WELCOME TO
SAN FRANCISCO
About your Airbnb hosts: Caitlin & Navin

Hailing from Sydney, Australia, we met in high school and have been travelling the world, meeting new people and exploring our passions in life ever since.

Between us we’ve travelled across Asia, Oceania, Africa, South America, Europe, the Middle East and North America and our favourite part has been meeting new people wherever we go.

We married in February 2012 and enjoyed a wonderful work and social life in Sydney before the opportunity came for us to move to San Francisco in October 2014 through Navin’s work.

We’ve absolutely LOVED getting to know this beautiful city we now call home and we can’t wait to show you why you’ll fall in love and want to keep coming back!

Navin works as a chartered accountant with KPMG so he’ll be off early in the morning and home later at night. Caitlin has recently received her permit to work in the States so is currently searching for a job in digital marketing! She’ll be in and out throughout the day though and is happy to play tour guide if you wish!

Besides travelling, we love to watch & play sports, attend music concerts, explore nature, cook, read and blog (that one’s mainly Caitlin!). We hope you’ll share some of your interests with us too!

Whether you love a chat or just want some privacy, we want our home to feel like your home and we will accommodate you as best we can.

Please don’t hesitate to ask any questions or raise any concerns throughout your stay, we’re here to make this trip one you’ll never forget!

If we’re not around the apartment, you can reach us on the following numbers:

Caitlin: +1 415-609-2824 | Navin: +1 415-699-0929

Yours in travel & adventure,
Caitlin and Navin
OUR A – Z GUIDE OF EVERYTHING YOU NEED TO KNOW TO ENJOY YOUR STAY

A is for…

Airbnb – we’re really proud to be a part of this community and are grateful this site has brought you to our home! Our community is committed to giving our guests the best experience in our home cities so we always appreciate your feedback, suggestions and reviews.

B is for…

Bathroom – you’ll find shampoo, conditioner, body wash and toothpaste (just in case you forgot!) in the bathroom ready for you to use. There is also a hairdryer located underneath the basin on the left side. Please hang your towels on the towel rack behind the door and hang the bath rug over the bath when finished.

To turn on our shower, switch the dial to H (or between C & H – it can get pretty hot!) and then pull the tab from the tap over the bath. You might want to do this whilst standing OUT of the shower/bath so you don’t get a cold fright! The water should warm up pretty quickly, so move the dial between C & H to find your preferred temperature. When finished, move the dial back to C. Some water will stream out of the bath tap for a few seconds after you finish.

When flushing the toilet please press down on the lever and then ensure it returns to it’s previous position, you may have to push it up a bit as it occasionally gets stuck. This ensures water doesn’t continue to flow and block our toilet. We’ve had a few issues with the pipes so if you do experience any issues with the toilet, please let us know right away and we’ll get someone to come fix it as soon as possible.

C is for…

Clipper Cards – we know it can be quite daunting to jump on public transport in a new city, so to help you out we’ve provided clipper cards for each guest with $5 credit to get you going. You can add more credit to these cards at any Walgreens (you’ll find them all around the city!) or at BART stations. Let us know if you need directions to either. We ask that you return these cards at the end of your stay so our next guests can use them. If you have loaded credit onto these cards and haven’t used it up, we’ll reimburse you the credit once returned.

Please note it’s $2.25/ride on the bus so the $5 is enough to get you somewhere and back but you should definitely top up when you can!
D is for…

**Dining** – you’re welcome to have as many meals as you like at our home, breakfast is included daily but feel free to buy ingredients to make lunches/dinners here too. When using our dining table please use the placemats provided (located under the fruit bowl in the kitchen) to limit any mess.

E is for…

**Emergencies** – you’ll find a comprehensive list of emergency contacts at the back of this information book. Please don’t hesitate to let us know if you need help with anything, but only once appropriate emergency services have been called!

F is for…

**First-Aid** – blisters happen to the best of the walking traveller! If you’re in need of Band-Aids, aspirin, antiseptic or bandages you’ll find our first-aid kit in the first tray drawer in the left side of the wardrobe in our entrance way. Please help yourself to whatever you need.

G is for…

**Garbage** – and recycling! A bin for your garbage is located under the sink on the right side, and a plastic container for your recyclable items is located underneath the sink on the left side. Please make every effort to separate things that can be recycled – San Francisco is a very environmentally conscious city and we like to do our part to contribute to this!

H is for…

**Home** – we’d love you to make our home your home, but that means we’d appreciate if you respected our space! Please wash up after yourself when you use anything in the kitchen, hang your towels in the bathroom and turn off lights when you’re not using them. These simple actions go a long way in making your stay more enjoyable!
I is for...

**Internet** – you can access our fast WIFI network using the following information:

Network: MakePovertyHistory-5 or MakePovertyHistory-2.4 (slower)
Password:

J is for...

**Jump on a bus** – it’s easy to get anywhere in San Francisco from our home and we hope you’ll find it’s an ideal base! The **31** (bus stop opposite our building) runs East-West down Eddy St to either Downtown SF (Ferry Building / Market St) or Ocean Beach (Golden Gate Park), with the **38** (bus stop at Geary and Fillmore) similarly running East-West down Geary towards Downtown (Union Square / Cable Cars to Fisherman’s Wharf). The **38L** is an express, so if you catch this it’s a winner! The **22** (bus stop on corner of Fillmore & Eddy) runs North to South from the Marina (views of Golden Gate Bridge) to the Castro and Mission (history, culture and food galore!)

K is for...

**Kitchen** – you are most welcome to use our kitchen throughout your stay – we have a range of appliances, pots & pans, knives and baking materials so you can make lunch or dinner here. We simply ask that you let us know if this is your plan for the day so we can plan our own cooking schedule accordingly and also that you clean up any mess you make whilst cooking / eating.

L is for...

**Laundry** – if you’d like to do some laundry during your stay, washer and dryers are located on Level 3, make a right and then left from the elevators. The washer is $1.75 - $2.25 and the dryer is $1.75 – $2.00 depending on your load and you’ll need a credit/debit card to activate the machines. Ensure you keep track of your washing, as other residents will move your finished items out of the machine when busy. You are welcome to use our washing liquid, found in the first tray drawer in the left side of the wardrobe in our entrance way.

If you need to iron your clothes you’ll find an ironing board and iron in the wardrobe next to the bathroom on the right side. Please help yourself and remember to put away when finished.
M is for…

**Munchery** – this is one of our favourite apps in the San Francisco Bay Area! Chef-prepared, healthy meals delivered to your door every night of the week! If you’re craving a home cooked meal but can’t quite bring yourself to use the kitchen, check out Munchery – either online or via the app. There are a range of dishes to choose from between $9 – 12 and you can choose a delivery time between 4 – 9pm. Use our Munchery cooler bag to collect your meal if you will be out – just leave the bag outside our door. If you need help ordering a meal, please let us know. You can use this code: 6KJJT3GZ to get $10 off your first meal too.

N is for…

**Netflix** – as much as we think you should be outside exploring our beautiful city we understand a little R&R is sometimes needed and Netflix is the perfect place to unwind. Access Netflix via our Apple TV (full television instructions under “T is for”)

O is for…

**Out late** – we understand you want to make the most of your time in our city, so we don’t expect you to be home at a particular hour, yet we simply ask that you respect our neighbours and us by keeping noise levels to a minimum when you return.

P is for…

**Parking** - There is limited parking on Eddy St (depending on the time of day) so you may need to park a few streets over on Steiner, Pierce or Ellis. If this fails, there is an 18hr parking lot “Fillmore Heritage Center Garage” for $15/day at 1310 Fillmore St, the entrance is on Eddy St between Fillmore and Webster.

Q is for…

**Queues** – (or lines!) we just want to prepare you for the worst… you will probably have to do a lot of waiting to see some attractions in San Francisco – this is a popular city year round! To beat the queues for the Cable Cars make sure it’s your first stop of the day or to get the most out of the Exploratorium visit on Thursdays after 6pm – it’s Adults Only! For more tips just ask us 😊
R is for…

Reading – we have a range of travel books and general fiction available for you to read during your stay. There are many beautiful parks in San Francisco so we don’t mind if you take our books on an excursion with you, simply bring them back with you when you return!

S is for…

Safeway (groceries) – there is a HUGE grocery store just over the road on Fillmore Street. Make a left on Fillmore and cross the road at the pedestrian crossing. Safeway is just through the car park. Perfect for ingredients to cook / snacks / drinks etc. Feel free to use our fridge and cupboards to store your food and drinks. We also have some shopping bags you can use to save you paying for a paper bag!

T is for…

Television – you are very welcome to use our television throughout your stay. There are THREE remotes (annoying, we know!) The Samsung remote will turn the TV on, change volume and change source (HDMI1 for Apple TV). To access our cable channels (including HBO) the TV needs to be on Channel 3 and then using the Comcast remote, turn the cable set-top box on and flick through the channels. To access Apple TV change the source to HDMI1 and turn on Apple TV by pressing ‘menu’ on the silver remote. Netflix, HBO, ABC, YouTube and more are all available on Apple TV. Please just remember to turn off the TV when you’re finished!

U is for…

Uber – a fantastic transport service to get you from A to B in the comfort of a car. Download the app to order an Uber from wherever you are, we recommend Uber X – a basic car driven by a friendly local. Rides to the city from our place cost between $7-10 and are quite economical if you are travelling as a couple. You can use this code: 8p3hp to get $10 off your first ride. Important to note – if there is a bolt symbol next to a car option this means that ‘surge pricing’ is turned on and you may be charged 1 – 2x more for your ride. This is mainly during peak hour to get more Uber drivers on the road. Other than Uber, we also recommend Lyft.
V is for...

Ventilation – we have found our apartment gets quite warm thanks to our 10th floor location and mostly sunny days so we haven’t had to use the heater at all, in fact you’ll probably have to open a couple of windows to get some fresh air in and this is more than fine! If you do find you are cold during the night, feel free to turn the heater on low, and ensure you turn it off again in the morning.

W is for...

Weekend Getaways – San Francisco is the perfect base for day trips all over Northern California. From the beautiful wine region of Napa Valley, giant redwoods of Marin County and beyond to Six Flags Theme Park in Vallejo, there is definitely something for everyone. Feel free to ask us for suggestions or use our Lonely Planet: Northern California book for ideas to suit any budget and interest.

X is for...

Xing’s or “Crosswalks” – it can be a bit confusing crossing the road in San Francisco (especially for foreigners!) If you see a wide space with two parallel white lines at an intersection pedestrians generally have right of way and cars will mostly slow down to let you pass. Remember to always look for traffic though; a few cars are known to go flying down Fillmore!

Y is for...

Yelp – the must-have app for anyone travelling in the States, especially in San Francisco. Whatever you’re looking for, Yelp can point you in the right direction. Simply state what you’re after (dining, shopping, spa treatment, cinema etc.) and it’ll not only provide a list of the closest options but there are hundreds of reviews and ratings to read to help you make the perfect choice. Download this app on your phone before heading out for the day, you won’t regret it.

Z is for...

Zany weather - it’s not rare to face all seasons in one day in San Francisco so make sure you always pack an extra scarf and jacket, especially if you plan to be out after sunset. We have umbrellas available for you to borrow if you’re stuck with some rainy weather (though we promise this will rarely happen!)
BEST PLACES TO EAT

All of these places are an easy walk or bus ride away – just let us know if you need help with directions!

**Bi-rite Creamery**  
3692 18th St, San Francisco

Incredible ice cream with unique and must-try flavours in the Mission. Treat yourself! We recommend getting a scoop of Honey Lavender or Salted Caramel and then heading over to nearby Dolores Park to enjoy your ice cream with a spectacular view of the city!

**The Grove Hayes Valley**  
301 Hayes St, San Francisco

 Delicious & reasonably priced meals (try the pot pie) and generous drink servings (try the lavender lemonade) just 15 min walk from our home. Great for larger groups or if you have work to attend to on your laptop all day!

**Suppenkuche**  
525 Laguna St, San Francisco

Authentic and scrumptious German food in Hayes Valley with a great atmosphere. Long wine and beer list and plenty of options to suit every taste bud! We recommend the breaded pork loin schnitzel or the German ravioli with mushroom sauce.

**Southern Pacific Brewing Co.**  
620 Treat Ave, San Francisco

Beer, cocktails and burgers in a funky warehouse in the Mission. Make sure you ask for the sage fries (trust us, best fries you’ll ever have!) Great outdoor seating in the garden on a warm San Francisco afternoon!

**State Bird Provisions**  
1529 Fillmore St, San Francisco

Named best restaurant in USA in 2013, State Bird Provisions serves top quality entrees with unusual ingredients including quail. It books out 60 days in advance, but limited walk-ins are available – you’ll just have to start lining up at 4.30pm! Just the next block from us – so put your name down on the walk-in list and then come back here to relax until it’s your time to dine.
Redford
673 Geary St, San Francisco

One of our favourites – you’ll usually catch us here once a week! Delicious American comfort food and an extensive wine, beer and cocktail list. Try the pork belly wraps, steak sandwich, mac and cheese or ask for the fries ‘half and half’ (potato and sweet potato). Lovely bar staff and an awesome American Flag mural on the wall of the upstairs loft – great for some touristy snaps!

Squat and Gobble
237 Fillmore St, San Francisco

Quaint little crepery just a 10 minute bus ride down Fillmore. Huge menu of American comfort food, a few Asian fusion items but you really need to go here for the crepes – whether you want something sweet of savoury there’s something for everyone. Being a bit of a sweet tooth we recommend ‘The Whole Thing’ – bananas, nutella and candied walnuts on a fresh crepe, need we say more?!

West of Pecos
550 Valencia St, San Francisco

One of the coolest Mexican eats in the Mission with authentic décor and friendly staff. Head there for happy hour, weekdays between 5.00 – 6.30pm when you’ll be able to get $5 sangria, $5 chips and guacamole (possibly the best we’ve had!) and $5 beer. Plenty of margaritas, cocktails and other Mexican snack food available too. We’ll meet you there!

Upcider
1160 Polk St, San Francisco

Extensive cider menu and creative cocktails with a range of delicious appetizers, perfect before a night out catching a show, concert, movie or hitting the clubs on Polk or Van Ness. Very busy on a Saturday night so you may need to settle for a seat at the bar!

In-N-Out Burger
333 Jefferson St, San Francisco

We had to include this! You haven’t been to California until you’ve tried In-N-Out. With a simple & cheap menu it’s hard to go wrong but we recommend the hamburger with grilled onion and the fries ‘animal style’. So good it’s bad!
BEST PLACES TO VISIT

Golden Gate Bridge

Perhaps the most iconic bridge in the world, the Golden Gate is a must see during your stay in San Francisco. Just take the 22 from the corner of Fillmore & Eddy (you'll need to cross the road to be on the correct side!) and get off at the last stop – just two blocks away from the Marina. You’ll be able to see the bridge as soon as you hit the beautiful Marina, but take a leisurely stroll along the Marina and beach boardwalk to really get up close and personal. If you’re here on a foggy day (yes we do get a fair bit of fog) the best time to go is in the afternoon when the fog clears, thought we admit it is beautiful to see the bridge appearing from behind the fog in the morning. You can walk, jog, cycle or drive over the bridge too. Hire a bicycle from Fisherman’s Wharf and you can cycle all the way to and over the bridge, down to Sausalito for a snack and then come back over the bay by ferry.

Palace of Fine Arts

A spectacular example of architecture from the early 1900s, the Palace of Fine Arts is a beautiful spot for a picnic on a sunny San Francisco day. Take the 22 down to the Marina (as above!) and walk towards the bridge, until you see this beautiful building appear on your left. The park includes a beautiful lake with a range of wildlife. Great spot for photos and where you’ll find us basking in the sun on our warmer days!

Alamo Square & Painted Ladies

Made famous by the opening scene of the hit 90's show Full House, Alamo Square and the Painted Ladies are a short 10 minute walk from our place and a must see iconic San Franciscan scene. These Victorian and Edwardian style homes are painted in a rainbow of colours and if you’re lucky you may even be there when the local saxophone player belts out the Full House theme song! There’s a great view of the city from atop Alamo Square Park too!

Union Square & Cable Cars

The iconic central shopping district in San Francisco, here you’ll find just about every brand imaginable from the larger Macys and Saks Fifth Avenue to fashion super houses H&M, Uniqlo and Gap to name a few. You’ll find many cafes, restaurants and bars around this area, but if you want a great view of the Square head up to the Cheescake Factory on Level 8 at Macy’s – but be warned, you might have to wait a while for a table! You can ride one of our famous Cable Cars right from Powell St by Union Square – tickets are found just
around the corner on Market St and this ride will take you all the way to Fisherman’s Wharf. You guessed it though; there are usually long lines for this too! To get to Union Square, turn left on Fillmore and walk to Geary Blvd where you’ll turn left and find a bus stop. Take the 38 to O’Farrell and Powell to be a part of all the hustle and bustle!

**Hayes Valley**

Quite possible our favourite neighbourhood in San Francisco, Hayes Valley has a distinctly European feel to it with beautiful streets lined with small shopping boutiques (try Lavish on Hayes St, great for unique gifts to take home for friends!) and plenty of cafes and restaurants representing a variety of European cuisine. There’s currently a very colourful and spectacular mural at Patricia’s Green – take a photo in front of this and then venture further down Octavia St for Smitten ice-cream before enjoying it across the street in the park. Hayes Valley is an easy 15-20 minute walk from our place – ask us for directions!

**Fisherman’s Wharf & Pier 39**

We won’t lie, the only reason you’ll find San Francisco locals here is for In-N-Out Burger but if you like typical tourist attractions, you’ll love Fisherman’s Wharf and Pier 39. Filled with plenty of places to find souvenirs, eat at a range of seafood restaurants and see the famous sea-lions on the Pier, this area is a must if your goal is to tick off the top 10 attractions in San Francisco. We recommend trying the famous sourdough bread at Boudin Bakery and venturing a little further along the strip to Ghirardelli Square for some delicious chocolate (that you would’ve found on your pillow) made right in our beautiful city! To get there we recommend catching the 38 to O'Farrell and Powell (as described above) and then catching the cable car all the way to the Wharf.

**Golden Gate Park & Dolores Park**

For a small city, we’re blessed with a lot of beautiful parks! Whether you choose to venture west for the huge Golden Gate Park for a tonne of museums, bike and hiking trails and the sea breeze coming in from Ocean Beach, or head straight to the heart of the Mission for the beautiful Dolores Park, you’ll find San Franciscans soaking up the rays on any green patch they can find! To get to Golden Gate Park take the 31 on Eddy (just cross the road so you’re catching it right in front of 1300 Fillmore and ride it until Balboa and Park Presidio Blvd. From there, walk a block down Park Presidio Blvd and you’ll be in the park! To find Dolores Park take the 22 from Fillmore (right in front of Fillmore St Café) and get off at 16th St and Dolores. Walk two blocks down Dolores (or just follow every San Franciscan heading there!!) and you’ll see the park in front of you.
BEST THINGS TO DO

Go Car

If you have limited time in San Francisco but want to see as many of our highlights as possible, the Go Car is for you! This story-telling car has routes ranging from 1 – 5 hours of driving (depending on how much you want to see) and directs you through our beautiful city whilst explaining our rich culture and history. You’ll certainly feel like a tourist, so if you want a local experience this might not be for you, but we can’t deny how fun it is zipping around the San Francisco streets in a little Go Car! Check out www.gocartours.com for more information.

Napa Valley

If you feel like you’ve well and truly seen our city, a day trip to the beautiful Napa Valley should be next on your list! A 1.5 – 2 hour car ride away, the Valley is full of world famous wineries, shopping precincts and the renowned Calistoga mud spas! There are SO many wineries to choose from but if you only have time for one we recommend V. Sattui winery – a huge range of red and white wines to choose from, olive oils and cheese galore and a delicious deli to take a picnic lunch in their extensive grounds. A tasting of 6 wines is $15 per person (though they’re pretty generous and may even let you taste up to 10!) You can also take a self-guided tour of their underground cellars. Be warned – you’ll find yourself coming away with more bottles of wine than you planned to buy and we might even have to put an order if you visit ;)

Marin County

Another easy day-trip is a 45 minute – 1 hour drive over Golden Gate Bridge to Marin County where you’ll find some of the best views of our bridge, some spectacular hiking trails and if you venture a little further, the beautiful Muir Woods with Californian Redwoods. If you’re after a day for getting out and exploring nature this is definitely the place for you! If you can we recommend driving back through the beautiful Sausalito and enjoy the sunset over the bay at one of the many restaurants and cafes – we recommend Taste of Rome for some delicious traditional Italian pizza! If you’re stuck without a car there are many buses that journey across the bridge.
IN CASE OF AN EMERGENCY

Our nearest hospital is the Kaiser Permanente Medical Center at 2425 Geary Blvd. In an emergency, please call the following numbers below first. If we can do anything to assist you for smaller incidences, please let us know - we’re always here to help!

**San Francisco General Hospital:** 415-206-8000

**San Francisco Police Department:** 911 or 415-533-0123 (non-emergency)

**San Francisco Fire Department:** 415-558-3200

**Caitlin:** 415-609-2824

**Navin:** 415-699-0929