the barns

Thoughtful Accommodation in Herefordshire

Welcome!

We're so happy to have you here.

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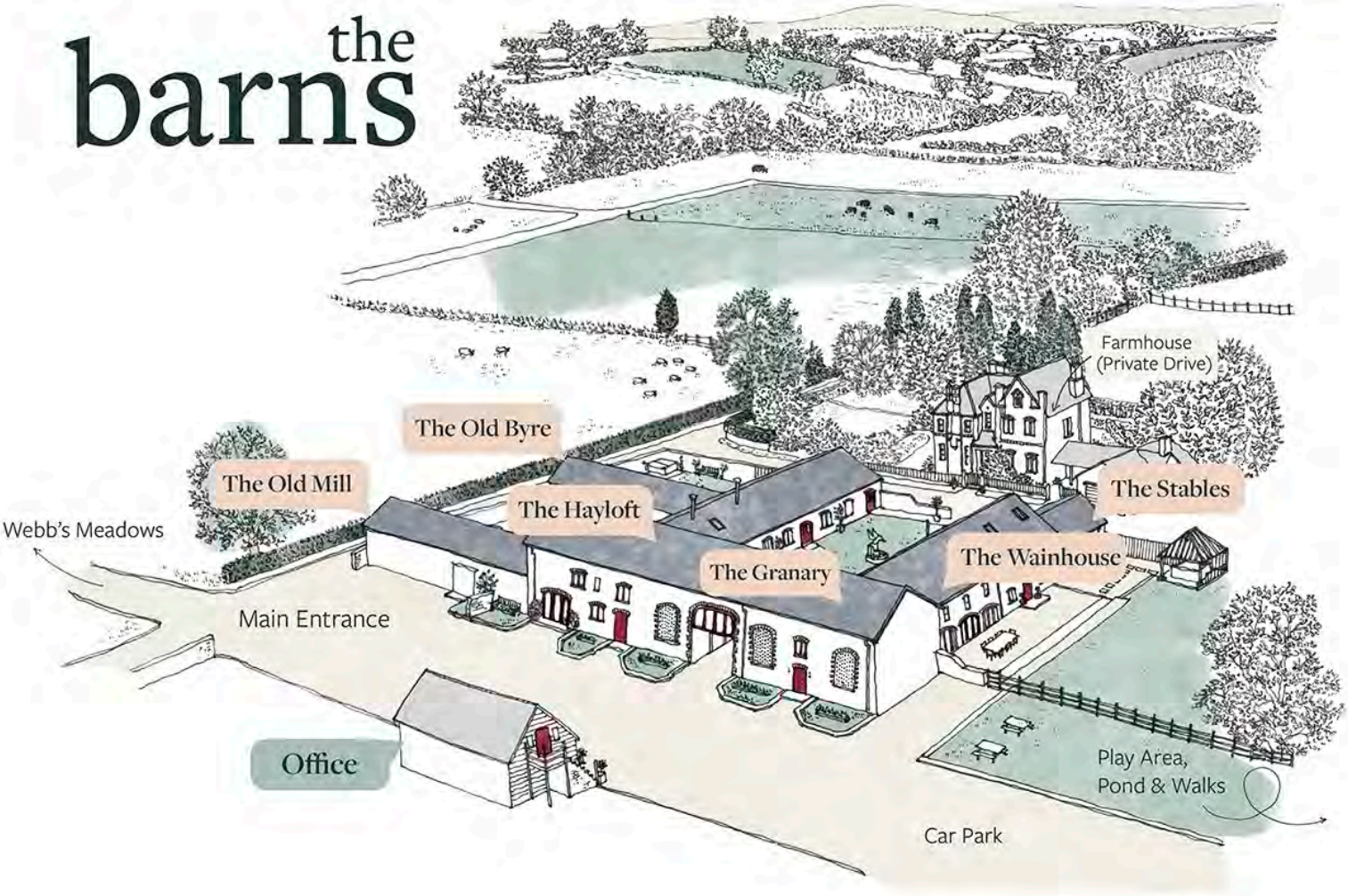


Welcome to The Barns!

Our complex is made up of thoughtfully converted barns:
The Old Mill, The Hayloft, The Old Byre, The Stables, The Wainhouse 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 are behind the scenes making sure that 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.

info@thebarns.com | 07946 058130

General Information

The following information is everything you should need to ensure the most relaxing and enjoyable stay possible. If you find your question unanswered, feel free to give us an email or text and we will get back to you as soon as possible.

Parking

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

WiFi

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 village location please be considerate of our neighbours. Any music **must be played through our speakers only**. **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.**
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 (car park 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 light switch for 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.

Facilities

A full inventory is done before guests' 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 small damages/breakages are marked on the chalkboard and a contribution is placed in the honesty box in the welcome hamper. Thank you.

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.

Manuals/Instructions

Everything can be found in the instructions booklet.

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 and must stay on the ground floor at all times.**
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 a full refund of the 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 £25.00 per hour) will be deducted from the damage deposit.

Guests are requested to advise one of The Barns Team 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-op Supermarket.

Local Shops

The nearest shops are located 3 miles away in the town of Kington.
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 hot water is set to run on constant throughout guests' stays.

The Barns have underfloor heating running throughout the ground floors 24/7.

The first and second floor radiators run between 6.00am and 10.30pm; we will have set the programme prior to your arrival. The Barns should be nice and toasty, but for those that feel the cold, extra portable heaters are available from the office. If it's 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 Old Mill & Hayloft

The upstairs radiators turn to the right to release the valve (release more heat).

The Old Byre

The upstairs radiators turn to the right to release the valve (release more heat).

The Stables

The upstairs radiators turn to the right to release the valve (release more heat).

The heating and hot water controls are based in bedroom 1 (downstairs) in the dressing area.

The Wainhouse

The heating and hot water controls are in the downstairs toilet but are not changeable.

The upstairs radiators turn to the right to release the valve (release more heat).

The Granary

The upstairs radiators turn to the right to release the valve (release more heat).

The hot water controls are located under the stairs.

Woodburner, Logs & Kindling

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

Iron & Ironing Board

The Old Mill & Hayloft
An iron and ironing board can be located in the utility area under the main stairs.

The Old Byre
An iron, ironing board and other essential items are located in the utility cupboard which is located in the entrance hall on the higher ground level up the steps.

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

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

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

Fuse Boxes

The Old Mill & Hayloft
In The Old Mill the fuse box is located in the utility area above the sink. The utility is located under the stairs with the cleaning and essential equipment.

In the Hayloft the fuse box is located by the front entrance door behind the door.

The Old Byre
The fuse box is located at the top of the stairs, straight ahead (at floor level). You'll need to lie on your stomach to access it under the eaves.

The Stables
The fuse box is located in bedroom 1 (downstairs) in the dressing area.

The Wainhouse
The fuse box is located in the downstairs toilet.

The Granary
The fuse box is located under the stairs.

In the event of a mains power failure, we are backed up by a generator which will the maintenance team will switch over to, as required.

Stop Taps

The Old Mill & Hayloft

The stop tap for The Old Mill is located near the gas box on the outside of the property. For the Hayloft, the gas and the stop tap is located in a white box on the outside of the property. (Both accessed via the main central courtyard).

The Old Byre

Gas and stop tap are located in a white box on the outside of the property, located in the central courtard by the main entrance of The Byre.

The Stables

Gas and stop tap are located in a white box on the outside of the property, located outside of bedroom 1's en-suite.

The Wainhouse

Gas and stop tap are located in a white box in the central courtyard, near to the entrance to the Wainhouse.

The Granary

Gas and stop tap are in a white box in the central courtyard, outside Bedroom 2.

Cooking at The Barns

Gas BBQs

Guests are welcome to use our Gas BBQs which are available on request between May 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 Stables, The Wainhouse & The Granary have a 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 only using our pans on it.

The AGA Range Cookers

The Old Mill & Hayloft and The Old Byre have AGAs.

In the drawer to the right of the AGA you will find instructions if you are not familiar, but we will give an overview on the following page. If you have booked our recommended caterers they will be familiar with our ovens.

The AGAs

The Electric AGA (Right Cooker)

The black AGA in the kitchen has 2 ovens and 2 large hot-plate hobs on top - it is warm to touch. This is kept up to the correct temperatures ready for your arrival. The top oven is the hottest (runs between 180-200°C) and the bottom is a slow-cook oven (sits between 120-140°C). The left hand hob is the hottest and the right hand hob is for warming.

The Electric AGA Companion (Left Cooker)

To the left of the main AGA is an electric companion AGA which works exactly as a standard electric oven which you turn on and off as required; with a grill located in the top oven and hobs above. *Please note that the oven door must be open when grilling.*

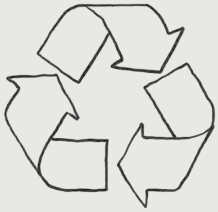
Please remember to keep all doors and lids closed whenever possible to retain the heat.

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 car park.

Bin Collection day is **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 car park. Our recycling collection is **once a fortnight on a Monday**, so if the green bins are full please put your 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.

(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 a fire starts, 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 car park 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, Spond Lane, 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.

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FIRE EVACUATION PLAN

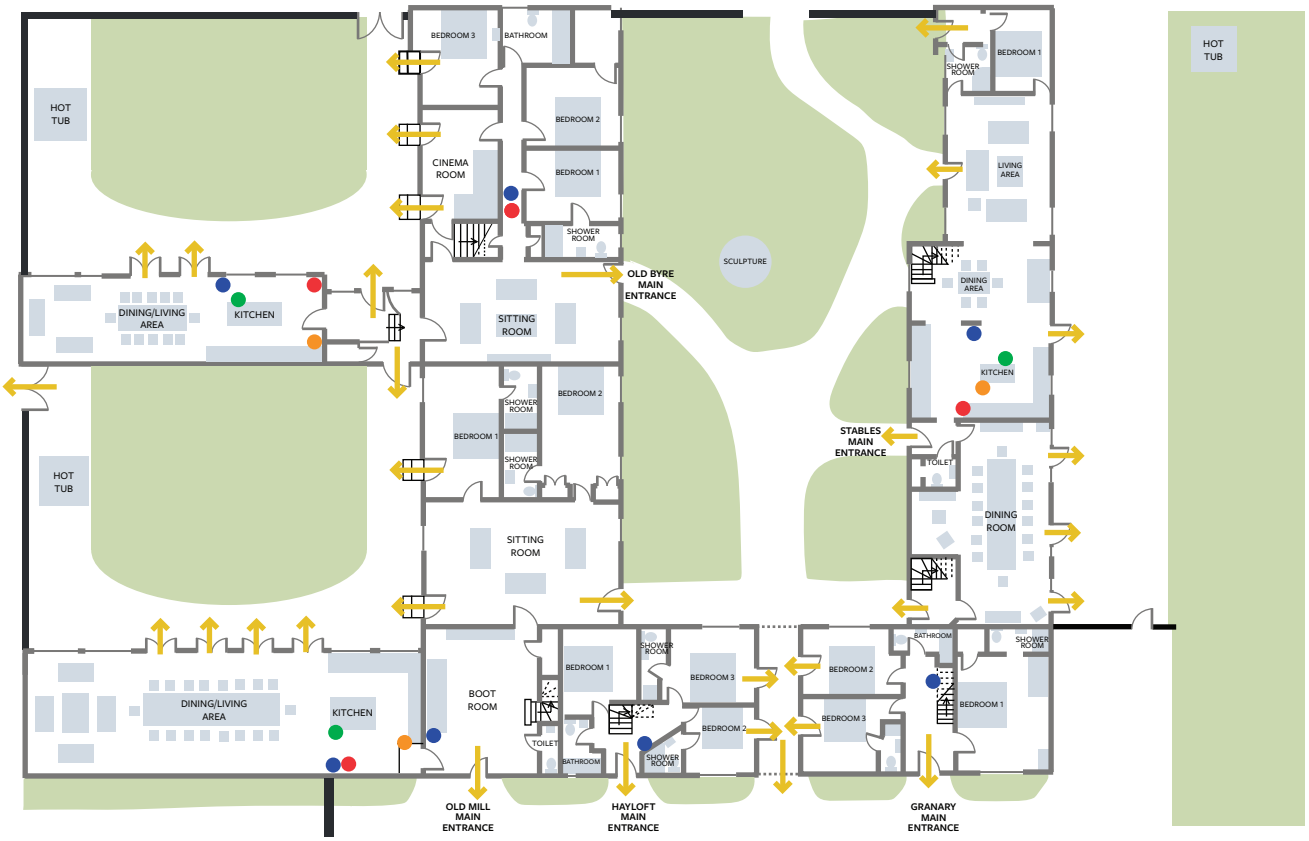
FIRE EXTINGUISHER

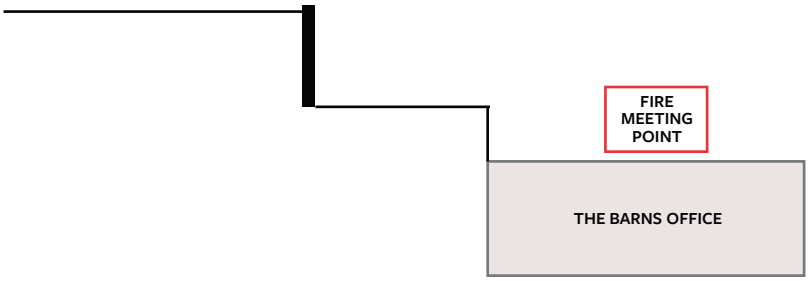
FIRE BLANKET

FIRST AID KIT

FIRE TORCH

EMERGENCY EXIT DOORS





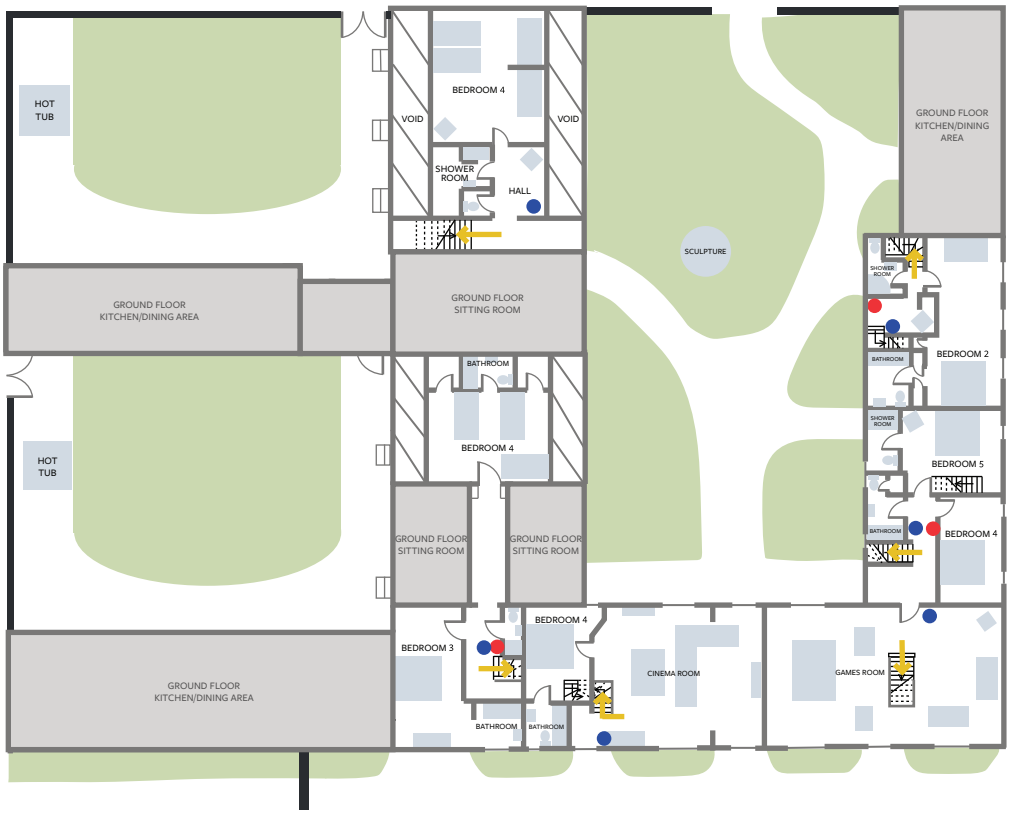
GROUND FLOOR - FULL SITE

These plans are not drawn to scale, and are for illustrative purposes only.
Please note that furniture may have been moved.

FIRE EVACUATION PLAN

FIRE EXTINGUISHER FIRE BLANKET FIRST AID KIT FIRE TORCH

EMERGENCY EXIT DOORS



FIRST FLOOR - FULL SITE

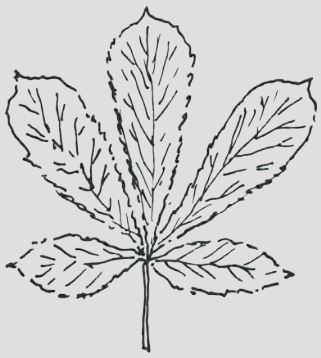
SECOND FLOOR - FULL SITE

These plans are not drawn to scale, and are for illustrative purposes only.
Please note that furniture may have been moved.

NO ELECTRIC VEHICLE CHARGING

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

The nearest charging point is in Kington, HR5 3BH (near the Co-op).
Other points are at Waitrose in Hereford (HR4 9HT, or at Morrisons in Leominster (HR6 8RH).



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, 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.**

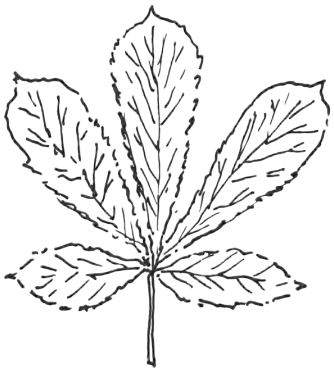
Included in the stay are Bose and Sonos speakers for our guests to use, we do however ask for them to be used responsibly and ask that our guests be mindful of our neighbours and only play music at a reasonable level. Please also note that the **hot tubs are closed between 9.00pm and 10.00am daily.**

We feel it is very important to make potential guests aware of this at the onset as we would not want you to be disappointed on arrival.

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.

the barns



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 head rests and the top of the jets. Filling at night allows enough time for the water to reach the required temperature.

Thank you

the barns

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 hot tub in a thunderstorm.

the barns

The Countryside Code

Your guide to enjoying parks and waterways, coast and countryside

Respect everyone

- be considerate to those living in, working in and enjoying the countryside
- leave gates and property as you find them
- do not block access to gateways or driveways when parking
- be nice, say hello, share the space
- follow local signs and keep to marked paths unless wider access is available

Protect the environment

- take your litter home – leave no trace of your visit
- do not light fires and only have BBQs where signs say you can
- always keep dogs under control and in sight
- dog poo – bag it and bin it in any public waste bin or take it home
- care for nature – do not cause damage or disturbance

Enjoy the outdoors

- check your route and local conditions
- plan your adventure – know what to expect and what you can do
- enjoy your visit, have fun, make a memory

www.countryside-code.org.uk

The Countryside Code

Follow advice and local signs

The arrows show the legal and recorded rights of way for different user groups

Footpath

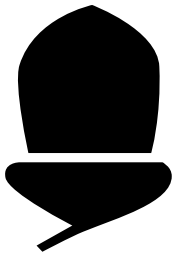
Bridleway

Restricted Byway

Byway open to all traffic

Permissive Path

Follow advice on local signs as landowners voluntarily provide access to these paths and choose who can use them. Some open access areas are also made available in the same way.



National Trail

National Trails are created for walking, with horse-riding and cycling possible on some trails or trail sections.
www.nationaltrail.co.uk

Open Access

You can walk and explore away from paths.

www.openaccess.naturalengland.org.uk

For further information visit **www.countryside-code.org.uk**

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 bath robes 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 small breakages on the blackboard and leave an appropriate amount in the honesty box. Please let one of the team know of any larger damages before leaving.
- 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.

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Thank you for choosing to stay with us.

If you have any queries, don't hesitate to get in touch with our team:

info@thebarns.com | 07946 058130