



## What to Expect

Thank you for bringing your organisation to us. Your support for us helps us continue our work with vulnerable children and young people. As a learning development centre, our rooms are designed to help our visitors to get the most out of their visits. Providing a safe learning environment with family and dorm-style rooms, together with home-cooked meals, is at the heart of our personal development work.

Our core groups are charities and schools engaged with young people. Whether you are coming with one of these groups or with another organisation, this document tells you what our facilities are like.

### Accommodation

#### Main House

Our accommodation is arranged across a large Victorian house and grounds. You will be sleeping in shared family and dorm-style rooms in the main house or in one of our cabins. A wheelchair accessible room is on the ground floor, with a further eight rooms on the first floor. Room allocation is organised by your group leader. Larger groups may be spread out across the house and cabin accommodation.

Our main house is heated by a modern biomass boiler and all rooms are well-served by radiators, however, it is a 150-year-old Victorian building so some guests may find it more draughty than they are used to.

#### Cabins

Our three heated cabins can sleep 18 – six beds per cabin. Each cabin has two rooms containing a two-bunk and a single bed.

### Toilets and bathrooms

In the main lodge the ground floor bedroom has wheelchair accessible facilities. Upstairs, two rooms are en-suite and the rest are served by two showers, two baths and multiple toilets throughout the house.

In the cabins, each cabin has a shower room with toilet and sink.

### Meals

We provide all your meals in the main house. Food is served on the tables in our large dining room for you to self-serve, or from buffet tables. Everything is home-cooked using locally sourced ingredients where possible and we have set dishes for

breakfasts, lunches and dinners that our kitchen team discusses with group leaders in advance. We are experienced in catering for all special dietary requirements and in the run up to the visit your group leader will be asked about meal requirements. It is important to highlight any dietary allergies at an early stage.

Cabin guests can also have meals provided the main house or may be part of self-catered using our communal cabin which contains a fridge, microwave, hotplate, “George Foreman” grill, toaster and kettle.

### What's provided

- All bedding
- Tea and coffee making facilities throughout for residential groups

We're set in a 53-acre estate with plenty of paths to walk and Tinto Hill (707 metres) is directly accessible. We pride ourselves on being a peaceful and safe space for groups to do their work.

### What to bring

- Toiletries and a towel – but we have spares if you forget
- Indoor and outdoor shoes

### Connectivity

Being in a very rural part of south Scotland, mobile reception and internet connectivity is fairly limited.

- Depending on your network provider, mobile signal in and around the main house and estate varies.
- The lodge has wifi that is accessible for group leaders or trainers to access if required. Unfortunately there isn't enough bandwidth in our rural location for us to be able to offer wifi for all our guests.

If you need to urgently make a phone call but are struggling to get reception, we can of course let you use one of the office landlines.

### Service to suit your group

During your stay, there will be staff on call generally from 9am-5pm and through meal times. Your leader will have contact to a duty manager outwith these times for emergency purposes only, unless additional support is arranged in advance.

We aim to make your stay as comfortable as possible. We have several large and well-furnished group spaces. At time of booking your accommodation will be allocated to your group requirements, whether this is a self-led programme of activities or with a programme designed by our instructors. You may be sharing public spaces of the house and grounds with other visiting groups, whether they are visiting for the day or staying in other accommodation on site. We ask all groups to be mindful of each other on site and respect each other's spaces.