



BRYN TANAT HALL

## **Pinelands Lodge**

### **Guests Information**

Peter, Susan and the Martin family extend a warm welcome to Pinelands Lodge at Bryn Tanat Hall.

While we personally welcome and familiarise our guests with the Lodge these notes are simply for assistance in planning for your stay. Please kindly share this information with your party.

#### **Arrival**

The lodge will be open from 4.00pm on the day of your arrival. Please go in and make yourselves at home.

Either Peter, Susan or a member of the family will arrive a short while later to meet and familiarise you with the lodge facilities.

#### **Parking**

There are four car parking spaces next to the lodge with additional parking close by.

#### **Supermarket deliveries**

When completing the on-line delivery information please select **Bryn Tanat Hall** and **be aware that there are several properties sharing the same post code**

When completing on-line ordering please state that the order is to be delivered to:  
**Pinelands Lodge at Bryn Tanat Hall**

Please ensure that your delivery is scheduled for **AFTER 4PM**

Please ensure that the boxes are to be returned with the driver.

Please do not store goods outside

#### **Heating**

The Lodge has the benefit of a wood-burning stove and under floor heating system.

Please do **not** use coal or any other solid fuel on the wood burning stove.

Please request logs in the morning.

Please do **not** attempt to empty the ash from the wood burner.

#### **Children**

Many of our celebrations involve children of all ages. However, the Lodge has many unique areas that are very tempting for children to explore. In the interests of safety, please ensure that the children with you are supervised always - this is particularly important around the river and parkland, the lodge, it's terrace and the hot tub.

Please oversee young children with food and drink and activities that involve crayons and other indelible substances.



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We have a travel cot available upon prior request for an infant under the age of 2 years. Children over the age of 2 years must be included in the maximum occupancy of 8 guests in beds.

**Please note guests are not permitted to bring any form of air bed, travel bed, toddler bed or travel cot into the Lodge. This is due to the limited space available in the bedrooms and use of such items could potentially cause damage to furniture.**

### **Music etc**

- The Lodge is set in private grounds, but we do have neighbours whose needs we respect. We therefore ask all our guests to show consideration to the environment and our neighbours in all matters, and especially about noise. To help ensure everyone's holiday goes well, we ask you to respect the following:
  - After 10.00pm please use the terrace and parkland as quiet areas.
  - Music systems are not permitted at any time outside of the Lodge or in the grounds.
  - Please limit any loud music playing inside the lodge so it cannot be heard outside – windows and doors must be kept closed.
  - Please show consideration for our neighbours in the early morning and late evening.

Our guests will of course behave with great consideration to our neighbours and would never intend to offend but observing our noise policy will remove any potential for the harmonious environment to be disturbed.

### **Bedrooms**

#### *Aspect*

Savuti and Ardmore overlook the parkland

Zambezi and Leopard overlook the tennis court and pine copse

#### *Bathrooms*

Savuti has a bath with shower over. A nappy disposal system is in this bathroom

Ardmore, Zambezi and Leopard have walk in showers

#### *Sceptic tank*

Please do not flush foreign objects such as sanitary towels, baby wipes and nappies down the toilets

### **Lounge**

Log burner with logs for your stay

Smart television with Freeview

DVD player

Bluetooth sound system

Board games

### **Dining**

The oval table is Carrera marble and guests are kindly asked to take care with spillages.

Place mats and coasters are supplied, and guests are kindly asked to use these on the dining table and lounge furniture.



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### **Candles**

Wax candles are **not** permitted.

### **Kitchen**

The worksurfaces are Carrera marble and guests are kindly asked to take care with spillages.

All kitchen cupboard doors and drawers are soft close.

There is an oven and a microwave oven, induction 4 ring hob, bowl and a half sink over dishwasher and an 'American' fridge/freezer with water and ice dispenser.

A starter kit (which is usually sufficient for the stay) of dishwasher tablets, washing up liquid, bin bags etc and tea towels are supplied.

If bringing pans for the hob, they will need to be induction compliant.

The china is porcelain and **not** oven to table ware.

Acrylic glasses and plates are supplied for outside dining. These items are **not** dishwasher compliant.

A special request; to maintain the quality of the cutlery please do not use an abrasive cleaning pad when hand washing the cutlery.

There are easy clean liners for the oven trays and easy clean liners for the ovens. *Please do not dispose of the liners.*

### **Barbecue**

We **do not** permit guests to bring their own BBQ or disposable BBQ's. We have a BBQ kept as new available to hire from March to September for £40.00 which includes gas, tools and cleaning.

### **Entrance Hall and Utility**

The washer/dryer, vacuum cleaner, ironing board and iron are in the cupboard in the entrance hall.

Under no circumstances can clothes be dried in the bedrooms or outside.

### **Hot Tub**

- The Lodge has its own exclusive 6 person hot tub. You are responsible for your own safety whilst using the hot tub because it is unattended. Guests must accept responsibility for the safety of their children always; no child under the age of 6 years may use the hot tub and children over the age of 6 years must be accompanied by an adult always.
- All reasonable care must be taken by you. The hot tub is meticulously maintained under health and safety guidance and all hot tub rules displayed and given at the induction on arrival must be observed. Failure to observe these rules may result in the hot tub being closed.
- Glass is not permitted. If broken glass is found the hot tub will be closed immediately for safety reasons.
- Acrylic glasses are provided, guests are asked to hand wash and **not** place in the dishwasher after use.



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### **Tennis Court**

During your stay our tennis court is available to you, a perfect option for groups, couples or families who want to keep active. Please email [relax@bryntanat.co.uk](mailto:relax@bryntanat.co.uk) to book your court time.

### **General Information**

#### *Adhesives*

The use of sellotape and re-usable adhesives such as blu-tak are **not** permitted. Damage caused by such materials will incur a repair charge.

#### *Recycling and Waste*

Recycling is very important at Bryn Tanat and skips are provided for cans, plastic and glass. Boxes are provided for paper and cardboard.

A black bag bin is provided for food waste and other waste which cannot be recycled. Please do not over fill the bags.

#### *Pets*

Dogs or pets (to include hamsters, gerbils and rabbits) are strictly **not** permitted.

#### *Activities and services*

We offer many activities and dining services at the Hall. You can view all options available on our website, please then contact us if you wish to enjoy one of these experiences.

#### *Bicycles, sledges and large recreational items*

Under no circumstances are bicycles and other recreational items to be stored inside the Lodge; this will automatically forfeit the damages deposit. There is a lockable building next to the lodge for which we will provide a key on arrival.

#### *Fireworks*

Fireworks are strictly **not** permitted

#### *Chinese lanterns*

Chinese lanterns are strictly **not** permitted

#### *Drones and kites*

Drones and kites are strictly **not** permitted

#### *Ball games*

There are areas designated for games on the parkland which will be explained upon arrival.

#### *Lights*

We are conscious of our environment and kindly ask guests to switch off lights when they are not required.

#### *Outside lights*

The switches for the outside lights are adjacent to the front door.

#### *Smoking*

We have a strict **NO** smoking policy to include E-cigarettes inside and in the immediate outside vicinity of the Lodge and Hot Tub and in the doorways to the Lodge. There is an ashtray provided. Evidence of smoking in these restricted areas will automatically forfeit the security deposit.



## BRYN TANAT HALL

### ***Mobile phones***

Mobile phones have excellent coverage on the EE network. Other networks have some coverage.

### ***Maintenance***

To maintain our high standards any damage that may occur is rectified immediately when possible, however, there are occasions when items may need to be replaced. On such rare occasions we explain this to our incoming guests and apologise for any disappointment this may cause.

### ***Assistance***

For any assistance you may require please telephone Peter and Susan on 01691 828266.

*We look forward to welcoming you on your holiday.*