

Welcome to Ternhill Farm House and North Shropshire

We have produced this letter to answer some of those inevitable questions, but please feel free to ask should you require assistance in any other area ~ if you can't locate us, please ring the door bell.....it's a large house & we can't always hear you voice!

TEA & COFFEE MAKING FACILITIES

Tea & coffee making facilities & other refreshments are available in all our bedrooms....including a flask of fresh milk. A wider selection of fruit/herbal teas, spare bottles of water and a fruit bowl are situated on the first floor landing glass table.....please help yourself.

TELEVISION, DVD PLAYER & RADIO ALARM

Each room has its own radio alarm, situated on the bedside table, and television with freeview, plus DVD player. (You are welcome to borrow a DVD from a selection in the ground floor hallway....turn right at the bottom of the stairs....but please only use one at a time. There is no charge for this facility, but we welcome donations to Guide Dogs)

When you first switch the television on it will start in *Stand By* mode. You may then operate from either the remote control or the buttons on the front of the TV. However, each TV is fitted with a security password, so that if it is unplugged for a certain period of time it will not operate without first entering that password. Please ensure that the remote controls are left on top of the TV when not in use.

INTERNET ACCESS

Free Wireless Internet Access (WiFi) is available in all bedrooms & lounge areas (**TernHillFarmHouse**) ~ the password is: **ternhillfarm**

HAIRDRIER

You will find a small hairdryer in the top drawer of the dressing-table or chest of drawers in each room and a plug socket within easy reach (NB. In *Hodnet* & *Wollerton* the plug socket is located under or at the back of the dressing table work surface)

ELECTRIC RAZOR POINTS

In *Shrewsbury*, *Hodnet* there is an electric razor point on the end of the light above the mirror in the bathroom.

In *Wem* there is an electric razor point on the right of the mirror in the bathroom.

In *Whitchurch*, *Ironbridge*, *Hawkstone*, *Wollerton* & *Mickley* there is an electric razor adaptor in the plug socket in the main bedroom, with convenient access to a mirror.

OTHER FACILITIES, SOME AVAILABLE UPON REQUEST

Dressing Gowns ~ located in each wardrobe

Trouser Press ~ located in the wardrobe (except in *Wem*, *Wollerton* & *Hawkstone* where they are located in the bedroom)

Electric Fan ~ located in the wardrobe (except in *Wem* & *Hawkstone* where they are located in the bedroom)

Spare Pillows, Sheet, Blanket etc are located in the under-bed drawers or chest of drawers in each room.

Iron & Ironing Board – **PLEASE DO NOT USE ANY IRONS IN THE GUEST BEDROOMS !** We will, instead, set up facilities for you. Guests will be liable for the replacement cost for any damage caused to carpets, furniture or furnishings by the unauthorised use of irons in the bedrooms.

Please do not hesitate to ask if you have any special requirements during your stay

ARRIVAL, DEPARTURE & SERVICING OF ROOMS

Each guest over the age of 16 years is required, by law, to “Register” before checking into their room.

Please ask if you require assistance with your bags.

Rooms should be vacated by 10am on the day of departure, so that we may service the room ready for new arrivals.

For early morning departures, please leave your key in the room & depart via the FRONT DOOR, ensuring that your room account has been settled prior to departure.

For guests staying more than one night, we will usually service your room after 10am

BREAKFAST ~ in the Dining Room on the ground floor.

Full English or Continental Breakfast is served in The Dining Room on the ground floor (turn right at the bottom of the stairs) during the following times:

7.30am to 9.30am Monday to Friday

8.00am to 9.30am Saturday & Sunday

Please complete the Breakfast Order Form, which is on your dressing table, and leave it in the silver coloured basket on the first floor landing by 22.00 (10pm) the evening before. For those requiring an earlier Breakfast, we offer “Light Breakfast” or “Take Away Sandwich” option. Please ask if you require a form with this option.

FOOD & DRINKS

A selection of Sandwiches, Salads and Deli Platters are available by prior arrangement for Residents and their guests. Please order at the time you book your room. Food will be freshly prepared and placed in the fridge under the Honesty Bar ready for guests to help themselves. You are welcome to enjoy your food in the Lounge or in your bedroom.

On the day requests will be subject to availability

Sorry, we do not allow hot, take-away food to be consumed on the premises.

An **HONESTY BAR** is available in the downstairs hallway. Please help yourself & record any drinks taken....we will then add the charges to your room account. Please let us know in advance if there is a particular drink that you require. The Lounge is available 24 hours for you to relax in.

SECURITY – for you, other guests & our family

Residents have access to their first or second floor bedroom via the front entrance & hallway.

The Lounge, on the ground floor is also available for resident's use. The back entrance, hallway, Garden Room and Dining Room will all be alarmed at night and when the owners are out of the building....plaques on the closed doors to these areas will indicate when they are alarmed

All other areas of the house are for our own family's PRIVATE use only.

Should you need assistance **during the day**, please use the door bell – it is a large house & we cannot always hear your voice! In **an emergency at night**, please press the red button on the "Panic Alarm" box. The "Panic Alarm" Box is situated on the first floor landing to the left of the under-stairs cupboard (just before the staircase that leads down to the ground floor). This will trigger the Security Alarm that sounds throughout the building.

The Security Alarm is set at night and when we leave the building. You will **NOT BE ABLE TO USE THE BACK DOOR** once the alarm has been set. A warning sign will be clearly visible on the glazed door in the hallway downstairs – instructing you "This area is now alarmed – please use the front door".

Please leave and return to the building via the black **FRONT DOOR** – you will need your multi-coloured **FRONT DOOR** key which is on your room key fob. We would request that you ensure that the door is securely locked after use.

Cars may be parked at the back of the house, at your own risk. Please park in any one of the numbered bays, ensuring your vehicle is locked & keep all valuables on your person.

IN CASE OF FIRE

On the first floor:

A smoke detector is situated in each of the letting bedrooms & on the first floor landing. A Fire Extinguisher is housed on the first floor landing at the top of the staircase.

Should a fire break out:

~ summons our assistance by pressing the red button on the "Panic Alarm" box which is situated on the first floor landing to the left of the under-stairs cupboard,

~ proceed down the stairs and turn left to leave the building by the Garden Room patio doors

Please congregate on the patio, so that we may check that all guests have safely left the building.

In "The Cottage Restaurant":

A smoke detector is situated in the restaurant & a Fire Extinguisher is housed to the left hand corner of the bar. In the case of fire, please leave the building through the main entrance, directly onto the car park. Congregate outside the first building on the right

SMOKING

For the comfort & safety of all our guests, we operate a strict "No smoking" Policy in all areas of Ternhill Farm House.

Should you wish to smoke, we would request that you do so in the undercover shelter. Please ensure that cigarettes/pipes are completely extinguished.

PLACES OF INTEREST & TOURIST INFORMATION

Leaflets on local places of interest are available on the upstairs landing and in the entrance hallway.

The nearest tourist information centre is in Market Drayton, which is approximately 3 miles away.

GUEST QUESTIONNAIRE

We are constantly trying to improve the facilities & level of service that we offer our guests, and find your comments extremely useful. Please complete the "Guest Questionnaire" in your bedroom and either leave it in the metal basket on the first floor landing or post/fax/email it to us a later date....many thanks!

COMPLAINTS

If there is anything that you consider is not to the standard you would expect, please let us know and we will try to rectify the problem.

*Finally, if you enjoyed your stay with us, please help us by telling someone else.
In our industry, "word of mouth" is definitely the best form of advertising.*

Damage to hotel property

We reserve the right to charge guests the cost of rectifying damage, caused by the deliberate, negligent or reckless act of the guest to the hotel's property or structure. Should ANY damage be unreported during a stay & hence come to light after the guest has departed, we reserve the right to make a charge to the guest's credit / debit card, or send an invoice for the amount to the registered address. We will however make every effort to rectify any damage internally prior to contracting specialists to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.

Should damage, including unauthorised smoking in the room, result in the room being unfit to re-let to new guests, we reserve the right to charge guests the cost of an additional nights stay. We will in such instances advise the guest of our intention to make this charge before charging the guest's credit/debit card.

Removal of hotel property

We reserve the right to charge guests the cost of replacing any items that are removed from the premises by them without consent. The charge will be the full replacement amount of the missing item, including any carriage charges. Should the fact that the item is missing come to light after the guest has departed, we reserve the right to make a charge to the guests credit / debit card, or send an invoice for the amount to the registered address.

Free Wireless Internet Access (WiFi)

Login: **TernHillFarmHouse**
Password: **ternhillfarm**

*We would request that you avoid using the free WiFi
for large downloads as it will cause
very slow connection speeds for other users*

TERNHILL FARM HOUSE Terms and Conditions of stay

The following Terms and Conditions apply to all bookings made for Ternhill Farm House via any website, by phone or in person. They also apply to bookings made via Third party Booking Agents/websites, over and above the terms indicated in the Third Party websites. We kindly ask that you take a moment to read them prior to making a Booking & to Registering for your room. Ternhill Farm House enters into this Agreement as principal for Bookings made for the Properties it owns.

In these "Terms and Conditions of Stay" the following definitions apply:

1. Definitions

"**Property**" or "**we**" means Ternhill Farm House, whose address is Ternhill Farm House, Ternhill, Market Drayton, Shropshire TF9 3PX

"**Booking**" means the booking for accommodation, meals and/or any other services or items made with us.

"**Contract**" means the Booking and these Terms, and any other terms and conditions stated to apply to the Booking.

"**Terms**" means these terms and conditions.

"**Website**" means www.ternhillfarm.co.uk

2. Bookings

All Bookings at the Property are subject to these Terms.

At the time of booking, we will take your credit/debit card details to "guarantee" your booking. and in doing so you authorise the use of this card for any sums that become owing to us. We shall also have the right to require full payment in advance or a deposit at the time of booking in certain circumstances or if the Booking includes the supply of certain items or services. This will be clearly stated at the time of booking. No Booking shall be treated as confirmed until the details and/or payment/deposit described in this paragraph have been provided.

In addition, bookings made via Third Parties, such as Booking.com and Laterooms.com, require full & non-refundable prepayment, as indicated at the time of booking on their websites.

The property reserves the right to stipulate a minimum stay policy. This usually operates on Saturday nights during busy times, when a minimum of 2 nights stay is required.

3. Cancellation/Amendments

Once a booking has been made you are entering into a legally binding contract. We, therefore, recommend that you take out suitable Travel Insurance to cover any possible Cancellation/Amendments to your booking.

Bookings made with Third Party companies, where full, non-refundable prepayment is required will receive no refund in the event of cancellation or amendment.

Special Offers requiring full, non-refundable prepayment on the property's website will receive no refund in the event of cancellation or amendment.

For all other bookings made with the property, and where Credit/Debit Cards have been provided to "guarantee" the booking, the following cancellation terms will apply:-

| <u>Stay commencement within which WRITTEN cancellation/amendment is received</u> | <u>Cancellation/Amendment charge</u> |
|---|---|
| 14 days or over | £20 per night deposit/admin charge |
| 13 days or less | 100% of original booking charge |
| After arrival | 100% of original booking charge |

Amendments will be subject to the same cancellation terms & charges, and will be subject to availability.

On Friday & Saturday nights from May to September, Bank Holidays and occasionally other periods, where a minimum stay applies, the guest will be unable to reduce the length of their stay below that minimum without incurring charges.

A refund will be made to the guest for any part of the cancelled booking that is re-let by the property except the £20 per night deposit/admin fee

4. Check-in/ Check-out Requirements

In the interests of security and to prevent fraud, at the time of check-in, guests may be required to confirm their identity by providing their booking reference; their passport/identity card/driving licence and a valid credit or debit card. If guests are travelling from outside the UK, Ireland or any country in the Commonwealth we are also obliged by law to require guests to provide the number and place of issue of your passport/identity card and details of their next destination. These records will be kept for at least 12 months and may be disclosed or made available for inspection by any police officer or as otherwise required by applicable law in connection with the prevention or investigation of crime. The information above may be requested for each member of your party over the age of 16 and we reserve the right to refuse entry to persons who cannot provide the information set out above. Unless otherwise stated on the booking confirmation, Guests may check-in at a pre-arranged time from 2.00 p.m. on the scheduled day of arrival. All rooms that have been secured by credit/debit card or prepaid at the time of booking will be held until 22.00 on the scheduled day of arrival unless otherwise agreed directly with the Property.

On the day of departure we kindly ask all guests to vacate their rooms by 10.00am (unless a later departure is stated as part of your Booking). Late check-out after this time can be requested subject to availability and will be charged at an hourly rate at the discretion of the Hotel. For guests not requiring breakfast who plan to check out early morning, keys should be left in the room & guests should depart via the front door, ensuring that any outstanding charges are settled the night before.

Rooms are subject to maximum occupancy rules set by the property. If you would like further details please contact the property.

5. Charges

Room rates are clearly indicated at the time of booking and, unless otherwise indicated, include Full Breakfast .

We are not VAT Registered

A 2% surcharge will be applied for all CREDIT CARD payments. No additional charge will apply for payment by Debit Card. We accept payment by Mastercard, Visa or Cash. We do not accept American Express or Diners Club cards nor personal or company cheques.

6. Changes or Cancellation by the Property

Very occasionally we may need to cancel your Booking. In such circumstances you will be given a full refund but we shall have no further liability to you arising out of such cancellation. We will, however, use reasonable endeavours to try and re-locate any confirmed Booking cancelled by us to an alternative location similar in standard to the Property.

Your booking is for a class of room in the Property and does not guarantee that you will be able to stay in a specific room.

If you have indicated a preference for a particular room through a "Special Requirements" field on the online booking procedure on our website, we will use our reasonable efforts to honour this preference. However, we may need to allocate an alternative room to you for operational or safety reasons. If we need to move you to a different room during your booking for which a lower rate is available than the rate you booked at, we will refund you the difference in the rates.

7. Accessibility

A full Access Statement is available on our website at www.ternhillfarm.co.uk.

Please contact us on Tel: 01630 638984 or Email: info@ternhillfarm.co.uk to discuss specific individual requirements and the availability of appropriate accommodation, and we will do our best to accommodate your needs.

8. Damage and removal of property from the premises

We reserve the right to charge guests the cost of rectifying damage, caused by the deliberate, negligent or reckless act of the guest to the hotel's property or structure. In the event of soiled bedding, towels, carpets, furnishings and décor caused by, but not limited to, vomit, food and drink stains, blood and bed-wetting, we reserve the right to charge guests the cost of professional cleaning and, if required, the cost of replacement. Should ANY damage be unreported during a stay & hence come to light after the guest has departed, we reserve the right to make a charge to the guest's credit / debit card, or send an invoice for the amount to the registered address. We will however make every effort to rectify any damage internally prior to contracting specialists to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.

Should damage result in the room being unfit to re-let to new guests, we reserve the right to charge guests the cost of an additional nights stay. In the instance of severe damage to the room which results in the room being unfit to let, the guest may also be charged for any resulting lost revenue.

We will in such instance advise the guest of our intention to make this charge before charging the guest's credit/debit card.

We reserve the right to charge guests the cost of replacing any items that are removed from the premises by them without consent. The charge will be the full replacement amount of the missing item, including any carriage charges. Should the fact that the item is missing come to light after the guest has departed, we reserve the right to make a charge to the guests credit / debit card, or send an invoice for the amount to the registered address.

9. Parking

We provide our own car park, but space may be limited & hence may not be available for the duration of your stay. Terms and conditions may also apply to car park use. Please contact the Property directly for more information. Cars and their contents are left at the owner's/customer's own risk. We do not accept responsibility for loss or damage (save as may not be excluded or restricted by applicable law).

10. Guest Behaviour

Guests are requested to conduct themselves appropriately at all times and to comply with Company procedures and/or requests with regard to conduct and respect for the property of the Property, its employees and guests and their health and safety. Guests are requested not to disrupt the comfort and enjoyment of other guests, the smooth running of the Property, or cause offence to other guests or our members of staff. We reserve the right to refuse accommodation or services or remove you and members of your party from the Property if, in our reasonable opinion, we consider this provision to have been breached. Where this is the case shall have no obligation to refund you for lost accommodation, other services or any other loss or expense incurred.

11. No Smoking

Guests are not permitted to smoke in rooms or public areas. Guests who do smoke on the Property/within their room will be asked to vacate the property immediately and will be subject to a surcharge equivalent to 1 night's accommodation. No refund will be made available to the guest & we reserve the right to charge this to the card used to make the reservation.

12. Children

We do not accept children under the age of 14 years. Cots and extra beds are not available.

13. Pets

We do not accept pets within the property other than Guide dogs by prior arrangement.

14. Personal Information

Telephone calls may be recorded from time to time to help us improve the service we offer you.

All personal information stored and used by us is done so in accordance with PCI Compliance.

15. Force Majeure

The Property accepts no liability and will not pay any compensation where the performance of its obligations is prevented or affected directly or indirectly by or as a result of force majeure or any circumstances beyond its reasonable control including, but not limited to, flood, earthquake, extreme adverse weather conditions, natural disasters, other acts of God, acts of terrorism, fire or failure of electric power, gas, water, or other utility service, plant machinery, computers, vehicles or any collapse of building structures.

16. Limitation of Liability

The Property will not be responsible for the loss or damage of any property left in the Property other than as required under the Hotel Proprietor's Act 1956 and the Local London Authorities Act 2004 (a copy of the notice under such Acts is displayed in the reception of the Hotel) or any other applicable law.

The Property will not be liable for any indirect, consequential or pure economic loss or any loss of profit, goodwill or opportunity (whether caused by the negligence of the Property, its employees, contractor or agents or otherwise). The Property's total liability shall not exceed the value of the charges received by it under the Contract.

Nothing contained in the Contract or in any other document referred to or incorporated in it shall be read or construed as excluding any liability for death or personal injury caused by the Property's negligence or liability for fraud or fraudulent misrepresentation.

17. Governing Law and Jurisdiction

The Contract and any non-contractual obligations arising in connection with it are governed by English law.

The English courts have exclusive jurisdiction to determine any dispute arising in connection with the Contract, including disputes relating to any non-contractual obligations.

Each party irrevocably waives any objection which it may now or later have to proceedings being brought in the English courts (on the grounds that the English courts are not a convenient forum or otherwise).

18. Web Site Information

While all reasonable efforts have been taken to ensure the accuracy of information on the Website, the Property does not accept responsibility for errors or omissions and reserve the right to amend, cancel or vary any of the arrangements featured on the Websites without notice..

The content of the Websites is the copyright of the Property, and may not be copied, reproduced, published, distributed or amended for any other purpose without our prior written consent.

Trade marks used on the Website are the property of the respective owners. Hyperlinks to third party websites are provided for your convenience. We cannot accept responsibility for the content or use of third party sites.

BREAKFAST MENU

FOR YOUR REFRESHMENT

A choice of.....

- A refreshing pot of Blended Tea, Earl Grey Tea or Twinning's Fruit or Camomile Tea
- A pot of freshly brewed caffeinated or decaffeinated Coffee
- A mug of Cadbury's Hot Chocolate
- A glass of unsweetened Orange, Apple Juice or Mixed Fruit Juice

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## **PLEASE HELP YOURSELF FROM THE TROLLEY TO:**

- A selection of cereals served with chilled fresh milk
- Creamy "Muller" Yoghurts
- Your choice of Fresh Fruits

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THEN ENJOY A HEARTY COOKED BREAKFAST:

Full cooked breakfast -

"Aga-cooked" Maynards Pork Sausages, Maynards Wild Honey Back Bacon, Mushrooms & grilled fresh Tomato with two fried free-range eggs

(Available Gluten/Wheat Free without sausage)

Or

"Aga-cooked" Vegetarian Sausages, Mushrooms & grilled fresh Tomato with two fried free-range eggs (Available Gluten/Wheat Free)

Or

Two freshly Poached free-range eggs on hot buttered toast (Available Gluten/Wheat Free)

Or

Two Boiled free-range Eggs (3 minute) with hot buttered toast soldiers

(Available Gluten/Wheat Free)

Or

Bacon & Cornish Brie Melt

~ Maynards Wild Honey Back Bacon on hot buttered English Muffin topped with melted English Brie (Available Gluten/Wheat Free)

Or

Sautéed Mushrooms combined with Appleby's Cheshire Cheese, cream and garlic served on a hot buttered English Muffin (Available Gluten/Wheat Free)

Or

Baked Beans served on hot buttered white or wholemeal/granary toast

Or

Smoked Salmon with two freshly scrambled Free-range Eggs (Must be pre-ordered the night before)

(Available Gluten/Wheat Free)

Or

Naturally Smoked Haddock Fillet topped with a lightly poached free-range egg (Available Gluten/Wheat Free)

(Must be pre-ordered the night before)

PREFERENCES

Low fat spread is available as an alternative to butter

We can also offer a choice of either freshly cut white or wholemeal/granary "doorstop" toast.

SPECIAL REQUIREMENTS

If you have any food allergies, please advise us when making your reservation. We will then try to obtain alternatives for breakfast. Equally, if you have particular preferences, please do let us know.

We will make every effort to accommodate your requests.

Suppliers/producers/products include:

R A Morris & Son, Hodnet (Meat & Poultry~daily delivery) M&J Seafoods (Fish ~ daily delivery)
Maynards Farm Bacon Ltd (Honey Cured Bacon, Pork Fillet) Ben's Eggs (Free-range Eggs)
Sherwood Wholefoods (Shropshire Honey) Appleby's of Hawkstone (Appleby's Cheshire Cheese)
Mr Moyden's Handmade Cheeses, Church Aston, Newport (Wrekin White Cheese & Wrekin Blue Cheese)
Rowlands & Co, Shrewsbury (Fresh Fruit & Vegetables~daily delivery)

Welcome to Ternhill Farm House and North Shropshire

We have produced this letter to answer some of those inevitable questions, but please feel free to ask should you require assistance in any other area ~ if you can't locate us, please ring the door bell.....it's a large house & we can't always hear you voice!

NB. The Cottage Restaurant will be closed during your stay

TEA & COFFEE MAKING FACILITIES

Tea & coffee making facilities & other refreshments are available in all our bedrooms. A wider selection of fruit/herbal teas, spare bottles of water and a fruit bowl are situated on the first floor landing glass table....please help yourself.

TELEVISION, DVD PLAYER & RADIO ALARM

Each room has its own radio alarm, situated on the bedside table, and television with freeview, plus DVD player. (You are welcome to borrow a DVD from a selection in the ground floor hallway....turn right at the bottom of the stairs....but please only use one at a time. There is no charge for this facility, but we welcome donations to Guide Dogs)

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INTERNET ACCESS

Free Wireless Internet Access (WiFi) is available in all bedrooms & lounge areas (**TernHillFarmHouse**) ~ the password is: **ternhillfarm**

HAIRDRIER

You will find a small hairdryer in the top drawer of the dressing-table in each room and a plug socket within easy reach (NB. In *Hodnet* the plug socket is located under the dressing table work surface)

ELECTRIC RAZOR POINTS

In *Shrewsbury*, *Hodnet* there is an electric razor point on the end of the light above the mirror in the bathroom. In *Wem* there is an electric razor point on the right of the mirror in the bathroom. In *Whitchurch*, *Ironbridge*, *Hawkstone* & *Wollerton* there is an electric razor adaptor in the plug socket in the main bedroom, with convenient access to a mirror.

OTHER FACILITIES AVAILABLE UPON REQUEST

Iron & Ironing Board – **PLEASE DO NOT USE ANY IRONS IN THE GUEST BEDROOMS !**

We will, instead, set up facilities in the Linen Room (the small room located between *Hodnet* & *Shrewsbury*) for you. Guests will be liable for the replacement cost for any damage caused to carpets, furniture or furnishings by the unauthorised use of irons in the bedrooms.

Extra pillows, duvet, sheets etc (NB. There is a spare sheet in one of the drawers in each room)

ARRIVAL, DEPARTURE & SERVICING OF ROOMS

Each guest over the age of 16 years is required, by law, to "Register" before checking into their room.

Please ask if you require assistance with your bags.

Rooms should be vacated by 10am on the day of departure, so that we may service the room ready for new arrivals.

Please leave your key in the room & depart via the FRONT DOOR. Your card will have been charged the full amount of your stay when the reservation was made and a receipt will have either been emailed to you or given to you at check-in.

For guests staying more than one night, we will usually service your room after 10am

BREAKFAST

The Cottage Restaurant is currently closed, and hence your booking has been reserved on a ROOM ONLY basis. However, we have placed some complimentary cereal, fruit & juice in your roomjust to take the edge off your appetite.

An **HONESTY BAR** is available in the downstairs hallway (turn right at the bottom of the stairs) when The Cottage Restaurant is closed. Please help yourself from the small white fridge & pine cupboard & record any drinks taken....and leave the cash on the silver tray

SECURITY – for you, other guests & our family

Residents have access to their first floor bedroom via the front entrance & hallway.

The Garden Room, at the bottom of the stairs, is also available for resident's use, but will be alarmed at night & at the times when we are out of the building.

All other areas of the house are for the family's PRIVATE use only.

NB. Guests will have access to enter/exit the front door & the first floor bedroom areas at all times

Please do not enter any areas marked with "Private" or "This area is now alarmed"

Should you need assistance **during the day**, please use the door bell – it is a large house & we cannot always hear your voice!

In an **emergency at night**, please press the red button on the "Panic Alarm" box. The "Panic Alarm" Box is situated on the first floor landing to the left of the under-stairs cupboard (just before the staircase that leads down to the ground floor). This will trigger the Security Alarm that sounds throughout the building.

The Security Alarm is set at night and when we leave the building. You will **NOT BE ABLE TO USE THE BACK DOOR** once the alarm has been set. A warning sign will be clearly visible on the glazed door in the hallway downstairs – instructing you "This area is now alarmed – please use the front door".

Please leave and return to the building via the black **FRONT DOOR** – you will need your multi-coloured **FRONT DOOR** key which is on your room key fob.

We would request that you ensure that the door is securely locked after use.

Cars may be parked at the back of the house, at your own risk. We would prefer that you park in the "Garage" & please ensure that you lock your vehicle & keep all valuables on your person.

IN CASE OF FIRE

On the first & second floor:

A smoke detector is situated in each of the letting bedrooms & on the first and second floor landings. A Fire Extinguisher is housed on the first floor landing at the top of the staircase.

Should a fire break out:

~ summons our assistance by pressing the red button on the "Panic Alarm" box which is situated on the first floor landing to the left of the under-stairs cupboard,

~ proceed down the stairs and turn left to leave the building by the Garden Room patio doors

Please congregate on the patio, so that we may check that all guests have safely left the building.

In "The Cottage Restaurant":

A smoke detector is situated in the restaurant & a Fire Extinguisher is housed to the left hand corner of the bar. In the case of fire, please leave the building through the main restaurant door, directly onto the car park. Walk up the garden and turn immediately right to congregate on the patio.

SMOKING

For the comfort & safety of all our guests, we operate a strict "No smoking" Policy in all areas of Ternhill Farm House & The Cottage Restaurant. Should you wish to smoke, we would request that you do so in your vehicle or off the premises. Please ensure that cigarettes/pipes are completely extinguished before leaving your vehicle.

PLACES OF INTEREST & TOURIST INFORMATION

Leaflets on local places of interest are available on the upstairs landing and in the entrance hallway.

The nearest tourist information centre is in Market Drayton, which is approximately 3 miles away.

GUEST QUESTIONNAIRE

We are constantly trying to improve the facilities & level of service that we offer our guests, and find your comments extremely useful. Please complete the "Guest Questionnaire" in your bedroom and either leave it in the metal basket on the first floor landing or post/fax/email it to us a later date....many thanks!

COMPLAINTS

If there is anything that you consider is not to the standard you would expect, please let us know and we will try to rectify the problem.

*Finally, if you enjoyed your stay with us, please help us by telling someone else.
In our industry, "word of mouth" is definitely the best form of advertising.*

Dreaming of running a B & B ? Wake up, says Lynne Wallis

Against the grain: unwelcome guests at the breakfast table (Filed: 08/01/2005)

It's the sort of idea that strikes very early in the New Year. All memories of the festivities have been swept away by the harsh return to train delays, 12-hour days and reignited office politics, all made worse by a bout of pollution-induced asthma.

"I have an idea," you say wistfully to the person with whom you share your empty nest in Suburbiton. "Why don't we jack all this in and open a bed and breakfast in the West Country?"

How hard can it be to fry eggs and make a few beds, you reason. We could make a whole new start; we'll earn a bit of money and it'll be fun. Your partner's eyes take on a dreamy, faraway expression.

You agree you're at the "if we don't do it now, we never will" age, and so you hand in your notice, sell up, and find a rambling, old house in Somerset.

You open up, your first guest arrives and in your gratitude you treat him more like a much-loved, long-lost brother than a punter. He's a writer, here for week, he drinks Earl Grey tea and is reading a book of poetry. It's all going to be wonderful, you can just feel it.

You get up at 6am - what a glorious time of day - and make breakfast for "Earl Grey 1st", as you and your husband have come to refer to him fondly. There's no sign of him, so you call up the stairs. Silence. You go up. Unbelievable. The bouncer's done a runner. You decide to put your first - and hopefully only - "doss and dash" down to experience.

Three couples, hale and hearty walkers from Wells, turn up. You haven't done six breakfasts all in one go yet and the first batch of toast, the group's fierce matriarch announces, resembles a plateful of cracked slates. Above the sound of the smoke alarm, your husband quips, Fawlty-like: "My wife worships me, too. She's always giving me burnt offerings!"

This goes down like a lead balloon. You apologise. Another's egg is too runny. They want more tea. And semi-skimmed milk. One of the gents lights his pipe and the smoke alarm goes off again.

The b & b next door have taken to seating guests in the front bay window and their "Full" sign has been moved to a prime pavement position. You never smell burnt toast coming from there.

A couple of women in their mid-thirties arrive. You hear their key in the lock at midnight, followed by uncertain footfalls on the landing and then a loud crash. "We've had some shcrumpy," offers one. "A bit too mush acshually. Ish ever sho shtrong. Shorry." They emerge at ten in dark glasses for breakfast. Hell. Now you're going to be too late for your "adults only" swim. Then you discover one of them was sick over your late gran's patchwork quilt.

You catch one of a WI party of six picking up bits of post and looking at photographs on your living-room wall. "Can I help you?" you ask, put out. "Oh, hello, dear. Just having a nose round," she giggles, brazen as you like. You serve this ocean of white waves and clacking dentures in very bad spirits. Have we no privacy at all, you wonder.

A couple with young children turn up. The boy has blindfolded his little sister with his napkin and is thrusting her finger repeatedly into his runny egg, screeching "dead man's eye". She is screaming. The parents say nothing. You tell him off, gently.

A tanned American couple insist on egg white-only omelettes. Some backpackers order vegetarian sausages, decaff coffee, soya milk and gluten-free bread. You thought you'd left the yoghurt 'n' sandals brigade behind in London, forgetting your newfound proximity to Glastonbury. God, whoever thought this would be easy.

People in the village seem a little friendlier now, but have one or two sniggered as they've said good morning? Have they heard about the bloke who did a runner? The drunken trollops? What if the council gets wind of it, and you don't make it into next year's "recommended" list? What if you have gained a reputation as a toast-burner? This is worse than the office.

You need to relax, but your sex life has petered out. You hear other peoples' sex lives well enough, though, and an aphrodisiac it isn't.

This isn't how you'd imagined it at all. You've had a sleepwalker who found his way into the kitchen and ate all your breakfast omelette cheese, one of your crystal glasses has gone missing, and you're certain the schoolgirls on the top floor have been smoking dope.

It's all gone horribly wrong, but what can you do? You can't go back to London and admit your b & b dream has turned sour. You've made your bed, as they say, and now you've got to lie in it.

Willkommen

nach Bauernhofhaus Ternhill und Nordshropshire

Wir haben diesen Buchstaben produziert, um einige jener unvermeidlichen Fragen zu beantworten, aber bitte frei fühlen zu bitten, wenn Sie Unterstützung in jedem möglichem anderen Bereichs~, wenn Sie can_t uns lokalisieren, schellen bitte die Türbell&&it_s ein großes Haus benötigen u. wir can_t Sie immer hören zu äußern!

TEE U. KAFFEE, DER SERVICE BILDET

Tee u. der Kaffee, der Service bildet, sind in allen unseren Schlafzimmern, einschließlich der frischen Milch in einer Vakuumflasche vorhanden. Eine breitere Vorwähler der Tees sind auf der Landung des ersten Stockwerkes vorhanden. Informieren Sie uns bitte, wenn Sie aufschichten benötigen.

FERNSEHEN, DVD-SPIELER U. RADIOC

*Warnung
Jeder Raum hat seine eigene Radiowarnung, aufgestellt auf dem Nachttisch und Fernsehen mit Teletext, plus DVD-Spieler.*

(Sie sind willkommen, ein DVD von einer Vorwähler durch die Touristinformationsblättchen im Erdgeschoßhallway zu borgen)

Wenn Sie zuerst schalten, beginnt das Fernsehen auf ihm, innen Modus bereitzustehen. Sie können von der Fernbedienung oder von den Tasten auf der Frontseite des Fernsehapparates dann funktionieren entweder. Jedoch wird jeder Fernsehapparat mit einem Sicherheitskennwort gepaßt, damit, wenn es während eines bestimmten Zeitabschnitts getrennt wird, er nicht funktioniert, ohne dieses Kennwort zuerst einzutragen. Stellen Sie bitte sicher, daß die Fernbedienungen auf den Fernsehapparat wenn nicht im Gebrauch gelassen sind.

HAIRDRIER

Sie finden ein kleines hairdryer im oberen Fach der Kleidentabelle in jedem Raum und in einer in Reichweite Steckereinfassung (Notiz: in Hodnet die Steckereinfassung befindet sich unter der Kleidentabellen-Arbeitsoberfläche)

ELEKTRISCHE RASIERMESSERC

*Punkte
In Shrewsbury und in Hodnet gibt es einen elektrischen Rasiermesserpunkt am Ende des Lichtes über dem Spiegel im Badezimmer.*

In Whitchurch, in Ironbridge u. in Hawkstone gibt es einen elektrischen Rasiermesseradapter in der Steckereinfassung.

TELEFONE

Ein Bezahlungstelefon ist in der Gaststätte TheCottage unten vorhanden. Merken Sie bitte, daß dieses eine Verlängerung des Haupttelefons ist, und es nimmt nicht eingehende Anrufe an.

ANDERER SERVICE VORHANDEN AUF ANFRAGE

*Eisen U. Bügelnc Brett_ **BITTE BENUTZEN KEINE EISEN IN DEN GASTCSchlafzimmern!** Wir Wille stellen stattdessen Service auf der Landung für Sie auf.*

Extrakissen, Duvet, Blätter usw. (Notiz: dort ist ein Ersatzblatt in einem der Fächer in jedem Raum)

ANKUNFT, ABFAHRT U. WARTUNG DER RÄUME

Vor der Überprüfung jeder Gast über dem Alter von 16 Jahren wird, durch Gesetz, zum Register, in ihren Raum angefordert.

Fragen Sie bitte, ob Sie Unterstützung mit Ihren Beuteln benötigen.

Räume sollten bis 10am am Tag der Abfahrt geräumt werden, damit wir den Raum instandhalten können, der zu den neuen Ankünften bereit ist.

Für die Gäste, die mehr als eine Nacht bleiben, halten wir Ihren Raum nach 10am

FRÜHSTÜCK~ im Esszimmer auf dem Erdgeschoß.

Volles englisches oder kontinentales Frühstück wird im Esszimmer auf dem Erdgeschoß gedient (Umdrehungsrecht an der Unterseite

von der Treppe) während der folgenden Zeiten: 7.30am bis 9.30am Montag zu Freitag

8.00am bis 9.30am Samstag u. Sonntag

Füllen Sie bitte das Frühstückauftragsformular, das auf Ihrer Kleidentabelle ist, aus und lassen Sie ihm im Metallkorb auf der Landung des ersten Stockwerkes durch 22,00 (10pm) den Abend vorher.

ABENDESSEN~ in Esszimmer oder der Gaststätte TheCottage

Gediente Tue-Gesessene Abende only&&&&.we dienen nicht Nahrung an den Sonntags- oder Montagabenden.

Wir bieten eine Wahl von traditionellem an u. sourced erfinderische Teller in der Gaststätte TheCottage, am Ort

verwendend Erzeugnis wo möglich. Die meisten unseren Tellern werden gekocht, um zu bestellen, also verlangen wir, daß Sie Ihre Teller durch 2pm am Tag pre-order, den Sie speisen möchten.

Wir bieten nicht _Children_s Menu_ an, obgleich Kinder von unserem _Alacarte Menu_ bis 8pm oben speisen können

Eine Vorwähler der Biere, des Geistes, der Weine u. der alkoholfreien Getränke sind mit Ihrer Mahlzeit vorhanden. Wir würden, daß Getränke in der Gaststätte _TheCottage_ genossen werden, _Garden Room_ oder auf dem patio anstatt die Schlafzimmerebereiche verlangen. Gäste sind für die Kosten des Wiedereinbaus von irgendwie beschädigtem verursachtem wegen der spillages in den Schlafzimmern verantwortlich

Garden Room ist vorhanden, sich innen zu entspannen, wenn Sie nicht in Ihrem Schlafzimmer während Ihres Aufenthalts bleiben möchten. (merken Sie bitte, daß der Raum ist, _Alarmed _ , wenn wir das Gebäude u. nachts lassen, bitte so hereinkommen nicht, wenn die Tür durch zu Room_ ist geschlossen _Garden)

SICHERHEITS_ für Sie, andere Gäste u. unsere Familie

Bewohner haben Zugang zu ihrem Schlafzimmer des ersten Stockwerkes über den vorderes Eingang u. Hallway.

Gaststätte _TheCottage_ und das Gartenzimmer sind auch für resident_sgebrauch frei, aber werden nachts u. zu den Zeiten alarmiert werden, als wir aus dem Gebäude heraus sind. Beide diese Bereiche werden offenbar mit einer hölzernen Plakette auf den Türen gekennzeichnet.

Alle weiteren Bereiche des Hauses sind für nur unseren eigenen PRIVATEN Gebrauch.

Wenn Sie Unterstützung während des Tages benötigen, benutzen Sie bitte das Türklingel_, das es ein großes Haus ist u. können wir nicht Ihre Stimme immer hören!

Im Notfall nachts, betätigen Sie bitte die rote Taste auf dem _Panic Kasten Alarm_. Der _Panic Kasten Alarm_ wird auf der Landung des ersten Stockwerkes auf der linken Seite des Untertreppenschanks aufgestellt (kurz bevor das Treppenhaus, das das unten zu das Erdgeschoß führt). Dieses löst die Sicherheitswarnung aus, die das während des Gebäudes klingt.

Die Sicherheitswarnung wird nachts eingestellt und wenn wir das Gebäude lassen. Sie SIND NICHT in der Lage, DIE RÜCKSEITIGE TÜR ZU BENUTZEN, sobald die Warnung eingestellt worden ist. Ein Warnzeichen ist auf der glasig-glänzenden Tür im _des Hallway unten deutlich sichtbar, das Sie _This anweist, die Bereich jetzt alarmiert wird, daß _ bitte das vordere door_ benutzen.

Merken Sie bitte, daß Sie Ihren Schlüssel der vorderen Tür (auf Ihrem Raumschlüssel frei an Bord) benötigen zum Gebäude zu gehen u. zurückzugehen.

Wir würden verlangen, daß Sie sicherstellen, daß die Tür sicher verriegelter Nachgebrauch ist.

Autos können an der Rückseite des Hauses, an Ihrer eigenen Gefahr geparkt werden. Wir würden bevorzugen, daß Sie im _Garage_ parken u. bitte sicherstellen, daß Sie Ihren Träger verriegeln u. alle Wertsachen auf Ihrer Person halten.

FALLS VOM FEUER

Auf dem ersten Stockwerk:

Ein Rauchmelder wird in jedem der lassenden Schlafzimmer u. auf der Landung des ersten Stockwerkes aufgestellt. Ein Feuerlöscher wird auf der Landung des ersten Stockwerkes an der Oberseite des Treppenhauses untergebracht.

Ein Feuer wenn, brechen aus:

~ ruft unsere Unterstützung zusammen, indem es die rote Taste auf dem _Panic Kasten Alarm_, der auf der Landung des ersten Stockwerkes auf der linken Seite des Untertreppenschanks aufgestellt wird betätigt,

~ fahren hinunter die Treppe fort und drehen sich nach links, um das Gebäude durch die Gartenraumpatiotüren zu lassen Versammeln Sie bitte sich auf dem patio, damit wir prüfen können, ob alle Gäste sicher das Gebäude gelassen haben.

In der Gaststätte _TheCottage_:

Ein Rauchmelder wird in der Gaststätte aufgestellt u. wird ein Feuerlöscher zur linken Handdecke des Stabes untergebracht. Im Fall vom Feuer, lassen Sie bitte das Gebäude durch die Hauptgaststättetür. Weg herauf den Garten und die Umdrehung berichtigen sofort, um sich auf dem patio zu versammeln.

RAUCHEN

Für von den u. von Sicherheit aller unserer Gäste, lassen wir eine strenge _Nosmoking_ politik in allen Bereichen Komfort Bauernhof Ternhill Haus u. Gaststätte _TheCottage_ laufen. Wenn Sie rauchen möchten, würden wir verlangen, daß Sie so in Ihrem Träger oder weg von den Voraussetzungen tun. Stellen Sie bitte sicher, daß cigarettes/pipes vollständig ausgelöscht sind, bevor man Ihren Träger läßt.

ORTE DES INTERESSES U. DER TOURISTINFORMATION

Blättchen auf lokalen Orten des Interesses sind auf oben landen und im Eingangshallway vorhanden.

Die nächste Touristinformatiionsmitte ist im Markt Drayton, der ungefähr 3 Meilen entfernt beträgt.

