



*Welcome to Black Hall Lodges.
Please take a moment to read through this information folder.
This information has been amended for Safer Stays.*

Welcome to Black Hall Lodges

Whether this is your first time staying at Black Hall, or you visited us before we would like to thank you for choosing Black Hall Lodges as your holiday destination.

We hope you enjoy every minute of your stay with us but if at any point you have any issues regarding your lodge or experience, please let us know immediately. We will try our very best to rectify any faults or issues that we are made aware of.

Sadly, we have had some instances where guests have chosen to complain to Hoseasons after going home, rather than tell us as owners during their stay. Whilst we do get immediate notification from our contacts at Hoseasons, we cannot remedy any issue after you have left.

We also appreciate all feedback so please do let us know about your experience.

Black Hall Lodges - The story so far by Andrew and Sharon

We started planning the venture late in 2001 soon after we got married. There were a lot of reasons for us to look for different things to do and to supplement our farming income. The first thought on our minds, was for Sharon and I to do something different and extra to what had been going on before at Black Hall. We were also looking for a diversified income separate from agriculture to help support our 5 children. Farming in this area was devastated in 2001 by the foot and mouth outbreak.

I had for some years been interested in building a Log Cabin. I find there is a great appeal in building a warm cosy home out of natural and environmentally sustainable materials. Having looked at many British and European designs, we contacted some relations in Canada and received a package with dozens of Log Home Building magazines. This was where we found the Saw Mill in Kamloops that supplied the logs for our first buildings. We were particularly drawn to the barn style buildings with vaulted ceilings allowing open trusses, fly rafters and purlins to be on show.

We gained planning permission in early 2002 and we immediately set about applying for a Rural Enterprise Scheme grant which was successful. This was crucial to our ability to finance the first phase to build 6 log cabins. We decided to build 2 initially (Winnipeg & Michigan) and see how they went. Back in 2002 many people did not think anybody would want to visit Knighton for a holiday at all, and certainly not in the winter, so we were taking a big risk and pushing the boundaries.

We opened the first two buildings in Easter 2003, just 6 months after starting the project.

During 2004 we built the other 4 Canadian Log Homes (Erie, Huron, Superior & Ontario) and the business ticked along quite nicely with guests coming to the Farm House on arrival and most work being done within the Family.

Hot tubs soon became a big feature of our offering, and we were one of only six original luxury lodge sites in the Hoseasons Autograph collection, which set out to showcase the very best lodges in the country with hot tubs. This branding proved to be hugely successful, with our occupancy climbing to over 85%. We were now confident enough to expand. Our enthusiasm was also fuelled by our Girls Sadie, Jamie and Zoe who had helped us hugely as children, and now wanted to be able to work from home and within the business.

We believed that to encourage more customers we should have a Leisure Building with good facilities, so in 2007 we set about building a large and very unique log building to house a swimming pool, sauna, steam room, gym and games room. This took us two years to complete and was very interesting and seemed quite challenging on times.

We went way over budget, and to get extra income, decided to build a second phase of lodges in 2009 this time in a Scandinavian style (Inari's & Helsinki's). These were opened at Easter 2010.

In 2012 we added six Wigwams to capture the new craze for Glamping or posh camping. The Wigwams went very well, but for us Lodges were always the most successful, so in 2017 we sold the Wigwams, replacing them with seven luxury couples only lodges (VIP Lodges) which opened January 2018. Our last and final lodge built was the New Hampshire Lodge, opened in May 2018. Originally the communal block for our glamping site, this is now our most luxurious lodge onsite, and with only one of this lodge types, very difficult to book.

But it seems hard work pays off with many awards under our belt from Hoseasons including Best in Britain 2017 and Best Small Lodge Park in Heart of England 2019. We thrive to keep our family business a success. Many guests don't realise that all the lodges are built on what was and very much still is a running organic farm by Myself, Sharon & our family.

We are very proud of what we have achieved and put every effort in 365 days of the year to ensure you and your family have a memorable and relaxing stay with us. Please let us know if we can enhance your holiday in any way.

Leisure Complex

The Leisure complex is currently closed following government guidelines.

Reception

Reception opening times are now limited to 1 hour a day. We are open 11am-12pm Monday – Saturday. This is an opportunity to ask any questions you may have or to purchase items. Please note we are not accepting cash and ask for contactless payments where possible. We have Logs, Sticks, Charcoal, Disposable BBQ's and Meat Packs for sale. We also have a small range of items for sale including toiletries, laundry detergent & Tassimo coffee pods.

WIFI

We are pleased to be able to provide a high-speed internet service now after years of dealing with satellite internet provider. This system was installed in March 2018 and has been a great improvement for our customers and business. Unfortunately, we are not yet able to access unlimited data and therefore each guest is given **1GB** of complimentary data per stay. The voucher code that you received upon check in will allow you to connect to our internet services.

- Connect to 'BHL Guest' in the wi-fi search.
- Wait for the pop-up screen. Enter voucher into 'I have a voucher' and tick T's and C's
- Connect and a 'Success' page will appear, you are now ready to go.

Please see the below additional info:

- One voucher code = One usage.
- If you are asked to re-enter the code, this is because you have used up your allocated amount.
- Please note if you lose/misplace your voucher code we are not liable to provide an additional one.
- If you wish to purchase more data or data for a second device, then this can be done through the device or in reception.
- If you have any issues with using your Wi-Fi please let a member of staff know who will be happy to check this for you.

Departure

Your departure time is currently 9:00am. Please ensure you are vacated by this time to allow us to clean & sanitise your lodge in time for the next arrival. We kindly ask all guests to take their rubbish to the bins by reception before departure. Keys can be dropped off in the box outside of reception.

Hot Tub

Each hot tub at Black Hall is drained and refilled with fresh water on every changeover. This means that sometimes hot tubs can still be heating up to full temperature on the afternoon of your arrival. Hot tubs are set to 39degrees.

Please do not adjust hot tub temperature or touch temperature buttons. Pressing these buttons can adjust the settings and slow down heating time. Every hot tub is checked daily by a member of staff. Hot tubs do start/stop on their own when not in use to keep chemicals and filter cycles flowing. Please use the cover lifter/shelf as shown on top of your hot tub.

If you have any questions about your hot tub or are concerned that there may be a fault, then please contact a member of staff immediately to enable us to resolve this for you.

Hot tubs will be sanitised daily where staff have come in to contact when carrying out chemical checks.

To Operate

Press lights button for lights – same button to turn off

Press Jets/Blower buttons to turn on jets – same button off

Each hot tub varies but most have two speed setting for jets (not all have bubbles/blowers)

Please ensure you close the lid and securely fasten.

Your Lodge

Smoking

All lodges are non-smoking including no e-cigarettes. If you wish to smoke, we have provided each lodge with an ash tray on the decking/patio area so please feel free to use these.

TV's

TV's are operated via a Freesat/Sky box. Please ensure the source/output setting is set to HDMI/SCART to enable you to receive this. TV's in VIP lodges are operated by satellite, so please ensure the setting is on Antenna/Satellite.

Heating

Canadian & VIP lodges are operated by central heating. The dial which can be found in the living area can be adjusted to suit yourselves. Each radiator can also be adjusted with thermostats.

Finnish lodges (Inari & Helsinki) are operated by underfloor heating downstairs set on a timer. Please ask a member of staff to adjust this if needed. Upper floors are heated by radiators. The dial to adjust this is on the landing (Ensure auto is on, not off). New Hampshire lodge is operated by underfloor heating throughout.

Baby Safety

Cots, Highchairs, Stairgates & Fireguards are all available on request free of charge. Stairgates & Fireguards must be fitted by you.

Visitors

During this time, there are strictly no visitors on site. This is for the safety of you, other guests & our staff.

Wood Burner

Please read these instructions before using your wood burner.

- Scrunch up 4 /5 pieces of newspaper
- Place a handful of sticks on top of the paper
- Make sure the vent is fully open
- Light the paper with your matches provided and close the door, once the sticks have caught light you may add a couple of logs and close the door.
- When the logs are burning well you can use the slider to regulate the flame.
- Once you have gained heat please close the vents down completely, this will allow your fire to burn nicely. When adding more logs open the vents to allow the flame to catch onto the new log.
- Once you have finished with your fire, shut the vent down and it will burn out by itself.

Please Note:

- Only burn logs on your wood burner
- Always keep the door closed
- Do not put anything on top of the burner
- The wood burner stays hot along time after the flames have burnt out.
- Take care with children

Hot Ashes

To prevent the risk of fire, ashes must be left to cool down before placing them in the refuse bins. If you have any doubts, please leave ashes in the fire trays and we will dispose of them safely during changeover.

Refuse & Recycling

The bins are located next to reception. Here you will also find the recycling boxes/bags. We ask all guests to empty their bins at the communal area, prior to departure.

Barbeques

Your barbeque is a stone masonry BBQ and will take charcoal/Briquettes only (VIP – Disposable BBQs only). You can also place disposable BBQ's on the rack.

Decking

Please take care on your decking, this can get slippery during wet & icy conditions.

Telephone

Social Distancing rules apply here.

There is a 24-hour access payphone situated inside the drying room, opposite the park. Charges are 10p per minute. All coins are accepted. EE mobile signal is very limited but can be picked up around and about the site.

First Aid

Social Distancing rules apply here.

We have a 24-hour access first aid kit available; this is situated in the drying room, opposite the park.

Drying Room / Ironing

Social Distancing rules apply here.

Opposite the leisure complex is the drying room, there are two tumble dryers for your use, free of charge. There is also a washing machine which is for exclusive use of VIP lodges. All other lodges have a washing machine inside them. Ironing board & irons are available on request for Couples VIP lodges.

Logs, Sticks & Charcoal

These are available to order from reception during opening hours and will be delivered to your lodge shortly after.

Outdoor Area

Play Area

This is currently closed following government guidelines.

Tractor Area

This is currently closed following government guidelines.

Farm

Our farm is a fully working farm and therefore this area is forbidden to guests. Please ensure your children are aware of the boundary as it is dangerous, and machinery may be in operation.

Nature Trail/Walks

Nature Trail & other walks can be accessed online via our website. We recommend walking to the Offa's Dyke on a clear day where you can have beautiful views of England & Wales. Please note, Black Hall is a private farm and we ask you to stick to footpaths.

Health & Safety

Drones are not permitted onsite for privacy reasons. Kite flying is not permitted in any areas where there are overhead cables. Fireworks are not permitted due to being situated on a working farm and they can distress animals.

Emergency Contact Numbers at Black Hall

Emergency numbers are located on the reception door.

The White Farm House & Barn conversions (Churchill & Hackney) have family living in them. Please knock on their door in the event of an emergency if you are unable to contact through telephone.

Useful Numbers

| | |
|------------------------------------|---------------|
| Wylcwm Street Doctors, Knighton – | 01547 528523 |
| Orchard Corner Dentist, Knighton – | 01547 520396 |
| A&E Hospital, Hereford – | 01432 355444 |
| A&E Hospital, Shrewsbury – | 01743 261 000 |

Taxi:

| | |
|---------------------------|--------------|
| Tri County, Knucklas - | 01547 529007 |
| Knighton Taxi, Knighton - | 01547 528165 |

Takeaway:

| | |
|------------------------------------|--------------|
| Chandos Kebab, Knighton - | 01547 528085 |
| Saffron Indian, Knighton - | 01547 528510 |
| Bamboo Garden Chinese, Knighton. - | 01547 520010 |

Places of Interest

| | |
|------------------------|---|
| Nearest fuel station - | Texaco (Knighton) |
| Nearest Supermarket - | Co – Op (Knighton), Tesco (Newtown/Ludlow), Morrisons (Newtown) |
| Nearest Car Garage - | Teme Tyres (Knighton) |
| Nearest Pub - | Castle Inn (Knucklas), Horse & Jockey, George & Dragon, Banc (Knighton) |
| Nearest Chemist - | Boots (Knighton) |

Towns/Places

| | |
|------------|------------|
| Knighton | - 5 miles |
| Newtown | - 16 miles |
| Kington | - 17 miles |
| Ludlow | - 21 miles |
| Leominster | - 24 miles |
| Welshpool | - 25 miles |
| Rhayader | - 28 miles |
| Hay-On-Wye | - 28 miles |
| Shrewsbury | - 33 miles |
| Hereford | - 35 miles |
| Ironbridge | - 39 miles |
| Telford | - 45 miles |

Attractions

| | |
|--------------------------------------|------------|
| Spaceguard Centre, Knighton | - 5 miles |
| Judges Lodging, Presteigne | - 11 miles |
| Underhill Riding Stables, Dolau | - 16 miles |
| Mickey Millers Playbarn, Craven Arms | - 16 miles |
| Shropshire Hills Discovery Centre | - 16 miles |
| Kington Small Breeds & Owl Park | - 20 miles |
| Ludlow Castle | - 21 miles |
| Ludlow Market | - 21 miles |
| Oaker Wood Outdoor Adventure | - 22 miles |
| Monkey Mania Playbarn, Ludlow | - 23 miles |
| Grove Bowling & Golf, Leominster | - 24 miles |
| Powis Castle, Welshpool | - 25 miles |
| Long Mynd, Church Stretton | - 25 miles |
| Herefordshire Raceway | - 27 miles |
| Red Kite Centre | - 28 miles |
| Hampton Court & Gardens | - 29 miles |

| | |
|------------------------------------|------------|
| Elan Valley Dams, Rhayader | - 31 miles |
| Hereford Cathedral | - 35 miles |
| Ironbridge Gorge Museum | - 38 miles |
| Blist Hill Victorian Town, Telford | - 42 miles |
| West Midlands Safari Park, Bewdley | - 43 miles |
| Severn Valley Railway | - 45 miles |
| Brecon Beacons | - 50 miles |
| Chester Zoo | - 72 miles |
| Snowdonia National Park | - 89 miles |

Missing Person Procedure

In the event of a missing person, notify a member of staff immediately. If the person is a child call 999. Black Hall Lodges has a missing person procedure and will check all areas of immediate danger first including farm, streams, ponds.

In the event of Fire

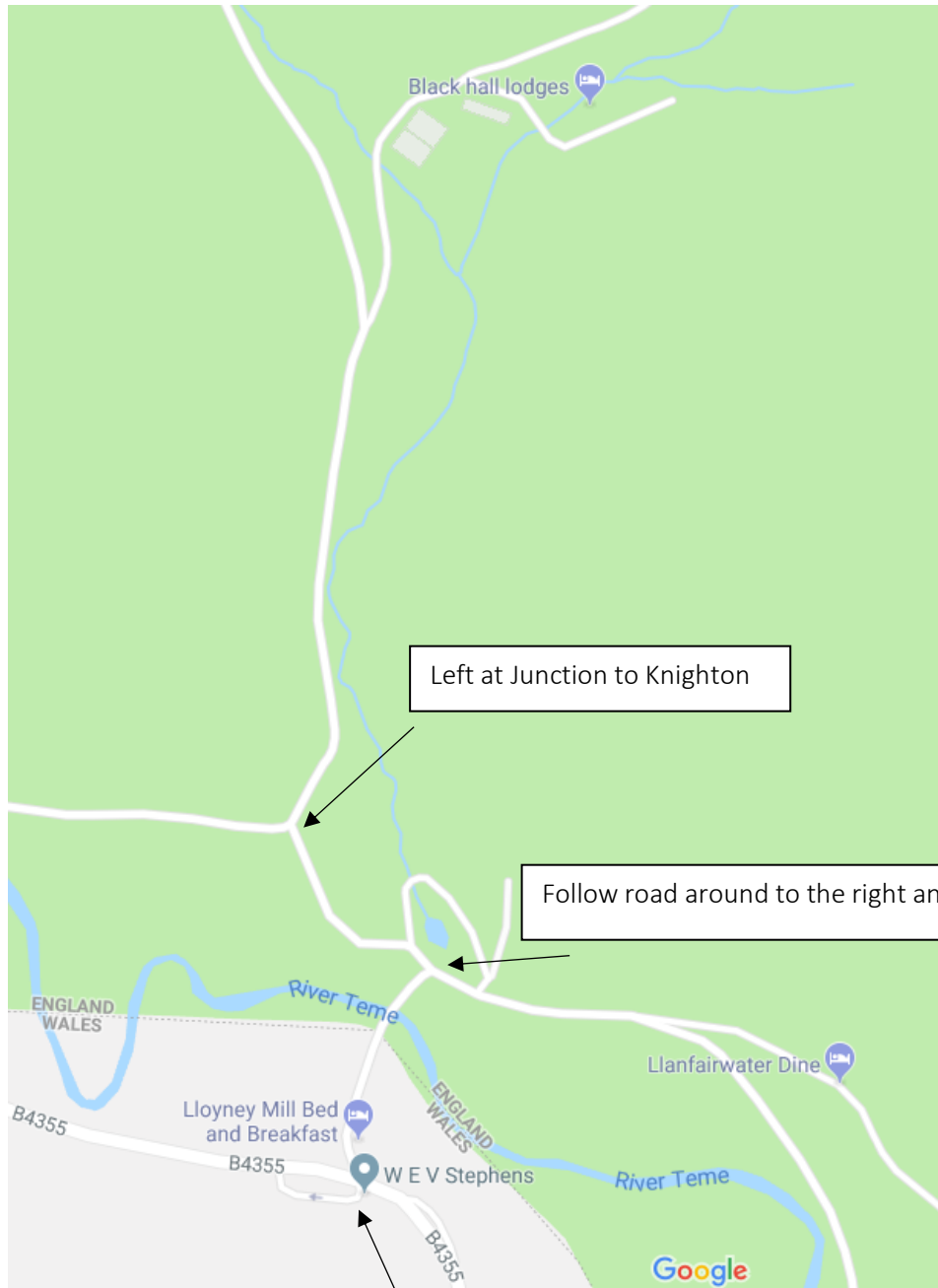
In the event of a small fire, fire blankets and extinguishers are provided in your lodge. If you have had to use one of these items, please notify staff as these must be replaced ASAP. In the event of a large fire, evacuate your lodge by the nearest and safest exit. Call 999 and then a member of staff.

In the event of a Power cut

In the event of a power failure please check the fuse box located in your lodge. This will be in either a kitchen/bedroom cupboard or a utility room. Ensure all trips are up. If a trip switch is down and will not stay up, please contact a member of staff who can assess the power problem. If the trip stays up but something is now not working within your lodge, report it to a member of staff to fix the issue.

If all trips are up, it is likely that the whole area, including our lodges have a power outage. We do not have a backup generator onsite and therefore we can only rely on Western Power fixing the problem asap. We notify all guests of any planned power outages. Whilst the power is out, hot tubs cannot be used. Heating and hot water will also be affected. Torches are located under the kitchen sink of each lodge. **DURING POWER OUTAGE, TAP WATER IS NOT SAFE TO DRINK AS FILTERS WILL NOT BE RUNNING.**

Getting about



Left at Junction to Knighton

Follow road around to the right and over a bridge

Left at main road to Knighton, Ludlow, Shrewsbury

Right at main road to Newtown/Welshpool