房。我们力求提供轻松的家庭式服务，即提供给客人友好和舒适的氛围。

The Homes have kitchens and are stocked with coffee and makings. We also include the makings for continental breakfast unless you decide to upgrade to a Brickyard breakfast in the Brickyard Lodge. We do not offer room service meals except by special arrangement. There are a variety of local restaurants with different cuisines, service models, and price points for guests who do not wish to cook for themselves.

瓦厂别墅均有厨房并备有咖啡和厨房设备。我们也在别墅内为您准备了欧陆早餐，除非您决定升级到瓦厂早餐。除非有特殊安排，我们不提供房间服务。对于不准备自己做饭的客人，村庄附近有不同菜系，服务模式，及不同价位的当地餐厅可供选择。

As part of our sustainability program and so that guests can enjoy the homes in privacy we make up the homes only when requested and change linens weekly during a stay or when requested. In the same vein, the homes are not stocked with wasteful disposable toiletries or slippers, though we do have some complimentary toiletries on request for guests who find they've forgotten something.

当客人长住时，作为我们可持续发展项目的一部分，我们只会在客人特殊要求的时候进入房屋进行打扫，并只在出租期间每周一次或当客人要求时更换布草。同样的，出租房屋里并没有配备一次性用品或者拖鞋，但是我们备有免费的一次性洁具提供给忘记携带的客



人。

Brickyard Homes is not a hotel and we would like our guests to realize before they come that we're not offering hotel-style service. We hope that guests will make themselves literally "at home" and enjoy the experience of staying in a safe and comfortable house right in a Chinese village.

小园出租别墅并不是一个酒店，并且我们希望客人在来之前充分意识到我们不提供酒店形式的服务。我们希望客人享受“在家”的感觉，与此同时感受一次安全并舒适的中国乡村生活。

Nearly all of our guests seem to appreciate becoming part of our village even if only as short-term visitors. **We are in a very quiet community though dogs do bark, cocks do crow, donkeys do bray, and neighbors do sometimes have a family argument.** Sometimes the village public address systems broadcast announcements or news and entertainment. Please be tolerant of the sounds of village life which we have no power or right to control.

尽管是短期居住，几乎所有我们的客人都对于成为村庄的一部分心存感激。**我们是一个非常安静的社区，尽管会存在狗吠，鸡鸣，驴叫，且邻居们有时会有家庭内部的小争论。**有时村庄的公共宣传系统会广播一些通知或者新闻和娱乐。请忍耐此类乡村生活产生的声音，因为我们没有任何能力和权利控制。

#### **43. How many guests can stay in a rental house? 每个出租别墅可以入住几个人？**

Owners of each house have set a maximum number of overnight guests who may stay in the homes and these limits are specified on the Homes page of our website.

每位房主为其出租别墅设定了一个最大入住人数。我们网站别墅页说明每房子客人数的限制。

**These occupancy limits are mandatory. If you arrive with more people than permitted we will try to arrange additional or alternative accommodation but we reserve the right to refuse accommodation and you will still be liable for the cancellation charge.**

**这些入住限制是强制性的。如果您到达的人数超过允许的人数，我们将尝试安排其他或替代性的住宿，但我们保留拒绝住宿的权利，您仍将承担取消费用。**

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

**我不需要一个整个的别墅；我可以只租其中一个房间吗？**

The owners only rent a whole house. For guests who would like only a room we suggest you consider the Brickyard Hotel, an inn that is owned and operated by Brickyard Retreat at Mutianyu Great Wall. We can also recommend a variety of other nearby motels, inns, and rooms in local homes that might meet your needs.

出租别墅的主人只同意其别墅整栋出租。对于只想租用单个房间的客人我们建议考虑瓦厂休闲度假俱乐部拥有和管理的瓦厂酒店，我们还可以推荐一系列其他附近的旅店，度假村和也许会满足您要求的农家院。

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

**办理入住手续后，我如何进入自己的别墅？**

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.

客人会在一名客户关系人员的陪同下进入自己的别墅。客户关系人员向客人简要介绍房屋情况，随后把钥匙给客人。

Homes in Beigou are all within walking distance from the Brickyard Hotel but if you have baggage we encourage you to keep your car and driver at least until you've settled in the house. 位于北沟的别墅均在离瓦厂较近的区域，但是如果您有行李，我们建议您保留您的车和司机直至您入住完毕。

Homes in Mutianyu and Tainxianyu are about 10 minutes away by car. Brickyard Homes will provide complimentary transport by van from the Brickyard Hotel to Beigou, Mutianyu or Tianxianyu at the time of check in if required. Please note that to drive your own vehicle into Mutianyu Village you will need to obtain a complimentary VIP special access permit at check-in.

慕田峪村和田仙峪村的别墅均离瓦厂有大约10分钟的车程。如果有需求，瓦厂别墅将在入住时间段内提供免费从瓦厂到北沟，慕田峪或者田仙峪的车。请注意如果您需要自驾进入慕田峪村您将需要在入住时免费办特殊通行证。

*The Fine Print:* Please note that we offer no warranty respecting transport services and should you choose to use our service or a service recommended by us you explicitly waive us of any and all liability to you or for you in relation to such service. Please also note that if you accept a courtesy conveyance in any vehicle owned and/or operated by Brickyard Retreat or any affiliate you also explicitly waive us and affiliates of any and all liability to you or for you in relation to such service. These waivers apply to you and to all members of your party and you are responsible for ensuring all members of your party are aware of the waivers.

*附属细则：* 请注意，我们对接送服务不提供保证责任。如果您选择使用我们的服务或者我们推荐的服务，您明确放弃我们对您的任何及所有责任。还请注意，如果您接受瓦厂酒店或任何附属公司拥有及/或经营的任何车辆接送服务，您也明确地放弃本公司及附属公司提供服务时对你的任何及所有的责任。这些弃权条款适用于您和您团体的所有成员，您是负责确保您团体的所有成员都了解此弃权条款。

#### **46. How do I get back to Brickyard Hotel for check out?**

##### **我如何能回到瓦厂酒店办理退房？**

If you are staying in Beigou, Mutianyu or Tianxianyu homes, Brickyard Homes will provide a complimentary van if you need. Please phone 6162-6506 in advance to arrange.

如果您居住在北沟，慕田峪或者田仙峪，如果需要的话，瓦厂酒店将会提供给您免费车。请提前致电6162-6506预约。

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*附属细则：* 请注意，我们对接送服务不提供保证责任。如果您选择使用我们的服务或者我们推荐的服务，您明确放弃我们对您的任何及所有责任。还请注意，如果您接受瓦厂酒店或任何附属公司拥有及/或经营的任何车辆接送服务，您也明确地放弃本公司及附属公司

提供服务时对您的一切及所有的责任。这些弃权条款适用于您和您团体的所有成员，您是负责确保您团体的所有成员都了解此弃权条款。

#### **47. Do I need a car while I stay in a Brickyard Home?**

##### **别墅住宿期间，客人是否需要自备车辆？**

Many of our guests do not use cars, preferring to walk about. Mutianyu is a bit more remote than Beigou and we find many guests are happier there if they have a car. 我们的许多客人不用汽车，选择步行。慕田峪村较远，我们发现许多客人自己有车，会方便许多。

Subject to availability and on a first-come-first-served basis we may provide courtesy rides among the Retreat, Homes and locations in the Mutianyu Great Wall International Cultural Village (comprised of Mutianyu, Xinying, Tianxianyu, and Beigou Villages in Bohai Township). We reserve the right to limit the rides to what we solely consider reasonable.

如有空车，我们将根据先到先得的原则，免费提供瓦厂及慕田峪长城国际文化村（渤海镇的北沟村、慕田峪、辛营、田仙峪）许多地方之间的接送服务。我们保留我方认为合理的乘车限制的权利。

If you need more or dedicated service, we can help you arrange a local transport service if required and you may pay the agreed rate directly to the driver.

如果您需要更高效的服务，我们可以帮助您安排当地的车辆服务。你可以按照约定的价格之直接付款给司机。

*The Fine Print:* Please note that we offer no warranty respecting transport services and should you choose to use our service or a service recommended by us you explicitly waive us of any and all liability to you or for you in relation to such service. Please also note that if you accept a courtesy conveyance in any vehicle owned and/or operated by the Brickyard or any affiliate you also explicitly waive us and affiliates of any and all liability to you or for you in relation to such service. These waivers apply to you and to all members of your party and you are responsible for ensuring all members of your party are aware of the waivers.

*附属细则：* 请注意，我们对接送服务不提供保证责任。如果您选择使我们的服务后者用我们推荐的服务，您明确放弃我们对您的一切及所有责任。还请注意，如果您接受瓦厂酒店或任何附属公司拥有及/或经营的任何车辆接送服务，您也明确地放弃本公司及附属公司提供服务时对您的一切及所有的责任。这些弃权条款适用于您和您团体的所有成员，您是负责确保您团体的所有成员都了解此弃权条款。

#### **48. Where can I eat? 我可以在哪里用餐？**

The basic rate includes continental breakfast delivered to each home. For an additional fee Brickyard Homes guests can upgrade to Brickyard breakfast served in the Brickyard Lodge. Please contact the Lobby for additional information.

房费包括送至每个别墅的大陆早餐。付费后，您可以享受瓦厂早餐。请联系接待室了解更多信息。

The bar is open for drinks and snacks daily 12:00-24:00. Last food orders at 21:30. You may charge your purchases to your room.

酒吧提供饮料和小吃，每天营业时间：12:00-24:00。最后供餐时间为21:30。您可以签单

到您的房间。

We can recommend a variety of local restaurants for lunches and dinners. Be sure to check opening hours or make a special reservation in advance. Our guest relations manager can help you. 一定要确认营业时间或提前预约。如需帮忙，可询问我们的客户关系经理。

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

**如果我不想自己做饭，哪里可以用餐？**

Many guests who don't wish to cook for themselves arrange to dine at the Brickyard Lodge, we do offer asian cuisine in Sansa, hot pot and fried dishes in the beigalar, Special meals for groups like Japanese and Sichuan set menu could be arranged with prior coordination.

很多不喜欢自己做饭的客人，可以选择在瓦厂门房餐厅，我们还提供东南亚菜在三卅酒店，火锅和炒菜在北旮旯餐厅，如果有团队喜欢日餐和川菜套餐，我们也可以提前安排。

Brickyard Homes can recommend a variety of local restaurants. Be sure to check opening hours or make a special reservation in advance. Our guest relations manager can help you.

瓦厂别墅可以推荐风味各样的当地餐厅。您需要提前查看其营业时间或预约。我们的客户关系经理可以帮助您。

**50. Are the houses provided with personal hygiene items?**

**别墅是否提供个人卫生用品？**

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 18:00 and we will be happy to provide complimentary items. We do not provide slippers as a conservation measure so we suggest that you bring your own.

客房配有肥皂、洗发水和吹风机。如果您忘记带牙膏、牙刷、梳子、剃须刀或女性卫生用品，请于09:00至18:00间致电6162-6506，我们将为您免费提供这些物品。作为一项环保措施，我们并不提供拖鞋，所以我们建议您自带。

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

**别墅里有厨房，厨房用品，和用餐器具吗？**

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.

是的。所有的别墅均有基本的厨房配置，有些别墅的主人配有非常好的厨房用品和用餐器具。如果您计划做饭，请向我们的客户关系经理咨询每个别墅的配置。

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. 请注意厨房并不配备相关食材比如油，调味品等。所以我们建议您携带任何可能在您做饭中用到的食材。

**52. Do the houses have heating and air conditioning?**

**别墅里有暖气和空调吗？**

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

是的。所有别墅内都配有供暖设施和室内冷暖空调，其使用费已包含在租金内。

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.

在冬季，我们会在客人到达之前打开地热系统，以保证舒适的温度。地热会加热地面并通过地板散热到空气。地热系统反应时间较长，24小时或更长，所以调整我们的设置并不会短时间内改变室内温度。

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. In 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.

在最冷和风最大的日子，将供暖设施调整到最大，同时打开空调暖风可能会更好。我们也可以提供电暖气。

Please phone 6162-6506 if you are having an air conditioning or heating issue in your house. 如您的别墅内有空调或暖气故障，请致电6162-6506。

### **53. What about the water supply? 供水情况怎么样？**

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.

每个别墅包含一个配有恒压泵的自动填充储水罐，可保证水的供应。如发生停电，供水量会减小，直至恢复供电。

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 (or baths) continuously at the same time.

每个别墅都配有一个或更多的热水器，保证厨房和所有卫生间的适当的热热水供应。这些单独的房子并没有工业大型热水器，所以请勿认为住宿的每位客人都可以同时洗长时间的热洗澡。

### **54. What about drinking water? 有直饮水吗？**

Each of the Brickyard Homes has a special potable water tap installed on the kitchen sink. This tap is attached to a filtration system installed in the cabinet under the sink.

This filtration system is the same kind we use in our restaurants and our own homes. The water from this tap is for drinking.

每个瓦厂别墅均在厨房水池处安装了一个连接着过滤系统的水龙头。此过滤系统安装在水池下面的橱子里，这是我们自己的家和我们餐厅里使用的同款系统。这个水龙头里的水是可以直饮的。

As a conservation measure we do not provide bottled drinking water.

作为一项环保举措，我们不提供瓶装水。

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

### **如果我想要壁炉生火，应该怎么办？**

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.

大部分我们的别墅有一个或更多的壁炉。我们免费提供一定数量的木柴。我们也会在每个别墅储备报纸，引柴和火柴。

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

请注意：壁炉已被前面的客人及别墅的主人使用了很多次，都未产生大量的烟雾。建议您使用壁炉时，注意以下几个合理的预防措施：

*Open the chimney vent before starting the fire.*

打开的烟囱口，然后再开始生火。

*Adjust/close windows and doors to avoid excessive side drafts.*

调整/关闭门窗，以避免过多的侧吸力。

*Build the fire at the center (or rear) of the firebox.*

炉膛的中心（或后面）生火。

*Use the paper and kindling to get a hot flame to start and create an updraft.*

用纸张和火种生成热焰，产生上升气流。

*Don't burn leaves or other smoky materials.*

生火不要用树叶或其他生烟的材料。

*Don't build fires that are too large for the firebox.*

火焰不要太大，以免蔓出炉膛

*Manually adjust the wood periodically to keep a nice flame going.*

烧火木料要定期手动调整，保持良好的火焰。

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

如果您需要点壁炉的服务，我们将很高兴帮助您，请您在9:00至18:00间预约，我们将会收取您100元的服务费。

### **56. May I barbecue outside? 可以户外烧烤吗？**

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

一些别墅有免费使用的燃气烧烤炉。也有部分别墅有煤炭烧烤供您使用。

Open fires are not permitted. 请不要点明火。

### **57. Can I get catering assistance for a party? 能得到派对相应服务吗？**

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

可以。请让我们知道您的要求，我们将很乐意与您合作，找出一个量身定做的解决方案。

### **58. Are pets allowed? 客人能带宠物吗？**

Some houses permit dogs. Please check home details at [brickyardtmutianyu.com](http://brickyardtmutianyu.com)

一些别墅允许带着狗。详情请登录网址：[brickyardtmutianyu.com](http://brickyardtmutianyu.com)。

**59. Is it OK to smoke in the house? 可以在别墅里抽烟吗？**

No. Brickyard Homes rental houses are all no-smoking indoors. Brickyard Homes 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 Brickyard Homes determines smoking indoors has occurred.

不可以。瓦厂别墅不允许在室内抽烟。如果瓦厂别墅认定有室内吸烟现象，有权要求客人支付相当于当天公布房价的清洁费。

**60. Is there a mini-bar in the homes? 别墅里有小型吧台吗？**

No. 没有。

**61. What if we would like beverages? 如果我们需要饮品，该怎么办？**

Please note that the local stores stock bottled water and other beverages. 当地的商店有瓶装水和其他饮料的销售。

If you would like wine, champagne, or other beverages from us, please have a look at Brickyard menu. We will deliver at the *a la carte* pricing between 09:00 and 18:00 each day.

如果您想从小园购买酒，香槟或者其他饮品，请参见小园酒单。我们将在每天09:00至18:00间（以零点菜单价格）提供送酒服务。

Of course, you are welcome to bring as many beverages of your own choice as you wish.

当然，如果您愿意，您可以尽可能多的自带酒水。

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## **Guidelines for Enjoying Our Property 酒店住宿指南**

1. Smoking is not permitted indoors except in the Card & Smoking Room at the Brickyard Retreat. The Brickyard reserves the right to require Brickyard Hotel guests to pay a special cleaning fee in the amount of two nights stay at the published rate and require Brickyard Homes guests to pay a special cleaning fee in the amount of one night's stay at the published rate if the Brickyard determines smoking indoors in a room has occurred.

瓦厂酒店没有室内吸烟区，但棋牌及吸烟房允许抽烟。如果瓦厂认定有室内吸烟现象，有权要求瓦厂酒店客人支付相当于两天公布房价的清洁费，瓦厂别墅客人支付相当于一日公布房价的清洁费。

2. Please respect the village community. The Brickyard discourages guests from playing loud music or engaging in activities in late evening or early morning that may disturb fellow guests or our village neighbors. The Brickyard reserves the right to require guests who in our judgment disturb the peace to leave immediately without refund.

请尊重农村社区。瓦厂禁止客人在深夜或凌晨大声播放音乐或举行活动，以免干扰其他客人或村里的社区居民。瓦厂有权要求扰民的客人立即离开，所有款项概不退还。

3. The Brickyard reminds guests that all activities must conform to the laws and



regulations of the People's Republic of China.

瓦厂在此提醒：客人的所有活动都必须遵守中华人民共和国的法律和法规。

4. Please respect and care for the items in the Brickyard as if they were your own. Guests may be held responsible and charged for damage resulting from improper usage.

请像爱护自己的物品一样地关心和爱护瓦厂的物品。如因客人使用不当造成损失，客人要承担责任并支付相关费用。

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 the Brickyard overnight.

客人的每一位成员，包括孩子，需出示带有有效中国签证的护照或正式的中国公民身份证。客人必须在提交证件后，才能入住瓦厂。

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

**任何人或团体留宿未登记的客人，瓦厂有权要求该人员或团体离开，且任何费用概不退还。**

6. Parents/Accompanying Adults are responsible for caring for their minor children and ensuring that they do not disturb the peaceful enjoyment of our Retreat and Homes by other guests, do not climb, throw rocks or gravel, or otherwise engage in unsafe activities, and do not damage our furnishings, buildings, and grounds. 父母/陪同成人有责任看护自己未成年的孩子并保证其不会扰乱其他客人宁静，保证其不攀爬，乱扔石头及沙砾，或者做某些不安全的活动，并且不会损坏我们的家具，建筑和地面。

7. The Brickyard Retreat, its and grounds, including the Spa, and the Brickyard Homes and their yards are provided as-is without any warranties with respect to habitability or safety. Usage, including parking on or off the property, is at the sole risk of guests. Neither the Brickyard nor any affiliate shall have any liability for any losses, damages, or injuries to person or property incurred by the individual paying for and/or using a complimentary voucher for lodging or dining, anyone in his party, or anyone not a Brickyard employee or agent that he permits to enter the house and grounds. Individual guest or company paying for and/or using a complimentary voucher for the Brickyard use shall indemnify the Brickyard against all claims arising from usage of the rental house and grounds by anyone in his party or anyone not a Brickyard employee or agent that he permits to enter the house and grounds.

瓦厂及场地-包括健康中心-及别墅/别墅的院子只是照原样提供，对可居住性或安全方面不提供任何保证。客人使用或者泊车时均自担风险。付房费（和/或使用任何代金券）的本人、其团队成员及其允许进入客房和设施/场地的任何非瓦厂雇员或代理人的人员，如发生任何损失、损害或伤害，瓦厂均不承担任何责任。散客或公司（付款方和/或使用代金券方）需要帮助瓦厂免责于一切由其团队成员或任何其允许进入客房和场地的非瓦厂雇员或代理人员产生的要求。

8. Individual guest or company paying for and/or using a complimentary voucher for a Brickyard Retreat Room or Brickyard Home shall be liable for all accidental and/or willful damage to Brickyard rooms, homes, premises and contents caused by himself, anyone in his party, and anyone not a Brickyard employee or agent that he permits to enter the room, homes and grounds, normal wear and tear excepted. Individual guest or company paying for a stay at the Brickyard shall be personally liable for all losses of his or his guests' own person and property and/or for all losses to the room, houses and grounds and contents resulting from leaving the room, house or grounds unlocked at any time.

付费及使用免费代金券的单独客人或公司对其本人、团队成员及其允许进入客房和设施/场地的任何非瓦厂雇员或代理人人员对客房和瓦厂场地和物品造成的任何意外和/或故意损坏均需承担责任，正常磨损除外。付房费的客人或公司应为所有其成员的损失和/或别墅的损失和因在任何时间内未锁门而造成的损失负责。

9. Checking in and/or taking a key shall constitute acceptance of these FAQ and Guidelines. 登记入住即表示接受上述常见问题解答和指南。

10. These FAQ and Guidelines are subject to change without notice. Published rates are subject to change without notice. Other specific guidelines may apply from time to time. Any such guidelines will be displayed at Registration.

上述常见问题解答及指南如有更改，恕不另行通知。公布的价格如有变更，也恕不另行通知。根据现实情况，若有其他指南应用，将会在前台公布。

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