



# *Vindomora Country Lodges*

## **Visitor Information Pack**

## **'It's all about Customer Service'**

Welcome to Vindomora Country Lodges and thank you for choosing us for your holiday.

Our aim is for you to have a positive, luxurious experience at Vindomora Country Lodges, so if anything does not meet your expectations please speak to me in person or call me on 07842 165398, so I can try and rectify it straight away.

We are a new business and welcome your feedback, positive or negative, so we can learn and evolve, so please complete the Feedback Form and leave it on the dining table when you check out.

This pack has been designed to cover the terms of use when staying in our lodges and applies to any visitors that you may have. The pack also includes the rules on the Hot Tub use and Fire Safety instructions.

Please take a moment to read these.

The pack also gives you information on where you can visit, where to eat and what is in the local area.

Thank you again and I hope you have a pleasant stay!

Craig

Manager

*Vindomora Country Lodges*

## **Site Security**

Vindomora Country Lodges reserves the right to operate CCTV within the site for safety and security of its guests and staff. All Data Protection and GDPR legislation is adhered to with regards to the recording of CCTV, however if you have any queries please speak to the Manager. Any correspondence should be sent to

The Manager, Vindomora Country Lodges, Bridge End, Ebchester, DH8 9JA

## **Safety**

Please follow the safety notices displayed throughout the lodge site, they are there for your safety, paying particular attention to the safety notices next to the Hot Tubs.

If you see anything within the lodge site that may cause harm to you or someone else, please report it to a member of staff or call,

07842 165398

## **Children**

It is the responsibility of parents or guardians of children staying at our lodges to ensure they are appropriately supervised and safe at all times.

This is particularly important near to the Hot Tubs and at the edge of the walls, but also at the nearby River Derwent, which is a short walk away. This river can flow very fast hours after heavy rain, as it is fed from the North Pennines. Please keep children away from the river edge.

## **Fire Safety**

Please read the Fire Safety information within this pack and the notice displayed within the lodge and familiarise yourself with the Evacuation Plan.

Please do not store flammable items near to the boiler or near to the log fires.

Please ensure all guests in your party are familiar with the location of the Fire Call Point (on a brick post next to the Housesteads Lodge), Fire Extinguishers within your Lodge and at the Fire Call Point and the Evacuation Assembly Point (next to and outside the main entrance).

**Smoking is NOT permitted within the lodges, apartment or Reception areas.**

**Smoking or naked flames are not permitted within 10 feet of the gas tanks.**

**Candles are NOT permitted to be used inside the Lodges & Apartment.**

Please do not dispose of cigarette stubs in an inappropriate manner.

## **Your Accommodation**

Please find within your lodge or apartment, complimentary wine and a complimentary basket of logs for your fire.

The wine has been sourced from 'Pit Stop' a local company operating from Lanchester Wines nearby Greencroft

Each lodge is well stocked with items we think you may need for a self-catering holiday. If you think anything is missing, then please let us know on the Feedback Form.

## **Linen and Towels**

We have provided you with clean bed linen and the beds are made up for your arrival.

Each guest is also provided with a Bath Sheet and hand towel and the kitchen has tea towels and an oven gloves for your use.

If you require more items, please liaise with the Manager. A small charge maybe payable.

## **Parking**

Parking for two vehicles is supplied next to each lodge, except for the Housesteads Lodge where two parking bays are allocated in the car park. Additional cars are to be parked in the car park area.

Please do not park on the grassed areas as this causes damage and you may be charged.

## **Internet Access**

Each accommodation has complimentary Wi-Fi access.

The accommodation Wi-Fi is the name of your lodge and the password is displayed on a card in the lounge area.

## **Rubbish and Recycling**

We use a private company to collect our waste which is recycled off site. Except for glass items, please use the external bin provided next to your lodge or the waste bins in the car park area. Our waste contractor recycles off site so there is no need to separate items.

For glass items, please use the glass bin located next to the waste bins.

Please ensure that Nappies, Sanatory products and Baby Wipes are not placed down the toilet, as this will block the waste Treatment Plant system and may result in you being charged.

### **Glass in the Hot Tub**

Please refer to the Hot Tub section for more information, however glass is NOT permitted near to or inside the Hot Tub.

Plastic drinking glasses have been provided for your use.

Should broken glass get into the Hot Tub, it cannot be seen and can cause serious injury.

If glass does get into the Hot Tub it will be necessary to close the Hot Tub for the remainder of your stay and you will be charged for this.

### **Lodge Security**

Please ensure that your lodge is locked when you are out and about. Possessions left unattended are the sole responsibility of the guest and not Vindomora Country Lodges.

Only guests and staff are allowed to access the lodge area by car and the general public do not have access.

If you see anything suspicious, please report this to a staff member.

If you would like friends or family to visit you, please obtain permission from the Manager Craig first. Details of all guests must be provided due to NHS Track & Trace requirements. Guests must also park in the car park.

Any visitors must leave Vindomora Country Lodges by 10.30pm.

### **Keys**

Each lodge has its own set of keys and you will have been provided with them on your arrival. This key gives access to the main side door for each lodge. Other doors are locked from the inside using the turn knob.

For security, please make sure all doors and windows are locked when you are away from your lodge.

Vindomora Country Lodges will not be liable for any items lost or stolen whilst you are staying on the premises.

### **Outdoor Shoes**

Please do not use outdoor shoes within the lodges. Trays are provided inside each lodge to store wet footwear.

### **Cleaning Materials**

We have provided some cleaning materials for your use during your stay. There is washing powder and dishwasher tablets, anti-bacterial spray, a pan and brush plus a vacuum cleaner.

Please keep all cleaning materials away from young children.

## **Vehicles**

You must insure all vehicles you use on our site as you would for public roads. The following vehicles are not permitted on the site, quad bikes, trial bikes, powered scooters and similar type machines, boats, trailers, jet skis and horse boxes.

## **Driving**

Our site is not large as it has been designed to be a tranquil, peaceful location so driving must reflect this. Do not allow children to steer vehicles within the lodge site or sit on the driver's laps, or ride motorcycles with or without helmets.

## **Behaviour**

We expect the highest standard of behaviour by guests whilst staying with us at Vindomora Country Lodges.

This also applies to any visitors you have, which are your responsibility.

The use or threats of verbal or physical violence whether to other guests or staff will not be tolerated and will result in the whole guest party being asked to leave without a refund.

Offensive language will also not be tolerated, as well as unruly behaviour, loud music / television.

This may also result in you and your whole party being asked to leave the site, again without a refund.

Any kind of unlawful behaviour will not be tolerated and will be challenged.

The use of illegal drugs is prohibited and will result in the Police being called and your whole party being asked to leave without a refund.

Alcohol is permitted on the Vindomora Country Lodges site, but please respect other guests; do not walk around the site with open cans, bottles or glasses.

Please also respect our neighbours, some of whom have lived here for a considerable time.

## **Quiet Times**

To respect other guests and our neighbours, quiet hours are between 10.30pm and 9.00am.

The lodges are located in a very quiet position and at night, voices and other noises travel great distances. Please be mindful of this.

Hot Tub use is prohibited between Midnight and 7.00am

## **Recreation**

We know ball games can cause all kinds of problems for some people and it is difficult to apply clear rules as we need to remember this is a holiday location and we want children and families to have fun, being active outside.

At the same time, we do not want any ball games that will cause persistent annoyance to other guests, or which may damage the lodges or property.

If there are any problems, please liaise with the Manager, however we ask you to consider that the sound of children playing a simple and harmless game does not fall into the category of persistent annoyance. If we are satisfied that children are playing without causing any damage or persistent annoyance, we may choose not to intervene.

The following are not permitted on the Vindomora Country Lodges site – drones, powered model aircraft or any other powered flying objects, Segway's, hover boards, electric micro scooters or Chinese Lanterns, fireworks or similar.

Please do not cause unnecessary nuisance by loud music / volume from televisions, music systems, musical instruments, etc.

## **Countryside Code**

Please respect our surrounding countryside, farmland and livestock. Please always shut gates behind you and keep dogs on leads near to livestock. Please also keep to defined paths and do not walk through crops. The large field opposite the site is private farmland, often occupying cattle and sheep. Access is not permitted on this land.

## **Heating and appliances**

The Central Heating is provided through the boiler, which is situated in the kitchen for the Housesteads, Chesters and Vindolanda Lodges, main bedroom for the Hadrian Lodge and the lounge cupboard for the St Ebba Lodge. These boilers are fed from gas tanks stored at the very top of our site. Please do not smoke near to these gas tanks.

The Central Heating can be adjusted using the thermostat located in the open plan living area, near to the kitchen.

If you have any issues with the central heating, please contact the Manager who will assist you. Out of Hours, please call the provided number.

In the rare event of a gas leak, please report it immediately to a member of staff. Do not smoke, use naked flames, operate electric items, light switches or mobile phones. Please open doors and windows and leave the property.

Please help us to look after our environment, by turning down the thermostat if you are going out for the day, preferably to 15C.

Each lodge has a Log Fire fitted and a basket of complimentary logs are provided. If you require any further logs, kindling and fire lighters, these can be purchased at the Reception for a small charge.

Please use the log fires responsibly and do not place rubbish to burn inside them. Please do not leave young children unsupervised near to the fires and ensure matches and firelighters are kept out of reach.

A fire guard has also been provided for your safety. A larger one is available if required.

### **Televisions**

Smart Televisions are provided in each lodge, so if you have an Amazon account or Netflix account, you should be able to access the content. Don't forget when you leave to log out of your accounts.

### **Oven and hob**

On arrival, a member of staff will show you how to operate the oven and hob. Complimentary oven gloves are supplied for your convenience.

### **Dishwasher**

Again, on arrival you will be shown how to operate the dishwasher. Complimentary washer tablets are provided to get you started.

### **Washing Machine**

The operation of the washing machine will be shown on arrival.

### **Shower**

The shower is heated from the gas boiler and will only take a few moments to heat when activated. A bath mat is supplied for your convenience.

### **Check Out**

Check out is 9.00am on the morning of departure.

We reserve the right to empty the Hot Tubs from 8.00am on the morning of your departure, so we can clean and refill them and have them ready for our next guests.

Please do not switch off the Hot Tub, boiler, fridge or freezer.

Can you also please ensure that the thermostat is turned down to 15 degrees when you leave.

Remember to pack all your belongings as unfortunately, we cannot be held responsible for any lost property. Any belongings that are required



to be forwarded will incur a minimum administration charge of £10, plus the required postage and packaging.

Please leave the lodge in a clean and tidy condition to avoid a cleaning charge being levied. Please also leave the lodge securely locked on departure, which includes all doors and windows.

Your lodge keys can be handed in at Reception or to the Manager, Craig.

### **What to do in an Emergency**

Vindomora Country Lodges are located within Northumberland, 150 yards from the border with County Durham, therefore due to our rural position, your first response may come from Durham Constabulary as apposed to Northumbria Police; County Durham and Darlington Fire and Rescue Service as apposed to Northumbria FRS. The North East Ambulance Service covers this region.

In an Emergency dial **999** and request the required Service and you will be put through.

The address for the lodges is

**Vindomora Country Lodges, Bridge End, Ebchester, DH8 9JA**

The relevant Control Room will send the closest available Emergency Service.

If you require the Police Service in a non-emergency situation,

Dial **101** and ask for Northumbria Police.

There are several Doctors Surgeries in the area if you or a member of your party becomes unwell.

The largest is located in Consett, some 3 miles away at Consett Medical Centre, Station Yard, Consett. DH8 5YA

Telephone 01207 583400

This surgery opens at 8.30am Monday to Friday.

Out of Hours NHS assistance can be obtained, free of charge on **111**

An Out of Hours, NHS Walk In Centre is located approximately 2 miles away in Shotley Bridge at the non-emergency hospital, postcode DH8 0NB. You can attend this centre without an appointment, but protocol is that you call 111 first and they will advise you.

The closest Emergency Hospitals are in Durham or Newcastle

Durham – University Hospital of North Durham, North Road, Durham  
DH1 5TW

Newcastle – Royal Victoria Infirmary, Queen Victoria Road, Newcastle  
NE1 4LP

Pharmacy - Again, there are numerous ones in the area. 111 will be able to advise during out of hours.

### **Compliments, Complaints and Feedback**

At Vindomora Country Lodges we want you to have a positive, enjoyable experience but if we are failing to provide that, please contact the Manager straight away in order that we can address any issues.

We are a new business and we are learning too, but you can help us along our journey by giving feedback on the form provided. Good or bad, we need to know what works and what doesn't.

You can also leave a Review, on Google Reviews, Tripadvisor, Facebook or through Cottages.com

### **Contact Us During Your Stay**

Craig, the Manager is on site most days.

Our Reception (when completed) will be open during the following times,

Monday / Tuesday / Thursday / Friday  
09.00am – 10.00am and 4.00pm – 5.00pm

Saturday  
09.00am – 10.00am

Outside of these times the Manager, Craig is available on

07842 165398

### **Out of Hours (Each day 6pm – 9.00am / Saturday midday to Monday 9.00am)**

During Out of Hours times, please call the above number in **Emergencies Only**, not for general enquiries.

## **Petrol Station**

The Closest Petrol Station is at Tesco or Morrisons in Consett.

Follow the A694, west to Consett and the road will take you there, around 3 miles away.

## **Garages**

There are a variety of reputable garages in the area, specialising in various work. Please speak with the Manager Craig if you require assistance, who will gladly point you in the right direction.

## **Vets**

There are several Vets in the area, the closest being

Prince Bishop Veterinary Hospital, 1 Plantation Street, Leadgate, Consett DH8 7PP – 01207 590340

## **Cash Machines**

The closest Cash Machine is located at Tesco Express, 32 Durham Road, Consett DH8 8RX. The next closest is the main Tesco branch in Consett, in Genesis Way, DH8 5XP.

## **Transport**

There are regular buses to Newcastle and to Consett then onwards to Durham, from bus stops in Ebchester village on the A694. However, due to our rural location, there are limited services on an evening and on a Sunday. Please check the timetables on the bus stop boards.

Taxi service can be obtained from Jacksons Taxis on 01207 502266. The service only accepts cash. With being a new business, companies may be unfamiliar with the lodge's location, but most local people will know if you mention we are on the site of the old Bridge End Sawmills.

Trains – our nearest Train Station is at Newcastle Central or Durham City. These stations are on the main east coast line and link the region with Edinburgh, which is a nice day out and to York, again another great place to visit. Newcastle also has a cross country link to Carlisle, but this service can be accessed via nearby Prudhoe or Hexham.

If you are wanting a visit to the Lake District, which is around 1 hour 45 minutes away I would drive, via the A68 and then the A69. If you want a more leisurely route, turn off the A69 a few miles after Hexham and go via Whitfield, Alston and Hartside Pass. A beautiful route on a clear day. Keswick is the closest main town and is my personal favourite. Centrally in the area is Bowness on Windermere which is a stunning drive from Keswick.

Cycling – You may have noticed that the area is popular with cyclists who like to ride into Northumberland towards Whittonstall, along the 'Low Road' (A694) or a little higher up on the Derwent Walk. The C2C routes are linked via the Derwent Walk and the ride, approximately 10 miles from Consett to Parkhead Station is amazing. It's a steady climb up with stunning views and if you are lucky, the sea can be seen on a clear day. The ride back is great as its downhill most of the way!

### **Shops and Supermarkets**

We have a lovely village store in the centre of Ebchester, selling a small selection of items. Drive out of the site, turn right and cross the river and continue up the steep bank. Turn left (east) on the A694 and it is located approximately 150 yards on the left. There is also a small children's play area which has just opened to the right of this. This location was also the site of the Roman Vindomora Fort!

Morrisons and Tesco have large branches in Consett, which are around 3 miles away and can be accessed via travelling west on the A694.

Located near to these are numerous other retail premises, such as Matalan, Sports Direct but the best shops are at the Metro Centre or Newcastle City Centre.

The old Market Town of Hexham as a great choice and so does Durham City, with its historic Cathedral. Park in the Park and Ride just passed the Fire Station to the left, on the outskirts of the City.

In the City you will find an indoor market, frequent outdoor themed markets, small boutique shops and plenty of places to eat, or drink. Try and find the smallest bar, the Tin of Sardines Gin Bar!

Any visit to Durham must include the Cathedral located on Palace Green. The home of the Shrine of St Cuthbert. Opposite the Cathedral is Durham Castle. Two amazing places. If it is cold, wrap up though, as this part of Durham is exposed to the wind.

### **Restaurants and places to eat**

At Vindomora Country Lodges we have arranged a 10% discount at a few restaurants. These include Santonios, an Italian Restaurant located about 2 miles away, east on the A694.

Here they have a Happy Hour Menu together with a Children's Menu and their Sunday Lunch is amazing!

The Anchor at Whittonstall has a great menu and we have also arranged a 10% discount for guests!

If you like Cantonese food, try The Pavilion, which is about 2miles away. My personal opinion is that this is one of the best Cantonese restaurants in the North East. It's not the cheapest, but the service is exceptional.

In Consett, there are the usual take aways, for example McDonalds, Pizza Daddy, Dominos and KFC, but there is also 'Man Versus Food', on the roundabout next to Tesco. If you like big portions, then this is the place for you!

Traditional pub food can be found at the nearby Derwent Walk and there is a great carvery at The Jolly Drovers on the outskirts of Leadgate.

Like Indian Cuisine? Try the Spice Venue in Consett. You can sit in or take out. This is my favourite Indian restaurant / Take away.

Do you like Ice Cream? Then try Wheelbirks Parlour (NE43 7HY). A café that produces its ice cream from their own herd of Jersey cows. Turn left onto the main road, travel through Whittonstall and approximately 3 miles through a stunning valley, takes you to the Parlour. If it's a clear day, drive slowly as you leave Whittonstall with The Anchor on your left. The view will take your breath away!

### **Places to Visit**

You've come to the right place if you want to be busy visiting places!

I will start to the north and go clockwise,

The Roman Wall is only around 30 minutes' drive, with Housesteads Fort, The Sill Visitor Centre and the truly amazing Sycamore Gap.

Further to the north is Kielder Reservoir, the Scottish Borders and the Northumberland National Park.

To the north east you will find the beautiful and unspoilt coast of Northumberland. Places like Bamburgh Castle, Seahouses, Alnwick, Alnmouth and Druridge Bay.

To the east, seaside towns like Whitley Bay, North Shields and Tynemouth or across the Tyne to South Shields.

Newcastle City Centre is a great place to visit, with numerous shops, the theatre, nightlife and Arts, especially down by the Quayside.

Further south, there is Sunderland where every year a fantastic Air Show is held. The Red Arrows normally land at nearby Newcastle Airport, so if you are lucky, you may receive your own private fly pass over your lodge, when they are arriving and leaving.

Beamish Open-Air Museum is around 15 minutes' drive, where you can jump on a tram, visit the 1930's town, buy traditional sweets or visit the old Chippie. Go down the Mine or visit the Farm. Coming soon is a 1950's Town too. There are often many events taking place on weekends at the museum, so check out their website. Ask the Manager Craig for more details and how to receive a discount!

Do you like trains? Then Locomotion in Shildon is the place to go. This museum is linked to the York Museum and again, often has events taking place.

Want to swim outside in an outdoor pool? There is one in Stanhope in nearby Weardale. Prefer to be indoors? Then try Consett Leisure Centre, which has new facilities, or Prudhoe Water World with its wave machine and slide!

If you like walking, there are a few gentle walks near to the lodges and on the opposite riverbank next to the Boat House. There are of course beautiful walks in the North Pennines, along Hadrian's Wall or the Northumberland National Park.

Fishing is available on the River Derwent, which is just down from the lodges. For a small fee, you can obtain a Day Licence from Ebchester Village Store, which allows you to Fish between March and October.

We also have some wonderful National Trust sites nearby, including Gibside which is around 6 miles east on the A694, Cragside and Wallington Hall which are both further north in Northumberland.

There is also Alnwick Castle (not National Trust), where they filmed some of Harry Potter and Alnwick Gardens with its wonderful water feature.

Fancy a cooked breakfast, or light lunch? Try the Riverview Bakery, in Blackhall Mill which is around 3 miles away, or Sweethearts in Blackhill, west on the A694 some 2 miles away. Both do fantastic food! Try the tranquil farm shop at Knitsley, then visit the Old Mill pub, Knitsley, a little further down the same road, with its water wheel.

For the children, in Consett there is Jumbo Jungle which is an indoor soft play area, ideal for children under 10 years, Ultimate Bounce which is an indoor trampoline play area; a little further away we have Hall Hill Farm, Broomside Farm and Ten Pin Bowling in Hexham at the Leisure Centre.

## **Hot Tubs**

Each lodge has its own private, covered Hot Tub, supplied to you for your enjoyment. Our tubs are emptied after each guest, thoroughly cleaned and refilled so it is fresh for you. Our aim is to have all the tubs ready for your arrival, however it might be the case that they are not fully heated to the correct temperature, but they don't take long to heat, so please be patient.

The instructions on how they operate will be explained to you in person on arrival, however there are rules for the Hot Tubs which will be strictly enforced. These are there for everyone's safety and for my peace of mind! Please follow them.

Having a private Hot Tub is a special touch to your holiday experience and adds that little bit of indulgence to your break. We want you to have a pleasurable experience, relaxing in our tranquil surroundings, in the sun or under the stars, enjoying the company of family or friends.

### **Hot Tub use is not however, permitted between midnight and 7am**

Vindomora Country Lodges take no responsibility for any accident, injury or health issue resulting from the use of the Hot Tubs.

Never switch off the Hot Tub at the mains. Only authorised maintenance personnel are authorised to control the mains power. There may be an extra charge added to your bill if the tub is switched off during your stay – even if you are not using it.

Hot Tub cleanliness is paramount to prevent infection. For your own safety, it is essential that the water is kept clean as failure to do so results in the water balance changing which seriously diminishes the effectiveness of the sanitising chemicals. Our staff will check the chemical levels twice a day to check that the water balance and quality are correct. This is a safety requirement and insurance requirement.

Following our checks, if the Hot Tub water is found to be dirty due to misuse, it may be necessary for us to empty the Hot Tub and switch it off. We reserve the right to turn off the Hot Tub for the remainder of your stay.

If you wish to have the Hot Tub cleaned and refilled, this will incur an additional charge of £75. Please be aware that it can take some time to reheat.

Only guests whose names have been provided on your booking are permitted to use the Hot Tub.

The maximum capacity of each tub is SIX.

If the Hot Tub needs to be shut down, cleaned and refilled due to misuse, this will incur a charge of £100.

### **Now the Hot Tub Rules.....**

- People with infectious diseases should not use the Hot Tub
- Guests must shower and use the toilet before entering the Hot Tub.
- Fake Tan, sun cream and make-up **will** stain and dirty the Hot Tub and clog up the filter, which may require us to empty the Hot Tub and switch it off. This will incur a charge.
- Do not use any soaps, bubble baths or detergents of any type in the Hot Tub, as this will require it having to be shut down, emptied, cleaned and refilled. It might be funny to watch the bubbles, but it will incur a charge!
- The use of alcohol, drugs or medication before or during the use of the Hot Tub may lead to drowning
- People on medication should always consult their doctor before using the Hot Tub.
- People who are pregnant, obese, have heart conditions, blood pressure problems, circulatory problems, skin conditions or diabetes should always consult their doctor before using the Hot Tub
- Do not use the Hot Tub immediately after strenuous exercise.
- Prolonged use of the Hot Tub can lead to hyperthermia. This is a dangerous condition when the body temperature exceeds 37 degrees. Symptoms may include failure to perceive impending hazard, failure to perceive heat, failure to recognise the need to leave the Hot Tub, unconsciousness and drowning
- Do not open the electrical box of the Hot Tub
- Do not switch off the Hot Tub at the Isolation Switch (Red circular switch)
- Do not allow any pets in the Hot Tub
- NEVER leave one person alone in the Hot Tub or let them sleep in it. This could lead to drowning!
- Please treat the Hot Tub as if it were your own, as they are expensive to replace and maintain
- Do not drink the water or allow the water to enter your mouth
- NEVER ALLOW CHILDREN UNDER 5 YEARS IN THE HOT TUB!
- ALL CHILDREN UNDER THE AGE OF 16 YEARS MUST BE SUPERVISED IN THE HOT TUB!



- No glass is permitted near to or inside the Hot Tub – plastic glasses are provided for you. Any broken glass in or around the Hot Tub needs to be cleared immediately as it cannot be seen in the water and can cause serious injury.
- Do not jump into the Hot Tub
- Do not sit on the sides of the Hot Tub
- Enjoy the Hot Tub but remember, any damage to the Hot Tub, the Cover, the Cover Lifting Arm, handles and clips, will be charged for
- Vindomora Country Lodges accept no liability, due to loss or injury or death caused by inappropriate guest behaviour, or misuse whilst in or around the confines of the Hot Tub.

### **More rules.....**

#### Proper Use

The Hot Tub is quite deep and can be a little slippery so for caution there should always be a minimum of 2 people in the Hot Tub in case of emergency. Keep all loose articles of clothing and jewellery away from the rotating jets. Test the water with your hand before entering to make sure it is a comfortable temperature. Guests should never submerge their head in the water. Hot Tub water is not suitable to be in or near your mouth and should never be consumed. It is your responsibility to instruct any children of this advice.

### **Children and their use of the Hot Tubs**

Risk to children – **EXTREME CAUTION** must be exercised to prevent unauthorised access by under age children.

The Hot Tub Cover **MUST** always remain closed when not in use.

No children under 5 years old are permitted in the Hot Tub, as they cannot regulate their body temperature suitably.

Instruct children to shower and visit the toilet prior to use of the Hot Tub and inform them to keep their heads out of the water, especially mouth and ears.

Use extreme caution with ALL children wishing to use the Hot Tub, as they are prone to over heating and this can be very dangerous.

It is your responsibility as an adult, when a guest at our lodges, to ensure the safety of all children in your party.

Instructions on removing the cover will be given on arrival.

Please report any illness following Hot Tub use to the Reception immediately. This is extremely important if pneumonia-like symptoms are experienced.

## Animal Guests



Hi, my name is Izzy, a Cockerpoo owned by the Manager, Craig.

You may see me around the lodges, usually on a long lead attached to my owner. I am very friendly, but for some reason I sometimes bark at dogs bigger than me. Please don't feed me as I am watching my weight but give me a stroke. I love my tummy rubbed!

There are lots of walks near to the lodges for you and my other four-legged friends, but don't forget to pick up after us!

Also, be mindful, that not everyone likes dogs, so when you are on the Lodge site, please keep your dogs on a lead when walking around.

Please also try and not disturb other guests with your dogs barking. We are all on holiday too.

Remember, no pets are allowed in the Hot Tubs and please keep them off the beds and settees.

The lodges are also south facing and can get very warm in the summer, so please leave plenty of water for your pets.

Thank you,

***Jzzy***

We hope you have a pleasant stay, here at Vindomora Country Lodges but if you have any queries or concerns, please just ask.

Thank you,

*Craig*

Craig Johnson  
Manager  
*Vindomora Country Lodges*

*amended* 15<sup>th</sup> July 2020