



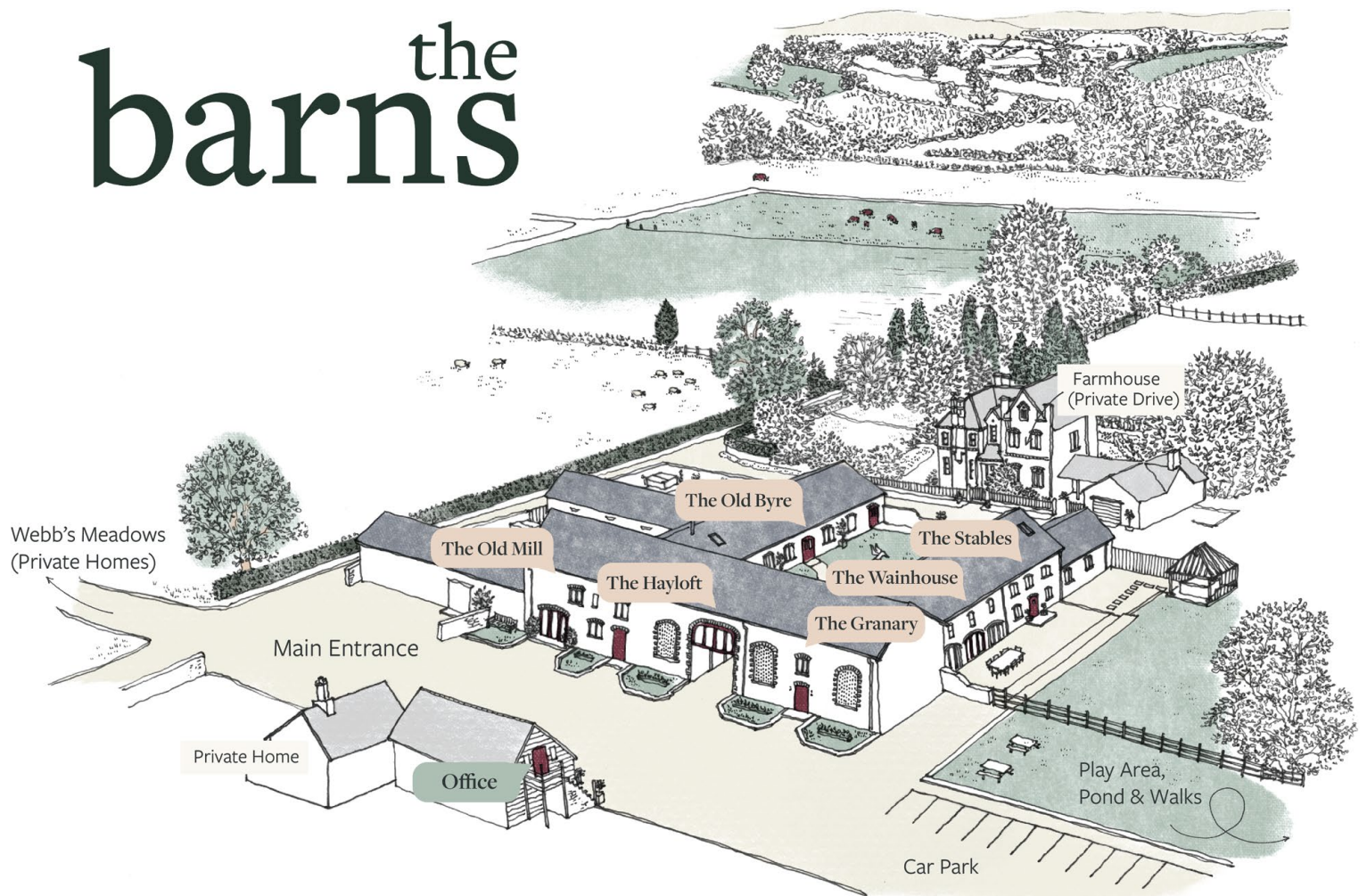
the barns

Thoughtful Accommodation in Herefordshire

Welcome!

We're so happy to have you here.

the barns



Welcome to The Barns!

Our complex is made up of 5 thoughtfully converted barns; **The Old Mill, The Hayloft, The Byre, The Stables and The Granary**, all situated in the beautiful Herefordshire countryside, surrounded by the Black Mountains which we do hope you find some time to explore while you are staying at The Barns.

We have a wonderful team of helpers who behind the scenes make sure The Barns run effectively. We don't have enough space on this page to tell you about everyone and all the wonderful things they do, but rest assured they are working hard to make sure you have the best stay possible.

Your Stay

The following information is everything you should need to ensure the most relaxing and enjoyable stay possible. If you find your question not answered, feel free to give us an email or text and we will get back to you as soon as possible.

General Information

Parking

Guests are requested to park in the carpark and not outside the properties.
Cars are parked at owners risk.

WiFi

WiFi is available throughout the barns
search for Barns Guest Wifi and the password is: F4rmyard

Mobile Reception

EE has the best coverage here, for guests on other networks we suggest connecting to the WiFi to enable WhatsApp calling and messaging.

Noise

Due to our location within the village guests are asked to be considerate of our neighbours. Any music played outdoors must be within daylight hours at a reasonable level through our speakers only. Any music indoors again must be through our speakers only with all doors and windows closed and turned off no later than 10.30pm on week nights and 11.30pm on weekends. Strictly no amplifiers are allowed. The owners' parents live in the adjacent farmhouse so all noise is monitored. Should our rules not be adhered to there is the risk of having your damage deposit withheld.

Outside Lights

The outside lights (carpark side) come on automatically as the light falls. To turn the lights on to the left of the property (when facing out from front door) the switches are to your left, the lights to the right of the property are located in the sitting room next to the far right hand window.
The hot tub light is located on the wall near the hot tub.

Manuals/ Instructions

Everything can be found in the instructions booklet.

Facilities

A full inventory is done before guest's arrival, but if something is missing or broken please do let us know ASAP in order for us to replace it.

We ask that any damages/breakages are marked on the chalkboard and a contribution is placed in the honesty box in the welcome box. Thank you.

Walks

There are several beautiful walks around the area, please ask for more details.

Pets

Well behaved dogs are very welcome at The Barns.

However, dogs are **strictly not allowed on the furniture or on beds.**

All dog waste must be picked up and disposed of by the dog owner. Should any dog waste not be disposed of it will incur a charge to be deducted from the damage deposit.

We ask that all dog owners are respectful of the farm animals and wildlife around the area and that the Countryside Code is adhered to.

Damage Deposit

All guests are asked to pay a damage deposit before arrival. To ensure full refund of damage deposit we ask that The Barns are left clean and tidy following stays.

Basic cleaning equipment can be found under sinks and in utility areas.

Should there be any damage above normal wear and tear, the cost of repairing the damage along with any extra housekeeping required (charged at £25 per hour) will be deducted from the damage deposit.

Guests are requested to advise the caretaker /events manager of any damages that may have occurred during stays.

Cash Machines

The nearest cash withdrawal machine is located in Kington, and can be found at the Co-Operative Supermarket

Local Shops

The nearest shops are located 3 miles away in the town of Kington, however there is a small deli and butchery located at Townsend Farm, Pembridge.
For larger shops we recommend visiting Leominster or Hereford.

Local Taxis

Kington Taxis: 01544 340584
Radnor & Kington Taxis: 01547 560205
Leominster Taxis: 01568 616964
Priory Cabs: 01568 612145
Kington Taxis: 07884 404566
Kristina Owen Taxi: 07877 895191
Gold Line Leominster: 01568 611100
Mini Bus - Hereford Minibus & Coach hire:
01432 803660 or 07875 492899
M & S Coaches (up to 52 seaters): 01568 612803



Heating & Hot Water

The Barns is heated throughout the ground floor with an underfloor heating system, this is on 24/7, the first and second floor rooms are heated by radiators that are on between **6.00am and 10.30pm**, The Barns staff will set the programme prior to guests arrival, should you find the rooms too warm, we ask that you open the windows as changing the thermostat on the underfloor heating can take 6 – 8 hours to adjust.

The upstairs radiators turn to the left to release the valve (release more heat). For those that feel the cold, extra portable heaters are available from the office. The heating and hot water controls are based in Bedroom 1 (downstairs) in the dressing area.

The hot water is set to run on constant throughout guests' stays.

Smoking

The Barns operates a strict '**No Smoking**' indoors Policy. Smoking is only permitted outdoors and guests are requested to dispose of their cigarette ends in the ash bin located on the wall in the Courtyard.

Fuse Boxes

The fuse box is located in Bedroom 1 (downstairs) in the dressing area. This is where the hot water controls are also based. In the event of a Mains Power failure, we are backed up by a generator which the maintenance team will switch over to, as required.

Stop Tap

Gas stop tap is located in white box on the outside of Room 1 and can be accessed via the courtyard. The water stop tap is located in the bathroom of Room 1 under the sink.

Iron & Ironing Board

An iron and ironing board can be located in the tall cupboard in the kitchen.

Gas BBQs

Guests are welcome to use our Gas BBQs which are available on request between **April and October**. There is a hire charge of £40.00 per BBQ. We supply the gas and clean the BBQ for you.

Rangemaster Cooker

The Rangemaster Cooker requires an approx 20 minute heat up time, details of how to use it can be found in this file, it has an induction hob, so we do recommend using our pans only on it.

Woodburners, Logs & Kindling

The woodburner will be laid ready for you to light on your arrival. A gas ignitor/matches can be found in the drawer of the log store next to the woodburner for lighting (please ensure matches are kept away from children).



Rubbish & Recycling



General Waste – Black Bags & Black Bins

Please place all general waste in the bins provided (ensuring that a black bin liner is in place) when the bin is full please transfer black bags to the large black wheelie bins located in the carpark.

Bin Collection day is a **Tuesday at 9.00am.**



Recycling – Green Bins

(Glass Bottles, Clean Food Tins & Drink Cans & Plastics)

Please place all recyclable products in the green wheelie bins located in the carpark. Our recycling collection is **once a fortnight on a Monday**, so if the green bins are full please put recycling in a bin bag next to the green bin and we'll sort it out.



Paper & Cardboard

Please place newspapers and flattened cardboard in the green bin.
We can reuse your newspapers when laying up our woodburners
and the flattened Cardboard we will take away and burn.

(Third Party Caterers are required to take all their rubbish away with them).



Emergency Information

Emergency Services
In case of an emergency call 999.

Pharmacy
42 High Street,
Kington,
Herefordshire,
HR5 3BJ
Tel: 01544 230348

Vets
Butts Meadow
Hatton Gardens,
Kington,
HR5 3DD
Tel: 01544 230567

Doctors
Eardisley Road,
Kington,
HR5 3EA
Tel: 01533 230302

Fire Safety Info


Each Barn is equipped with Fire Blankets and Fire Extinguishers but if the worst happens, please do not put yourself or your family at risk.

IN THE EVENT OF A FIRE:

- Please evacuate the building as quickly as you can
- Congregate in the carpark near to the office
- Make sure all your party are accounted for
- Telephone 999 and alert the fire brigade the property address is:
The Barns at Upper House, Kington, Hereford HR5 3JN
- Please contact us on 07946 058130

FOR YOUR SAFETY:

- Please do not remove the key from the garden doors - this will ensure a free exit in the event of a fire
- Please do not allow children to play with/tamper with the fire blanket or extinguisher
- No smoking in the property at any time
- Please do not unplug or remove the night lights in the hallway



**NO ELECTRIC
VEHICLE
CHARGING**

**WITH REGRET, DUE TO INSURANCE AND FIRE REGULATIONS
WE CANNOT CONNECT CHARGERS OFF OUR DOMESTIC PROPERTIES**



Noise Policy

We should make you aware that we have new neighbours in a luxury development of properties on the opposite side of the road, so therefore due to the proximity of our neighbours we have implemented a noise policy, there is to be **no amplified music and any music played outdoors must be within daylight hours and no later than 9.00pm. Any music played indoors must be with doors and windows closed and turned off at 11.00pm at the latest.**

Included in the stay are Bose and Sonos speakers for our guests to use, we do however ask for them to be used responsibly and ask that our guests be mindful of our neighbours and only play music at a reasonable level. Please also note that the **hot tubs are closed between 9.00pm and 10.00am daily.**

Please circulate this noise policy with all of your guests. **There is a £40 call-out charge** which we reserve the right to charge subject to any call-outs regarding the noise policy.

We thank you for your kind cooperation and consideration.



Hot Tub

The Hot Tub may be used between 10.00am and 9.00pm.

Rather than drinking from glasses in the hot tub, please use the plastic beakers provided.

The blue & white towels and slippers are for use with the hot tub.

When vacating the hot tub for the last time each day, **please top up the water level** with the hose in the cupboard next to the tub. The level needs to be between the bottom of the headrests and the top of the jets. Filling at night allows enough time for the water to reach the required temperature.

Thank you



Hot Tub Instructions

Please read the instructions for safe use. As lead guest you are responsible for the safe use of the tubs and we recommend circulating these instructions to all members of your group.

You use the hot tub at your own risk and are responsible for any damage caused by misuse.

If the instructions are not followed, the hot tub may need to be drained and refilled (charge of £100) and will be out of action during your stay while it reheats. **There is also a £40 call-out fee for getting a Barns team member to come to site.**

Our hot tubs comply with current regulations governing the provision of spas in holiday complexes, in particular the legionella bacteria. The water is changed after each guest stay, and the chemicals and temperature are carefully monitored to ensure a safe environment for you.

- **Hot tubs are open between 10.00am and 9.00pm.** Please be considerate of our neighbours.
- **Opening the lid requires two people, otherwise the arms may buckle.**
- **Maximum of 7 people at any one time in the hot tub please.** The filters cannot clean an overloaded spa, which means that the water would not be at a safe/clean level to use.
- When you get out **please refill to the top of the jets.** Failure to do this may mean that the spa motor may overheat and it will be cold in the morning as we would need to refill. Refill with the cold water hose in the cupboard next to the hot tub - we recommend topping up at night to allow the water time to heat back up to 38.5 degrees. The ideal depth is midway between the bottom of the head rest and top of the jet.
- If we have to attend to the hot tub for reasons of misuse there is a **call-out fee of £40**, and any damage caused during your stay will be taken from your breakages deposit.
- Please only press **JETS** and **LIGHTS**.
- Please ensure that **only plastic glasses are used** if drinking in the hot tub - no glass at any time!
- Please **shower before and after using the hot tub**, as filters are damaged by fake tan.
- **The hot tubs are not recommended for children under the age of 5. Children over 5 must be supervised at all times when they are in the hot tub and we do not recommend them staying in for more than 20 minutes at a time.**
- Do not put your head/ears/face underwater and do not swallow water. Do not use if you've had gastric upset in the past 24 hours.
- Anyone with circulatory, heart conditions, or who is pregnant should seek medical advice before using the spa.
- Please don't use the tub in a thunderstorm.



Check out time is 10am (unless otherwise agreed with The Barns Team)

Dear Guests,

We hope you have enjoyed your stay with us at The Barns! We want your departure to be as smooth as possible, so we have provided a few steps that we ask you to follow for an easy check-out process.

Kitchen:

- Wash dishes or load and start the dishwasher.
- Empty the fridge of any leftover food (anything left over and unopened can be left and we will donate it to Kington Food Bank).
- Surfaces and floors are clean and tidy.

Bathroom and Linen:

- Place all used linens in the laundry bag provided, and place used bathrobes and spa towels on the bathroom floor.
- Check all wardrobes and drawers for personal items.

Bins & Recycling:

- Empty your bedroom, bathroom and kitchen bins into the black bin outside the property.
- Ensure any recycled items are put into the green bins.

General:

- Note any breakages on the blackboard and leave an appropriate amount in the honesty box.
- Return all furniture to its original position.
- Switch off lights, close windows and doors.
- All keys are to be left in the doors, except external doors which are to be locked and keys should be put in the letter box positioned on the laundry door.

Thank you for your cooperation! We hope to see you again soon.

Please feel free to leave us a review using the QR code below.

**the
barns**

