



Serenity is as safe and simple to be in as we can make it but there's always a chance of the unexpected so here's how to get help fast.

**REAL EMERGENCY STUFF - fires that you can't stop, injuries that look bad or a serious illness**

**If it's a fire, get everyone out of the house and make sure that they stay out CALL FOR HELP**

### **Serenity Caretakers**

It's very likely that Dave or Jane, the caretakers or a garden helper will be on site or close - please don't hesitate to ask them for help. They can help with immediate first aid if necessary and can deal initially with other emergencies.

**0044 7836 263738 or 0044 7910 594194**

### **Dial 112**

112 is the French equivalent of the 999 service in the UK. You can call it from mobile or fixed line telephones anywhere in the country to contact Fire, Police or Ambulance services. It is for real emergencies - a situation where there is danger to life or substantial danger to property. Please don't use it for trivial problems or to get general information - it won't be appreciated.

It's more than likely you will get an operator who can speak English but if not, there are a few generic phrases below which will help the operator decide how to route the call. There is also a description of where we are.

I am English

Je suis Anglais

**juh sweeze onglay**

I do not speak French

Je ne parle pas Francaise

**juh nuh parl pa fransay**

There is a fire in the house

La maison a pris feu

**la mazon ah pree fu**

There is a bad accident

Il y a un accident grave

**eel ee ah un aksidant  
graahv**

We are at Fenautrigues 46400 which is on the D19 near Bannes near St Céré  
and we need help

Nous sommes a Fenutrigues code postal quarante six quatre cent près de  
Bannes. Au secours

**New soms ah 'Fen oh treeg' code postaal karaunt sis katre saunt prey  
de Ban. Oh sekorse (see vu play!)**

We will wait for you beside the road  
Nous vous attendons a bord de la route

**New vews attandon ah bored de la rute**