



# HOUSE GUIDANCE

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Welcome to Benchwood House and we wish you a lovely stay.

We ask you to help us by observing this guidance because it is our responsibility to provide you with a risk free environment, and to adhere to current regulations for the occupation of guests in a self-catering accommodation.

With teamwork, we can work together to make your stay a safe, enjoyable and relaxing one.

## **OCCUPANCY**

### **Age Limit**

The minimum age is ten years.

We certainly want everyone to feel welcome to stay with us but it is our responsibility as your hosts, to ensure that we take all necessary steps to provide you with a safe environment.

A risk assessment of the use of the property, including but not limited to, the pond, open woodlands, and tree platform, identified areas of safety concern for young children under the age of ten.

### **Number of guests**

Benchwood House can accommodate a maximum of four guests. To adhere to our planning conditions and to avoid overcrowding, we cannot allow anyone who is not booked with us to stay at the property.

### **Visitors**

It is with regret that we cannot allow anyone to visit who is not booked to stay.

If you may wish to have someone visit, this must be agreed by us ahead of your stay, and no children under the age of ten will be allowed to accompany adults during any visit.

We are mandated by law, to show and explain the fire safety prevention notices and equipment, and the fire evacuation procedures, to every person, who enters Benchwood House, and we can be penalised if we breach these legal requirements.

Benchwood House cannot be used for impromptu or planned parties and gatherings because of the reasons mentioned above and our insurance policy restrictions.

### **Pets**

We are sorry but we cannot accept pets.

We reserve the right to refuse any stay if these laws, rules, and regulations are not observed.

## **GENERAL**

By law, smoking and vaping are strictly prohibited inside the property. Smoking is permitted outdoors in the grounds.

The use of sockets in the property for EV charging is a fire safety risk, and is strictly prohibited.

Ignitable wick embedded in wax is a fire safety risk, and is neither provided nor allowed to be used in the property.

For your convenience, we have provided a small selection of over-the-counter medications. These are available for optional use during your stay. Please note that all medications are used at your own discretion and risk.

We kindly ask that you read and follow the manufacturer's instructions, dosage guidelines, and warnings carefully, and check for any allergies or medical conditions that may apply to you.

If you are unsure whether a medication is suitable for you, or if symptoms persist, please consult a pharmacist, doctor, or other qualified healthcare professional.

You will find the contact details for medical services in our 'Useful Information' document.

## **POWER FAILURE**

There are two mains-powered portable torches for use in the event of a power failure. One is plugged in on the wall in the hallway on the first floor, and the second is plugged in to the left of the front exit door.

The torches can be removed from their bases for you to use to move around safely.

There are three user manuals stored in pouches, with yellow reflector labels on each of them for easy retrieval when there is a power outage.

A manual is stored away in each bedroom, in the right bedside table, and the third is in the right drawer of the console table.

Please put the torches back on their bases after use and when power is restored.

## **FIRE SAFETY ORDER 2005 NOTICE / FIRE BLANKETS / FIRE EXTINGUISHERS / ALARMS / LOCKS**

Please review the fire safety order 2005 notice, and remember the locations for the fire blankets and the extinguisher that you were shown upon arrival.

**Please remember that user instructions are printed on the equipment.**

There are five mains-powered, battery back-up fire alarms, with test and reset buttons, and they are loud enough to wake anyone who is sleeping.

The front door is the emergency exit, and an internal sliding latch is installed to leave the property quickly in an emergency.

The bedroom codes given to you are also hidden away at the top of the door frame of each bedroom door.

## **FIRE EVACUATION PROCEDURES**

**Please familiarise yourself with the information on this sheet for your own safety.**

The front door is the emergency exit, and an internal sliding latch is installed to leave the property quickly in an emergency.

There are five mains-powered, battery back-up fire alarms, with test and reset buttons, and they are loud enough to wake anyone who is sleeping.

If there is any evidence of a fire or you hear a fire alarm, please stay calm and alert other members of the household by shouting: "Fire!"

If you are on the first floor please exit your bedrooms into the hallway, closing the fire doors behind you. If your door is locked and you cannot find your code, the code for each bedroom is hidden away at the top of the door frame of each bedroom door.

If it is dark, please switch on the light for the stairwell and carry the mains powered portable torch, which is located in the hallway, and make your way down the staircase calmly, in single file, to the front exit door, without running.

If you are on the ground floor please head to the front exit door calmly without running. If it is dark, please carry the mains-powered portable torch, which is located to the left of the front exit door.

If the door is locked, please unlock it and calmly leave the building.

Please head towards the assembly point in the open woodland area behind the tree platform.

When everyone is at the assembly point, please dial 999 to ring the Fire and Rescue Services.

If you do not have the emergency contact card that we gave you upon arrival, then please use the address on the sign post, which was shown to you upon arrival, to give them the address.

If you are unable to do this, one adult member of the household should come to our home to alert us to make the call.

Please do not approach the building until the fire emergency has been resolved by the local Fire and Rescue Services.

Please stay clear of the driveway, which will be used for vehicular access by the Fire and Rescue Services.

## **APPLIANCES**

Regrettably we do not allow deep-fat frying.

Please do not leave any appliances unattended while in use, which can cause electrical overheating, and always remember to unplug/switch off all appliances after use.

Please do not leave cleaning fluids near to ignitable flammable sources.

Please keep kitchen textiles away from the cooker and please do not use tea towels to cover cookware and bakeware left on the hob and in the oven.

Please do not use non-microwavable containers and aluminium foil in the microwave;

Please do not overload the washer/dryer during the drying cycle because this can cause the appliance to overheat.

We have also provided a clothes airer and other products for you to use to help you to dry extra items.

Please do not programme the machine for a delayed start before going out and/or while asleep.

Please do not adjust the settings for the boiler in the utility room.

**Please remember that user manuals, stored away in the console table in the right drawer, provide the manufacturers' general safety guidance, and highlight precautions for the safe use of appliances.**

## **WOOD BURNING STOVE**

Please do not leave the wood burning stove unattended while in use.

We provide seasoned logs for the stove free of charge, and no other type of fuel is to be used.

The logs are lit with wood kindling and firestarters. The use of petrol is not permitted to ignite the logs.

Please keep the door closed when the wood burning stove is in use.

A temperature gauge is located on the chimney flue to indicate optimum burning temperature.

We provide a fireguard with safety tools for using the stove, and a steel ash carrier box, which is stored outside, is provided to remove ash when cool.

Please extinguish the fire after using the stove.

Ash must be cool to be removed so please rake the ash to ensure that there are no embers before removal.

Please spread out logs to look for embers, and spritz any found with water from the hand sprayer pump bottle provided.

Ash is emptied outside in a galvanised bin near the refuse bin house.

## **FIRE PITS AND BARBECUE**

Please do not leave either of the fire pits or the barbecue unattended while in use.

We provide seasoned logs and charcoal briquettes free of charge, and no other type of fuel is to be used.

The logs for the fire pits and the charcoal briquettes for the barbecue are lit with wood kindling and firestarters.

The use of petrol is not permitted to ignite the logs and briquettes.

Please extinguish the fire after using the fire pits and barbecue.

Ash must be cool to be removed so please rake the ash to ensure that there are no embers before removal.

An ash rake and a handheld garden pump hand sprayer bottle, are provided to put out embers. Spread out embers in the fire pits and barbecue with the rake and spritz them with water after use.

A steel ash carrier box, which is stored outside, is provided to remove used ash when cool.

Ash is emptied in a galvanised bin near the refuse bin house.

## **AQUA CYCLE**

Please ask us first, if you may want to use the Aqua Cycle pedal boat for exercising and relaxing.

Chris will be more than happy to show you how to operate it and to take you on a test cycle around the pond.

There are two lifebuoys, one inside the boat shelter and another on a post on the slip.

We will provide you with life jackets, which must be worn **at all times** when using the boat.

Please observe the safety signs at the slip and on the boat shelter.

Please do not use the boat when visibility is poor.

The boat can only be used if we assess the pond as safe for use.

Please be careful when using the boat as we will not be held liable for any accidents or personal injury and you assume all risk for its operation.

We hope that this guidance is helpful and we are more than happy to help you along the way, to answer any queries that you may have.

Thank you again for staying with us and we wish you a lovely stay.

Best wishes,

*Karen and Chris*

