

Welcome Notes

Please pass on this information to your group (as appropriate).

Welcome to Thornbridge Outdoors, we are sure you will have a great time whilst you are here. Below are a few things to help you make the most from your stay and help us look after the site:

Accommodation

- Lodge guests, please use the entrance furthest from the car park, as this has a boot/coat room.
- Farm House guests, please use the entrance nearest to the camping field.
- Teepee guests, please store food inside the building to keep it away from the squirrels.
- **Saving energy** - please turn off lights when you leave a room and the building. If you are too warm, please turn down the thermostat or radiator before opening a window.
- Please leave your wellies and waterproofs in your accommodation drying room or lobby to keep the rest of the building clean.
- Please inform Thornbridge Outdoors staff of any faults or breakages either on arrival or during your visit and we will do our best to sort out the problem as soon as we can.
- We have installed a door alarm system which, if turned on, will sound loudly if the door is opened (usually used at night for sleep walkers). On your set of keys is a small gold key to turn on the alarm.
 - If the alarm sounds you will only be able to silence by inserting and turning the key (it won't stop by simply closing the door).
- If you move anything between the buildings please return it before departure.
- **Fire Practice and Fire Alarm** – Please conduct a fire practice with your group and talk through in detail what to do in the event of a fire (see relevant section in this file).
- Should the alarm go off, and you know it is a false alarm, please refer to the fire safety notes section for more details.

Domestic

- **Bed linen** (Farm House and Lodge only) – we provide a quilt cover, sheet and pillow case to make your bed. At the end of your stay please ENSURE THE ITEMS ARE THE CORRECT WAY ROUND and then put them in the laundry bags provided (no need to fold them) as we get charged for every item that is inside out.
- **Bins and recycling** –these facilities are located at the entrance to the car park- there are no small bins outside because the squirrels and birds get in them.
- **Wet wipes** –please dispose of them in the bins **NOT** down the toilets.

- Please leave the tea-towels, oven gloves, washing-up liquid and the box of yellow cloths in the kitchen. Please dispose of any used yellow cloths & sponge scourers.
- Sanitising equipment can be found in your accommodation in a plastic tub with a lid, along with other items you may require.
- If any of your bed linen, quilts, pillows etc get soiled please inform centre staff or rinse and put it in a yellow clinical bag which can be found in the plastic sanitising tubs (quilts in a black bin bag) and leave labelled in your accommodation or outside stores/laundry door.
- Emergency bed linen can be found in the Lodge corridor and the Farm House dining room.
- If you require laundry facilities for emergencies, please ask.
- **Cleaning** - In order to help us prepare the accommodation for the next group, please complete the tasks on the checklist which is in this folder and on the wall in the dining/kitchen area.
- Please **do not** pour fat or oil down the drains as this will block our drainage system. Replace oil in its original container or pour fat into empty tins and allow to set. The containers can then be disposed of in the large green wheelie bins.

Activities

- There are lots of **exciting activities** onsite such as the low ropes, bike track and climbing boulder that should only be used with a qualified member of staff.
- **Jewellery and long hair** – please remove any jewellery (ear studs are OK) and ensure long hair is tied back for your safety during activities.
- **Ball games** – please use the field away from any tents and buildings.

General

- **Lost property** – we will try and find the owner. It will be kept for a maximum of 1 month and if not collected will be taken to the local charity shop.
- **Other users** - There are likely to be other groups at Thornbridge Outdoors during your stay, please be considerate and keep noise to a minimum at night time. When we have camping groups on site, please keep away from the camping area after 9pm.
- For health & safety reasons no dogs or pets are allowed (excluding assistance dogs).
- **Smoking** is only permitted outside in the designated smoking areas.