



Welcome to Wiston Lodge

Visitor Information

Updated 21/8/21

To make your stay as comfortable and safe as possible, please read the following information. We ask that you follow the information provided to help support our small, dedicated staff team ensure we all stay safe.

Arrival

- A freshly cleaned set of **bedding** is provided in a sealed bag on your bed in each room.
- In line with the national **Track and Trace** scheme, we keep your name and phone number for 21 days, unless the track and trace team contact us in which case it will then be passed to them.
- All our staff undergo twice-weekly rapid Covid-19 testing.
- If at any point you **feel unwell** (particularly with Covid-19 symptoms) please alert a member of staff as soon as possible.
- We ask that you wear a **mask or face covering** whilst inside the main lodge, unless you have a medical exemption.
- We ask that if you wish to **chat to your fellow group members** you do this in your group room or outside, please do not stop to talk in corridors.
- You should **keep at least 1 metre from other people** where possible at all times. Floor markings and signs will help guide you with this inside the house.
- **Hand sanitisers** are stationed throughout the house and we encourage you to use them regularly, especially before entering shared toilets and the dining room.



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Emergency/Fire Alarm

If you hear the fire alarm, please react immediately and follow the **GREEN SIGNS** to the nearest fire exit (the nearest exit is displayed beside the door in every room). The fire assembly point is on the lawn at the front of the house.

Refreshments

A selection of hot drinks as well as drinking water is available throughout your stay from the corridor beside the dining room. We advise against drinking the water from the taps in your bedroom.

Facilities

To minimise the amount of sharing, we have split our rooms into groups of 2 in a 'buddy' system.

Rooms 1+2	Please use your own en-suite for shower and toilet throughout.
Rooms 3+4	Please use the baths and toilets across the landing under the stained glass skylight.
Room 5	Please use your own en-suite shower and toilet throughout.
Rooms 6+7	Please use the first shower and toilet down the top corridor.
Rooms 8+10	Please use the second shower and toilet down the top corridor.

House guests please use your assigned toilet/shower for the duration of your stay – all are clearly labelled for you.

Cabin guests will share the toilet and shower in their cabin. If down in the main house, cabin guests should use their assigned toilet. Any campers should also use one of these toilets whilst in the house.

Cabin 1	Landing half-way up the main stairs
Cabin 2	Left toilet under the stairs
Cabin 3	Straight ahead toilet under the stairs

Toilets and showers are checked and cleaned regularly throughout the day. If you have any concerns, please raise with a member of staff.

A floor plan of the house can be found towards the back of this folder to help you get your bearings.



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Food / Meals

All meals are served in the dining room – your group organiser will advise of the timings. Tables will be set out with a maximum of 4 people per table, but you can sit where you like.

We ask for dietary requirements and allergies in advance – if you have any questions, please speak to a member of the hospitality team who will be on-hand at meal times.

Overnight Contact

If there is an emergency out-with normal office hours (9am-5pm) when reception is closed, there is an on-call duty manager available at the end of the phone overnight. Your group leader/organiser will have the contact details. If it is a medical emergency, you should always phone the emergency services first.

Grounds / Walks

There is a map of the estate at the back of the folder which you can use to explore the grounds. Green areas are all freely accessible for walking. Maps can also be picked up from reception. Please where possible avoid touching any of the outdoor play equipment if out walking.

Departure

On the morning of departure, we ask that you put your duvet, pillows, bottom sheet and bath mat back in the bag they came in and seal it back up ready for collection by our housekeepers. The bag can be left in your room.

Please ensure you have all your belongings together and have departed your bedroom by 10:00am. Belongings should ideally be taken directly out to your car.