

# Important Information

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## 1. Contact

Call: 01460 30660

This will be diverted through to the duty manager's mobile.

When leaving a message please give your lodge number, name and nature of your call.

The phone in reception can be used for emergency calls.

For non urgent questions please email: [info@swandown.net](mailto:info@swandown.net)

Address : Swandown, Cricket St Thomas, Chard, Somerset, TA20 4DQ

## 2. The Swandown Site

All the lodges are privately owned and approximately half are let out through Hoseasons. The remainder are used privately by the owners, please respect the lodges you are staying in and your neighbours.

There is a site plan on the pin board in reception. There is a map of the Cricket St Thomas Estate walks and roads in reception, please help yourself and take one. The site plan and map can also be found on our website [www.swandown.net](http://www.swandown.net)

The two main issues that affect your neighbours are noise and unsightly items around the site. Occupants and visitors of Swandown enjoy the peace and beauty of the location. Please be mindful of noise, especially when using the hot tubs particularly in the evenings. Your deposit may be taken if you cause a disturbance.

## 3. Entrance Gate Code - 1471

The electric gates restrict the traffic entering Swandown so we ask you not to give out the code. The gates will open automatically for traffic leaving Swandown. There is a 10mph speed limit on site. There is recorded CCTV to act as a deterrent to unauthorised traffic and for security in Reception.

If you have any grocery or other deliveries please meet them at the entrance gates, rather than revealing the code. This is to ensure continued security.

## 4. Checking Out

**Check out time is no later than 10 am.** It is important that the cleaners can access the Lodge at this time in order to prepare for the arrival of the next guests. Please leave your key in your lodge on the day of departure. If you are planning on leaving early, there is a letter box in Reception for you to post the key through.

We have furnished and equipped the Lodges to a high standard. Please leave the house as you found it - clean, tidy and with all the bins and recycling bags emptied. Crockery, glasses and cooking utensils should be clean

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and if you have moved any items to another Lodge these must be returned before your departure. A charge will be made for the housekeeper's time for rectifying the above. We will not charge for minor mishaps however we would be grateful if you could notify us of any breakages.


In the past a number of items including bath robes and towels have gone missing and as a consequence we now take a deposit from all guests. Please ensure that no Lodge items are taken home with you e.g. torch or hairdryer. We will make a charge for anything missing.

## 5. Bins and Recycling

The bins are situated next to the entrance gates, to the left of the linen store, around the back. We encourage recycling as much as possible but recyclables need to be separated.

In the kitchen there is a general waste bin, a brown food waste bin with compostable bag and coloured recycling bags for glass, paper and plastic. There is a separate bin in the recycling area for glass but cans, paper, cardboard and plastic all go in one bin. On departure please take all your rubbish and recycling to the bins.

## 6. Heating

The lodge is heated by underfloor heating and the current room temperature is displayed on the room thermostat. The temperature is usually set at 20°C and if the room drops below the set temperature the heating will come on - when the heating is on, a  symbol is displayed. There are three room thermostats - one in each bedroom and one in the sitting room. To change the temperature - scroll the dial (do not press) and the new temperature will flash on the display and then return to display the current room temperature.

If a sun or moon symbol appears on the display, the thermostat is on the incorrect setting. Please press and hold the dial until M1 appears and then let go. This will return the thermostat to the scroll setting required.

The towel rails are on a separate timer to come on between 6am-10am and 6pm-10pm.

## 7. Hot Tub

Your hot tub is set at 38°C and the jets will come on at various times throughout the day to filter and heat the water. We are required to test the water and dose when necessary which we will do as discretely as possible.

There are three modes Standard (St), Economy (Ec) and Sleep (SL). The tub should be left on Standard mode and will display the current water temperature. Please be aware that a change in the mode can occur accidentally if the buttons are played with.

If the tub is on Economy or Sleep mode either Ec or SL will be displayed and the tub may not stay at the desired temperature. To change the mode press 'warm' and then 'lights' in quick succession.

To remove your cover ensure the black metal bar is resting on the lid and fold half of the lid over the bar, then pull the bar off the hot tub with the lid attached to an upright position.

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Please ensure that the lid is fastened down when not in use – the wind can blow covers off causing damage and prevent the hot tub from heating.

Please ensure that there are not too many people in at one time. When too much water is displaced the heating and pumps will cut out and not function.

Please familiarise yourself with the notice by the tub and the health and safety appendix.

## 8. Log burner and Logs

We provide a basket of logs, kindling, firelighters and matches as part of your welcome pack. The log burner should not be needed to warm the room as the underfloor heating will keep the Lodge at a comfortable temperature. **WARNING:** When in use the log burner is hot!

A local woodman delivers bags of logs, available in reception, where there is an honesty box for payment. It is important to burn dry logs - please do not pick up wet logs from the woods. Logs can also be bought at many local shops e.g. in Chard - Tesco Garage (open 24hrs), B&Q and Central Motors.

## 9. Internet

Your Lodge has Wi-Fi Internet access. Your password is Swan1234

## 10. Smart TV - Roku Stick

There is a Roku Stick plugged into the TV which enables access to a variety of Smart applications, such as BBC iplayer and subscription channels such as Netflix and Amazon Prime. There is a separate remote control to access this. If you login to one of the subscription channels, please ensure you remember to log out before you leave your lodge.

## 11. Children's bedding and equipment

If there is any chance that a child might wet the bed please use a waterproof mattress protector on the bed to avoid any damage to the mattress. You will find 2 single mattress protectors in the chest of drawers or wardrobe in the twin bedded room. Please ask if you require a king size waterproof mattress protector.

A high chair and stair gate can be found in the hall cupboard. If you require a cot please contact the Manager. (Charges may apply). If you need a fire guard for the log burner, please contact the Manager.

Lost children policy - please see Health and Safety Information online – [www.swandown.net](http://www.swandown.net)

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## 12. Smoking

There is a strict **NO SMOKING** policy inside the Lodge. We have provided sand buckets outside every lodge, please use them and do not discard your cigarettes in the garden, thank you.

## 13. Dogs

Dogs must be kept on a lead at all times and are not allowed in the pool area or children's Adventure Trail. Please keep to the paths indicated on the map provided in the Lodge and pick up your dog mess on site and across the farm, to be put in the bin by the entrance gates or the bin on the path to the pub.

## 14. Emergencies

In the event of an emergency please dial 999 and contact the Manager on 01460 30660.

Please see the Health and Safety Information on our website for more details. [www.swandown.net](http://www.swandown.net)

## 15. Swandown Swimming Pool – Code – C0146XY

The pool is open from 7am to 7pm. The lights turn off automatically out of these hours and the manager will pull the cover on.

Please book a 40 minute slot by putting your lodge number on the white board outside reception. Please book no more than 48 hours in advance to allow others to use the pool.

The pool is 1.2m deep. There are steps and a handrail to enter the pool.

The code to the pool is C0146XY then turn the handle clockwise whilst pushing the door open. Please do not leave the door open into the pool from Reception for safety reasons.

Please note there is no lifeguard at the pool. Individuals are responsible for themselves and parents are responsible for their children while using the pool. No lone swimming please.

Some visitors pull the cover back on after use, this is not necessary but should the cover be in place, roll it back onto the spool fully before entering the pool.

The exercise swimming jet is started by pressing the red button on the side of the pool. Please ensure you turn it off before you leave. This is for use by strong swimmers only.

Please only use the towels with blue stripes for the pool and the plain white towels for the Lodge.

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## POOL RULES

- No running
- No shouting
- No diving
- No bombing
- No pushing
- No dunking
- No gymnastics
- No shoes
- No food or drink
- No glass or breakable items
- No lone swimming

Please read and observe the health and safety information on our website. [www.swandown.net](http://www.swandown.net)

## **16. Cricket St. Thomas Estate Walks**

There are a number of walks around the Estate. Please keep to the marked routes drawn on the map provided, close any gates you open and do not litter. Dogs must be kept on a lead at all times.

The map marks the various routes - the walks (marked red) are off road and require stout shoes or wellington boots. The walks on Estate roads (marked red and yellow) are relatively quiet. However Cricket St Thomas is a working farm and from time to time there will be tractors and machinery moving about. There is also traffic from the Hotel that use these roads.

There is pushchair/wheelchair access over some cattlegrids by dropping down the ramp. Please lift it up immediately after use.

## **17. Adventure Trail and Windwhistle Inn**

There is a path between Lodges 4 and 5 that leads to the Windwhistle Inn, Adventure Trail and Estate walks. This path runs through the woods parallel to the main road (A30) and is partially lit at night. Please take care when crossing the road to the Windwhistle Inn. Individuals are responsible for themselves and parents are responsible for their children while using the adventure trail.

## **18. Fishing**

If you have brought your own fishing equipment, there is carp fishing at the Horsepark Pond. The pond is stocked for catch and release. No fish are to be taken and please release quickly and carefully.

There are a number of other fishing venues locally - Highlands Dairy Lake, TA18 8QU. (2 miles away) 01460 74180 and Chard Reservoir, TA20 4AT (3 miles) 01460 63771.

## **19. Cricket St. Thomas Lakes and Gardens**

The entrance to the Lakes and Gardens is beside the Cricket St Thomas Church. Please note that the Hotel buildings and facilities are for adults only and bikes should not be used within the Hotel Car Park, Lakes or Gardens.

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## 20. Cricket St. Thomas Golf Club

Cricket St Thomas Golf Club welcomes visiting golfers. To guarantee your place on the golf course you should book in advance. Call 01460 30231. Please contact the club for their dress code and rules.

## 21. Cricket St. Thomas Leisure Club and Spa

(Adults Only) At Warner's Leisure Club there is an indoor heated swimming pool, steam room, sauna and fully equipped fitness studio. Contact 01460 30111 for more information and to check opening times. Please take your Leisure Club card with you and blue striped pool towel.

## 22. Cricket House and Terrace Bar

(Adults Only) The Terrace Bar is situated in Cricket House and is card or Contactless payment only, no cash. Contact 01460 30111 for more information and to check opening times.

## 23. Cricket St. Thomas Church

There are two services each week. On Sundays at 10 am. and on Thursdays at 11 am. All are welcome whatever your religion.

## 24. Games, Puzzles and DVD's

There are a number of games, puzzles and DVD's in Reception. Please do not hold onto the games, puzzles and DVD's if you are not using them so that they are available for other guests. As there are only a limited number of Wii consoles available for the site we may need to ask that the use is shared with other guests.

## 25. Instruction manuals

Instructions for all the electrical goods are in a folder in the drawer under the TV.

## 26. Lost Property

Please check all drawers, cupboards and wardrobes on departure. Any items unclaimed after one month will be disposed of. We can return items if the postage is paid in advance.

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## **27. Honesty Shop**

There is an honesty shop in reception for your convenience, with some essential items and nets of logs and kindling. Please leave money in the box on the wall.