



# The Brickyard

Eco-Retreat at Mutianyu Great Wall  
by Schoolhouse Hotels

## Frequently Asked Questions and Guidelines for Enjoying Our Property

18 July 2011  
Effective for Stays Beginning 18 July 2011

### Frequently Asked Questions (FAQ)

#### *1. How do I make a booking for the Brickyard?*

We accept bookings by phone or email.

Phone: +86 10 6162-6506

Email: [info@brickyardatmutianyu.com](mailto:info@brickyardatmutianyu.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?*

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

The Brickyard also offers special rates for volume bookings (all 16 rooms in the inn or one room for more than 5 days) on a case-by-case basis. We require volume bookings to be secured with a non-refundable deposit at the time of booking.

Advance payments and deposits must be made in cash or by wire transfer; we do not accept credit cards for advance payments or deposits.

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

Each room in the Brickyard has one queen bed. We allow a maximum of two individuals per room.

In addition, one Infant less than 24 months may share a room with up to two other individuals. We will provide a baby crib for an additional charge of Rmb 100 if we have cribs available. It is best to book a crib in advance since we offer on a first-come, first-served basis.

We do not provide or allow cots or rollaways in guest rooms at the Brickyard.

Individuals sharing our guest rooms should take note that the rooms have open showers and toilets with Great Wall views.

See also Question 10 below.

### ***4. Can we rent a room or rooms as a group?***

We certainly welcome groups of friends to come and share the Brickyard experience together.

But please note that we rent rooms 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.

### ***5. We have a three year old child, can't he just share our room?***

We're sorry, but no. We suggest you bring a caregiver along to share a room with your young child. You may also consider renting one of The Schoolhouse Homes as they are ideal for families.

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

The Brickyard 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.

The Brickyard accepts payment by wire transfer, cash, or major international or Chinese credit card for all payments. The single exception is advance payments and deposits for which we do not accept credit cards.

If you would prefer to inspect the room you have booked prior to paying we will happily accommodate but we ask you not to bring baggage into the room 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.

The Brickyard 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 Brickyard. You may download driving directions from our website [www.brickyardatmutianyu.com](http://www.brickyardatmutianyu.com).

After arriving at the Brickyard, please go to Registration and ask for the guest relations manager.

We welcome you and your party to sit down 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 rooms.

The Brickyard 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 room?***

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

The rooms are all located within the Brickyard compound. Access is via covered walks and ramps with only a few steps not under roof.

We will provide assistance with baggage if needed.

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

Please call Registration and our 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 the Brickyard cannot guarantee late check out.

The Brickyard 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 the Brickyard's option.

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

Guests are asked to check out at Registration with the manager.

***15. How do I get back to Registration for check out?***

We ask you to walk and we will provide assistance with baggage if requested. Call Registration (Extension 8001).

***16. What will the Brickyard inspect when I check out?***

We operate on the honor system. Please let us know if anything has been damaged in the room. Our staff may, however, at our option make a quick site inspection of the room, including checking for damaged or missing items.

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

***17. If I don't have a car how do I get to and from The Brickyard?***

We offer a transfers service to pick you up at the airport or elsewhere in Beijing and also to send you back. You charge to your account with us. Please download transfers information from the lodging page of [www.brickyardatmutianyu.com](http://www.brickyardatmutianyu.com) for complete rates and information.

Seasonally on Saturdays and Sundays we also offer a School Bus service from downtown Beijing and back. Please contact our guest relations manager for information.

*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.

### **18. Do I need a car while I stay at the Brickyard?**

Many of our guests do not use cars, preferring to walk about. Beigou is a bit more remote than Mutianyu and we find many guests are happier there if they have a car.

Subject to availability and on a first-come-first-served basis we may provide courtesy rides among the 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.

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.

*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.

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

There is one small shop in Yingbeigou aimed at the local residents where you can buy some items.

### **20. Where can I eat?**

Breakfast is included in the room rate and is served Monday through Friday 07:30 to 09:00 and Saturday & Sunday 07:30-11:00. Please see Question 36.

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.

We can recommend a variety of local restaurants for lunches and dinners. 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 Schoolhouse Hotels guests for Saturday evening dining. This special rate is 10 per cent off the total bill.

***21. Do the rooms have linen and bedding?***

Yes. Ready for your arrival, all beds have freshly laundered sheets, duvets, and pillow cases. All beds have 4 pillows and 1 queen comforter. All bathrooms are stocked with 3 freshly laundered bath towels and 2 hand towels. As a conservation measure we do not provide wash cloths.

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 Registration (Extension 8001) between 09:00 and 18:30 and we will provide.

***22. Are the rooms provided with personal hygiene items?***

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 call 6162-6506 between 09:00 and 18:30 and we will be happy to provide complimentary items.

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 take away the slippers as a token of their stay. Slippers left behind are cut up and put into our compost pile.

***23. Do the rooms have hotpots or coffee makers?***

No.

***24. Do the rooms have heating and air conditioning?***

Yes. All the rooms have in-room air conditioners with heating and cooling functions as well as baseboard electrical heaters and use of these is included in the rental charge.

Please phone Registration (Extension 8001) if you are having an air conditioning or heating issue in your room.

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

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.

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

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

Fortunately, this doesn't happen very often, but if it does, you will find a flashlight on the closet shelf.

Please call Registration (Extension 8001) for assistance.

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

Each of the three room buildings has fire extinguishers in plain sight outside the doors to the room.

Call Registration (Extension 8001) immediately in case of any fire.

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

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 Beigou. The Brickyard is a gated and walled compound with a night watchman. We do, of course, recommend that you observe simple prudence by always locking the doors when your party is away from the room 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?***

No, as a conservation principle. But we do provide complimentary drinking water in a thermos bottle. You may get as much as you wish from the lodge or call 8001 for replenishment from 07:30 to 18:30.

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

If you'd like ice we will be happy to provide reasonable amounts of potable ice without charge between 07:30 and 18:30 daily or by prior arrangement.

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

The lodge has a fireplace. 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.

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

*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.*

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

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

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

Not as such. We deliver water and ice from 07:30-18:30. The lodge is open for complimentary Coffee Americano, tea, soft drinks, and cookies all day and bar drinks and casual meals are served daily from 12:00-24:00 with the last food order at 21:30.

Many guests 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 Schoolhouse Hotels guests for Saturday evening dining. This special rate is 10 per cent off the total bill.

### **35. Can I get catering assistance for a party?**

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 breakfast – what should I do?**

A complimentary full buffet breakfast is offered Monday to Saturday 07:30 to 09:00 and Sunday 07:30-11:00 in the Lodge.

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

No.

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

The Brickyard 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 Beigou?**

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

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

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

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

Sorry, but no. The Brickyard is no-smoking indoors except for the Cigar 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 Schoolhouse Hotels determines smoking indoors has occurred.

The Cigar Room was created from an old kiln space and has a separate ventilation.

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

We don't wish to intrude on the privacy of our guests. If you would like the room straightened up, please phone Registration (Extension 8001) between 09:00 and 18:30 to arrange a time for our housekeeping staff to enter your room.

Please also see Question 21 on linens and bedding.

**43. What if I have a health condition that could require emergency attention?**

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 minutes from hospitals in Beijing. We recommend you consider this before deciding to stay at The Brickyard.

**44. Can the rooms be blacked out?**

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 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.

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

**45. Do you have security safes in guest rooms?**

No. However, we have a safe in the registration office and are happy to secure valuables for guests on request.

**46. Can guests use the Brickyard Spa?**

Yes. The room rate includes 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.

**47. Allergies, Food Sensitivities, and Health Concerns**

The Schoolhouse Canteen (Roadhouse/Xiaolumian/Schoolhouse Homes/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.

Our kitchens are all used at times to prepare dishes with peanuts and tree nuts.

The Schoolhouse (RH/XLM) is not liable for guests who have allergic reactions of any kind to our foods or to any items contacted while on our premises.

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.

## **Guidelines for Enjoying Our Property**

1. Smoking is not permitted indoors except in the Cigar Room. The Brickyard 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 in a room has occurred.
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.

3. The Brickyard 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 Brickyard as if they were your own. Guests may be held responsible and charged for damage resulting from improper usage.

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

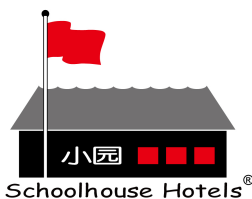
6. Other specific guidelines may apply from time to time. Any such guidelines will be displayed at Registration

7. The Brickyard and grounds, including the Spa, are provided as-is without any warranties with respect to habitability or safety. Usage is at the sole risk of guests. The Brickyard shall have no liability for any losses, damages, or injuries to the individual paying for the room, anyone in his party, or anyone not a Brickyard employee or agent that he permits to enter the room and facilities/grounds.

8. Individual guest paying for the room shall be liable for all accidental and/or willful damage to the room and Brickyard 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 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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