

Welcome



MARRINGTON HALL

MARRINGTON  ESCAPES

# Location



Marrington Hall, Chirbury, Montgomery, SY15 6DB

what3words: ///holidays.riverbank.partly

Marrington Hall can be found on Apple Maps and Google Maps by searching the location.



In the interests of keeping our staff and guests safe, as well as monitoring wildlife, we operate CCTV on the estate. Please be aware that our houses and gardens do not have any CCTV surveillance. We prioritise the privacy and security of our residents and do not engage in the use of surveillance cameras to monitor or record any activities within our properties.

# Thank you



Thank you for booking with us to stay at Marrington Hall. We want to wish you a big warm welcome from the team at Marrington Escapes, and wish you the perfect break away.

We hope you love the Estate and our recently renovated Hall as much as we do. The Marrington Estate is steeped in history. We've included much of it on our website, but we're looking forward to seeing what you discover!

Inside this Welcome Pack you will find a host of resources and tips for your break in Shropshire. The Visit Shropshire pack has leaflets and resources for you to enjoy, feel free to take this away with you. We have included an Estate map, plus a walking map for the recommended routes around the Marrington Estate.

We'd love to see your pictures of your time with us. Tag us on @marringtonescapes on Instagram or Facebook.

*Chris Morris*

Chris Morris



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# Key information



## KEY CONTACTS

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Philippa Bason (Property Manager)  
**07834 587096**

Sarah-Jane (Head Housekeeper)  
**07710 087163**

## WIFI

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SWS MARRINGTON HALL-EXT  
**12038367**

## OUR HOUSE RULES

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1. **Keep to public footpaths** which are clearly marked on your Marrington Escapes map, for your own safety and that of the livestock and farmland around you. Should you come across a gate, please shut it behind you.
2. Keep dogs on a lead at all times to safeguard the livestock and wildlife.
3. Ensure your **guest count does not exceed the property capacity**. This is for your health and safety and insurance purposes.
4. Please treat our home with respect.
5. No fireworks are permitted on the estate.
6. No deep fat fryers are permitted.

# Check in/out



## CHECK IN: 17:00

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Although this may seem late, we only have a small housekeeping team to ensure each property is spick and span before your arrival.

You will find the key to enter Marrington Hall in the key safe in the front porch. The code to the box is **3114**.

## CHECK OUT: 10:00

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This is prompt, as our housekeeping team are quick off the mark! Before you leave, we ask that you leave the property in a clean and tidy condition, load and turn on the dishwasher with any last-minute items.

Please make sure to return all the keys to where you found them (back door key in the key safe). Any lost keys will have to be replaced, with the locks changed and we really don't want to have to charge you for that!





Marrington Hall is a spectacular late 16th century timber framed, Grade 2 listed Country House. With its mullioned windows and dramatic four full-height gables, criss-crossed in black and white, the house overlooks beautiful rolling lawns with a view that takes you over valleys and hills beyond.

There is so much rich history at the Hall with its Tudor, Elizabethan and Victorian influences, dating all the way back to the reign of Henry I. One fascinating fact is that you will find in the garden a curious sundial sitting on a square stone pillar and decorated with skulls, crests and carvings. It is said to be one only two of such monuments surviving in the country today.

Inside you will find spacious rooms connected by long corridors with its piece de resistance baronial dining room and elegant drawing room creating real wow factors at the heart of the house. Here the vaulted ceilings feature moulded wooden ribs, carved bosses and plaster reliefs.

## **Marrington Valley Bridge**

Nestled within the Marrington Valley is the beautiful timber-clad steel bridge that was handcrafted by the family's Morris Joinery team. The bridge was originally commissioned in 2019 to replace an ageing bridge with one strong enough to accommodate the weight of modern farm machinery – and to stand the test of time.

The replacement bridge was clad in prime grade European green oak to give the structure it's rustic appearance – in keeping with the beautiful surrounding nature.



# Housekeeping



## PARKING

There is parking available for a couple of vehicles to the rear of the Hall which is clearly marked.

## PETS

If you have canine friends with you, please ensure, as outlined in the booking conditions, your dog/s are not left unattended in the property, that they do not go into the bedrooms (unless guide dogs) or on the furniture and that any dog mess is cleared from the outside area before departure.

**When out on the estate, dogs must be kept on a lead to safeguard the livestock and wildlife. Please only walk on the public footpaths** – this way you may even spot an elusive fallow deer! Our canine code of conduct is included in this pack

## POOP SCOOPING

Next to the general waste collection box outside, you will find a dedicated Dog Waste Bin (with bags under the sink) so you can clear up after your dog when he or she is enjoying the grounds. Please do not leave used plastic bags around for someone else to clear up.

## LINEN / TOWELS

We have provided bed linen and towels for your stay. Upon your departure; please leave your white indoor towels in the bath tubs or shower cubicles.

The white and blue striped towels are to be used for outdoor activities only, such as the swimming pool. You will find these in the cupboard in the rear hall. Please leave these on the utility floor upon your departure.

Before checking out please can you strip the fitted sheet, duvet cover and pillow cases only and leave in the bedrooms. You can leave the mattress protector and pillow protectors on.

## VACUUM CLEANER

There is a Henry Hoover in the utility room for your use.

## MUSIC

You will find a Wonderboom 2 Bluetooth wireless speaker in the kitchen/dining area to connect to, so you can enjoy your music/radio/podcasts inside and out!

## HAIR DRYERS

You will find hair dryers in the bedside cabinets or wardrobes in each double bedroom.

## APPLIANCES

Please see the detailed user guidance for any major appliance in the sleeve behind these notes. Appliances are filed in alphabetical order. If you are still unsure about something, please call our Housekeeper Sarah Jane on 07710 087163 who will be happy to help.

## NESPRESSO MACHINE

There is a Nespresso Machine available in the property for you to enjoy throughout your stay. If you would like to use this, please bring your own standard mini pods to use.

## WASHING LINE

If you don't want to use the tumble dryer, there is a rotary washing line in the garden.

## OUTDOOR GLASSES

You will find a range of non-glassware for you to use outdoors. These can be found in the cupboard in the kitchen shelf. For your safety, we ask that you please do not use glass outside.

## OUTDOOR GAMES

You will find a selection of outdoor games located in cupboard in the rear hall. Please feel free to use these throughout your stay and return after use.

## SMOKING

Smoking is not permitted inside this property. You will find an ash tray under the kitchen sink for external use only.

## BBQ / FIRE PIT

There is BBQ grill attachment for use on the firepit. Please do not use kitchen utensils /saucepans on the BBQ. Please use the BBQ utensils





provided. Only firewood is permitted in the firepit.

### **A S S I S T A N C E**

In the unlikely event of any problems during your stay or if you require any assistance, please contact our Property Manager Philippa Bason on 07834 587096 and she will attend to you as soon as possible.

### **F I R E E X T I N G U I S H E R S**

We hope that you won't need them, but please familiarise yourselves with the locations and types of fire extinguishers within the property and how to use them. Further fire extinguisher information is included in this pack.

### **R E C Y C L I N G A N D R E F U S E C O L L E C T I O N**

The waste bin in the kitchen will have a fresh bin liner in place and supplies under the sink. Please empty this

regularly and place the general waste into the black wheelie bin, and recycling into the recycling wheelie bin (purple) which are located at the rear of the house. Please do use these as we are keen recyclers.

### **W A T E R S T O P T A P**

The water stop tap is located on the left-hand side of the ground floor shower room.

### **E L E C T R I C / F U S E B O X**

The electric/fuse box is located in the utility. If you experience a power shortage, please ensure that you check the unit.

### **G A R D E N I N G**

Our gardener visits the property once a week to ensure the outside spaces are well maintained for guests. This means that they may visit your property and carry

out quiet maintenance work from 8:30am on the day of your departure. Please don't be alarmed if this happens.

### **G A M E S R O O M**

Marrington Hall's Games Room is located to the rear of the property. The code to enter is 3114.

### **H E A T I N G**

Our thermostats are placed at a minimum of 52 fahrenheit. Please use the thermostat to adjust. We ask that you do not touch the boiler or controls.

### **H O T T U B**

Someone will inspect the hot tub daily when it is not in use to ensure the chemical levels are accurate and it is safe to use.

# Swimming Pool



One of the features at Marrington Hall is a pool, which is for your exclusive use throughout your stay. Whether you enjoy splashing around, or sitting by the water at night, it's a great area to relax and unwind outside.

The pool is open from the beginning of April until end of September each year, and is heated to an industry standard of 28 degrees Celsius.

Before you use the pool, please make note of a few safety guidance pointers:

- Please take note of the signage around the pool including safety warnings

- Make yourselves aware of the location of life buoy (summer house) and rescue hook/het (shed).
- Do not leave children unattended near, or in the pool.
- Do not run or walk across the pool cover – this applies to our furry friends too!
- Dogs are not permitted in the pool.
- Do not run on the tiled surfaces around the pool.

Please note that a Marrington Escapes team member will visit the Hall periodically throughout your stay to check the pool chemical levels.



# Fire safety



**In the instance of a fire emergency, please call 999.**

## **Before you go to bed**

Please close all the doors before going to bed and ensure the log burner has been shut down and made safe for the night.

**The double doors between the kitchen and dining area is a fire door, and must be closed.**

## **In the kitchen**

No deep fat fryers are permitted.

## **Fireworks**

There are no fireworks permitted on the estate at any time.

## **Before you leave**

We request that guests close all windows and doors when leaving the property unoccupied.

## **Firepit safety**

We hope that you enjoy using our outdoor firepits for social gatherings and BBQ's throughout your stay. Before using, please familiarise yourself with our safety guidelines.

- Supervise children at all times when fire is lit as the steel will get very hot
- Set your fire pit on stone, brick, gravel or on a slab on decking (it will develop rust as it ages which can mark some surfaces). If putting your fire pit on grass, be aware it

- may get scorched underneath
- Ensure a spark will not reach anything flammable
- Keep a supply of water to hand in case you need to damp down the fire
- Always use protective gloves when handling things such as BBQ racks
- Ensure your fire pit is out (or put the lid on) before leaving it unattended

## **Using your firepit**

- Only use well-seasoned dry wood to reduce smoke. You can also use charcoal (but not house coal)
- Make a fire with plenty of logs and burn for at least ½ hour before you want to use it (the first ½ burning produces the most smoke)
- Ideally leave an hour before cooking to allow embers to form. You can separate bigger logs to one side so that you can keep your fire ticking over while you cook over the embers
- If you're in a hurry to cook, add charcoal to the fire once it's going and move the bigger logs to one side
- Cooking accessories should be treated with oil to protect them before use. To remove this, heat the product over the fire before the first use and wash well. After every use, rub over a little cooking oil after washing and drying. If any rust develops, clean off with a wire brush, dry well and rub over with oil.



# Fire extinguishers



There is no obligation for guests to use the extinguishers, especially if they are not confident in doing so. It is more important to get out of the building and stay out until the Fire Brigade tell you to return.

We hope that you won't need them, but please familiarise yourselves with the locations and types of fire extinguishers within the property and how to use them.

There are three at Marrington Hall; kitchen (CO<sub>2</sub> for electrics), first floor landing (foam) and rear hall (foam) along with a fire blanket and a second one on the landing (foam).

## How to operate a fire extinguisher

There are a number of different types of portable fire extinguishers, each can be identified by the colour coding and labelling. Check that the extinguisher you intend to use is suitable for the type of fire encountered eg a water extinguisher must never be used on any fire involving electrical equipment. There are four (4) basic steps for using modern portable fire extinguishers.

The acronym PASS is used to describe these four basic steps.

### Pull (Pin)

Pull pin at the top of the extinguisher, breaking the seal. When in place, the pin keeps the handle from being pressed and accidentally operating the extinguisher. Immediately test the extinguisher. (Aiming away from the operator) This is to ensure the extinguisher works and also shows the operator how far the stream travels

### Aim

Approach the fire standing at a safe distance. Aim the nozzle or outlet towards the base of the fire.

### Squeeze

Squeeze the handles together to discharge the extinguishing agent inside. To stop discharge, release the handles.

### Sweep

Sweep the nozzle from side to side as you approach the fire, directing the extinguishing agent at the base of the flames. After an A Class fire is extinguished, probe for smouldering hot spots that could reignite the fuel.

## Types of fire extinguisher

### CO<sub>2</sub>

CO<sub>2</sub> extinguishers are multi-purpose extinguishers, covering the following types of fire:

- Flammable liquids such as petrol, diesel, white spirits etc
- Electric Risk fires

### Foam Fire Extinguisher

Foam extinguishers are dual purpose and provide cover for freely burning materials. They are not safe to use on cooking oil. It also provides cover for the following flammable liquids:

- Petrol
- Diesel
- White spirits

### Fire Blanket

Fire blankets are used to smother smaller fires, cutting off the oxygen supply. Fire blankets can cover: people, toasters, kettles, microwaves, bins, and electronic devices.

# Eating out



## WITHIN A 15-MINUTE DRIVE

- **The Checkers**, Montgomery\* (01686 639548)
- **The Dragon Hotel**, Montgomery (01686 668359)
- **Lakeside Golf Course**, Montgomery (01686 640909)
- **Nags Head Inn**, Garthmyl (01686 640600)
- **The Lowfield Inn**, Marton (01743 891313)

If you're looking for brunch or lunch options, Castle Kitchen, in Montgomery (01686 668795) is a highly recommended option by locals.

## A LITTLE FURTHER AFIELD

- **Walrus Restaurant**, Shrewsbury (01743 240005)
- **Lion Hotel**, Berriew (01686 640452)
- **Three Tuns Inn**, Bishops Castle (01588 638797)
- **Castle Hotel**, Bishops Castle (01588 638403)
- **Mortimers**, Ludlow (01584 872325)

## TAKEAWAYS

- **Montgomery Fish Bar**, Montgomery (07915 407060)
- **Golden Fish Chinese Take Away**, Montgomery (01588 620511)

\*We are so lucky to have The Checkers fine dining restaurant on our doorstep in the heart of beautiful Montgomery.

Expect an exciting dining experience by chef Andrew Birch serving modern British cuisine in an intimate and relaxed environment with a focus on carefully sourced seasonal ingredients and fine wines.

Superb food, great wines, a chilled atmosphere and a chance to get away from it all are promised at this 17th-century coaching inn, brimming with character.

Please note:

Our local pub in Chirbury is closed for renovations, but we are hoping it will open very soon! Meanwhile, you may have to pop in the car to find another friendly venue to eat out.

# Private chefs



If you're hosting a celebration, or just want to relieve the stress of cooking, there are a host of private chefs who are available for hire to the Hall. We've compiled a list of some of our local operators:

**Charlie Overall**

07976 475402  
info@getgourmetcatering.co.uk  
getgourmetcatering.co.uk

**Penny Cudmore**

07817 284 863  
Penny\_cudmore@live.co.uk  
@wildparsley\_co (Instagram)

**Tetra Hospitality**

07917 354007  
simon@tetrashospitality.co.uk

**Davina Daly**

07527 570016  
davina.daly1@gmail.com

**Henrietta Hensher**

07974 393594

**Annabel Beamon**

Twisted Lemon  
07540 221496  
twistedlemonltd@yahoo.com

For more information please contact  
stay@marringtonescapes.com



# Amenities



## LOCAL SHOP & POST OFFICE

If you need any essentials, the local village shop in Chirbury is a friendly and handy haven for milk, bread and other forgotten bits.

For the latest opening hours, please check Google or the 'Chirbury Cafe, Shop & Post Office' Facebook Page.



Bunnery, in Montgomery, class themselves as a hardware store and is well worth a visit when visiting our local town. Similar to an Aladdin's Cave, the shop is filled with everything you can think of; from little trinkets to wood burner stoves

## SUPERMARKET

There is a fantastic community shopping centre including a Co-Op and Post Office just a 10-minute drive away in Churchstoke (SY15 6AR).

This store offers everything from your everyday groceries and favourite drinks, to charcoal, and washing liquid. Based outside the store is a wonderful Fresh Milk Station so you can enjoy some local dairy produce on your cereal. Plus, there is a garage for filling up too before your journeys.

## NEAREST HOSPITAL

The nearest main hospital is Royal Shrewsbury Hospital, Shrewsbury, on Mytton Oak Road, SY3 8XQ (01743 261000)

For all urgent medical enquiries call 111, or 999 (emergency line) depending on the severity of the case.

## NEAREST VET SURGERIES

We hope you don't need one, but in the instance that you do, there are two veterinary surgeries in the vicinity.

- **Trefaldwyn Vets**, Montgomery, SY15 6EU (01686 668234)
- **Camlas Farm Vets**, Welshpool, SY21 8HH (01938 559088)
- **Medivet 24 Hour Vet**, Shrewsbury, SY1 3GZ, (01743 465554)

# Things to do



Discover ancient monuments, wide open spaces and soak up the atmosphere of indie shops, cafes and bars.

Shropshire has great food and drink, friendly locals, and all manner of things to see and do. Best of all, much of it is crowd free and off the beaten track with some lovely, livelier hot spots to enjoy if you wish.



## Water-based Activities

There are a number of water-based activities in the surrounding area, for those who like to immerse themselves, or be on the water.

- Hire a canoe, Shrewsbury
- River Severn Canoes, Bridgnorth
- Shrewsbury Canoe Hire, Shrewsbury
- Kingfisher Kayak Hire, Montgomery
- Sabrina Boat Trips, Shrewsbury
- Alderford Lake, Whitchurch

## Indoor Activities

If you're looking for some indoor activities to escape the weather, take a look at these recommendations:

- Jump In Trampoline Park, Shrewsbury
- Flash Leisure Centre, Welshpool

## National Trust Sites

There are a number of historic National Trust sites around the local area which make for a great day out with the family. If you have a membership, it works out cheaper but the sites also offer day rates.

## Powis Castle and Garden, Powys

Based a 17-minute drive away from Marrington Mill, Powis Castle, a medieval fortress was built in the 13th century sits high on a rock above its world-famous garden in Welshpool. We have included some materials in this Welcome Pack.

Remodelled and embellished over more than 400 years, the castle and garden you see today reflects the changing ambitions and visions of the Herbert family, who occupied the castle from the 1570s. Each generation enlisted artists to embellish and refine the castle and to contribute to the family's collection of paintings, sculptures, furniture and tapestries on view throughout the property.



Below the castle lies a garden steeped in history. Considered one of the finest surviving examples of its kind, dancing statues lead you along Italianate terraces, and grand staircases show you the way to colourful herbaceous borders and stretches of impeccably mowed lawns. The 30ft high, cloud-like yew trees spill over the terraces and are a real showstopper. Surviving changes in style, design, and fashion over hundreds of years, today these unique and character filled topiary hedges are carefully trimmed by a team of dedicated gardeners every autumn.

Powis also holds one of the UK's most significant collections of south Asian objects, housed in the Clive Museum and amassed by Robert Clive and his son Edward (later 1st Earl of Powis), major figures in the British East India Company. The story behind the objects in the collection is not always clear and although some items were purchased or received as gifts, others were acquired following the defeat and death of Tipu Sultan by British troops at the Siege of Seringapatam in 1799. The Clive family wealth amassed during the contentious rule of the East India Company ensured the survival of Powis, and contributed to later modernisation of the castle and garden that transformed Powis into how it appears today.

## Chirk Castle, Wrexham

The construction of Chirk



Castle began around 1295 during the reign of the conquering Edward I in order to subdue the last princes of Wales. Built on an outcrop above the meeting point of the Rivers Dee and Ceiriog, the castle, with its imposing silhouette, was a brooding statement of English intent in these disputed lands. Chirk Castle was purchased by grocer, sugar trader and privateer Sir Thomas Myddelton in 1595, and was inherited through the Myddelton family line. With over 700 years of history, and as the last castle from this period still lived in today, Chirk Castle has lavish interiors and a beautiful and eclectic collection. The interior includes a 17th-century Long Gallery, grand parade of three 18th-century State Rooms with rich furniture, paintings and tapestries, the unique servants' hall, and the Chapel Music room furnished to display Chirk Castle's connections to high society in the 1920s and 1930s. Chirk Castle has over 480 acres of estate parkland for you to explore, with sheep, cattle, veteran trees, wildflower meadows and a beautifully preserved section of Offa's Dyke.

### **Attingham Park, Shrewsbury**

As one of the UK's most popular National Trust attractions, Attingham inspires a sense of beauty, space and awe. The imposing entrance, glimpses of the vast mansion against silhouettes of cedars and expansive parkland, epitomise classical design and Italian influence.

Its completeness of survival exemplifies the rise and decline, love and neglect of great country-house estates. Discovering the Berwicks'

estate with acres of parkland, miles of walks, the huge organic walled garden, large playfield and welcoming mansion is a full day out.

There's so much to see and do at Attingham, whether you're a family looking for activities, both inside and out, or simply in search of a traditional visit to a historic house and parkland. Full of life and locally loved, there's something for everyone all year round.



### **Wine Tasting/Vineyards Kerry Vale Vineyard**

(10-minute drive)  
Kerry Vale Vineyard is a family-run business, owned by husband-and-wife team Russell and Jan Cooke.

In February 2020 Russell and Jan purchased the vineyard from the Ferguson family who founded it ten years earlier. Prior to being a vineyard, the site was home to an old blacksmiths house called Brompton View, sixteen extremely dilapidated buildings and six acres of farm land.

### **Hencote, Shrewsbury**

(50-minute drive)  
Visit the vineyards at Hencote, which up until the 21st Century, the land was used for cattle grazing; that was until the Steven's family bought the estate and planted a hobby vineyard of 160 vines, which surprisingly created good quality grapes.

Now with just over 27,000 vines planted, Hencote is now a thriving vineyard with on-site winery, restaurant, balcony and bar which boasts a 180 degree views of the vineyard below. Those who visit Hencote can experience the grapes journey from soil to table whilst experiencing all that Hencote has to offer in one location.

### **Animal Parks**

There are a range of animal attractions in nearby Shropshire. Here are a couple of our recommendations:

- Home Farm, Attingham Park, Shrewsbury (40-minute drive)
- Dinkey Donkey Experience, Church Stretton (40-minute drive)
- Park Hall Farm, Oswestry (40-minute drive)

### **For the Art Lovers**

If you enjoy art, there is a treat in store as famous sculptor Andrew Logan has a wonderful Museum of Sculpture based a 15-minute drive away in the lovely nearby village of Berriew, Welshpool, SY21 8AH. The website is [www.andrewloganmuseum.org](http://www.andrewloganmuseum.org) This is the first museum in Europe dedicated to a living artist. You will find an eclectic mix of sculpture, mirrored portraits, water colours, jewellery and photos from the mid-sixties to the present. There are also personal items, created by Andrew for the late actor Divine, late painter Luciana Martinez de la Rosa and Joan Simon Menkes - Editor of the Beverley Hills Art Magazine 95201, which have been left to the museum by their estates.

### **Shopping**

On your doorstep you must enjoy a mooch around Montgomery. The Castle



there originates from 1223. Take a walk around where the ancient walls stood and immerse yourself in its rich history. Then enjoy Montgomery itself - perfect for ambling, quaint shopping and café culture with its lovely independent shops.

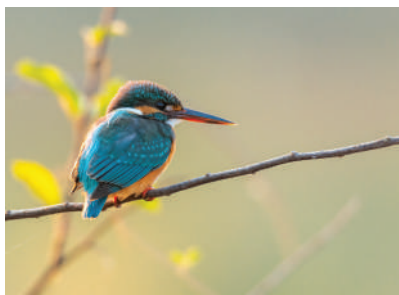
Ludlow, a thriving medieval market town, is 50-minute drive away but worth a lovely day out as it is a hub for fine dining and original shopping with an open-air market, theatre, castle and stunning architecture.

Just 20 miles away, the county town of Shrewsbury awaits. This beautiful town features 660 listed buildings and has the longest run of independent shops in the country! And, it's the birthplace of Charles Darwin

to boot. Explore endless boutiques and eateries on the cobbled back streets or follow the winding River Severn on a gentle stroll or on a boat trip aboard the Sabrina.

### **Wonderful Walking**

With spectacular vistas, Marrington's river gorge and dingle make for wonderful walking. Nature in its full glory. Walk the woodland trails along the ancient winding paths to catch a glimpse of a kingfisher fishing for supper, or hear the splash of an otter or brown river trout making his way



along the River Camlad. And when you set off further afield, you are going to be spoilt for choice of where to strike out to first. Here are a

couple of our favourites: Church Stretton, in an area of Outstanding Natural Beauty, is renowned worldwide for its geology with some of the oldest rock formations in existence. In addition to breath-taking scenery, the lovely busy town is waiting to provide a welcome tea or lunch stop and with the Long Mynd rising above the west for gliding, hang gliding ... there is so much to do here.

Marvel at Michell's Fold. This area is so worth a visit, and only 3 miles away. You can take a bracing walk across the moorland on Stapely Hill, Montgomery to read the fairy tale plaque at Mitchell's Fold Bronze Age Stone Circle. The view alone is worth it. For the more adventurous, the neighbouring Cordon Hill is the perfect place for hang gliders.

If you want some further ideas, our website includes some of our favourite recommendations that may take your fancy: [www.marringtonescapes.com](http://www.marringtonescapes.com)



# Dingle Valley Walks



Included within your welcome pack is a map for our Dingle Valley Walks, and a children's quiz for your family to complete along the way.



## GATE CODE

Whilst walking on the Estate, you may come across locked gates. Don't worry, all Marrington guests have access to explore the Estate. Simply lift the code cover, reset then press **2468** and enter. Please ignore the key.



# FAQs



## **What time is Arrival and Departure?**

You can check into our properties from 17:00. Although this may seem late, we only have a small housekeeping team to ensure each property is spick and span before your arrival.

Check out of the properties is prior to 10:00 on the day of your departure. This is prompt, as our Housekeeping team are quick off the mark!

## **When is your property changeover day/s?**

Our changeover days are Monday and Friday.

## **Is there parking at the property?**

Yes, all our properties have hardstanding areas in which you can safely park your car. Some properties have car ports as well as electric car charging points free for our guests to use. These are listed under the features section of each property.

## **Can we invite friends to stay with us?**

Provided the maximum sleeping capacity of the property is not exceeded, you can invite friends to stay with you. You are responsible for your guests.

## **What is the sleeping capacity of my property?**

The property sleeping capacity is clearly stated on the website for each property indicating the maximum number of guests that can be accommodated.

It will also denote any additional pull-out beds.

## **Does the property have access to WiFi?**

All our properties have free access to WiFi and broadband.

We are reliant on the performance of our third-party service provider and do not guarantee that there will not be temporary interruptions to service due to reasons beyond our control.

## **Where do I find Terms and Conditions for my holiday booking?**

You will find our Terms and Conditions on our website on the footer clearly marked and prior to your booking, you will need to read and agree to these.

We also send these out again with your booking confirmation and they are included within your Welcome Pack on arrival at your holiday cottage.

## **Are bed linen and towels provided?**

Beds at the properties are made up with white duvets and bed linen is included in the holiday price.

Towels are also provided in the en-suites and bathrooms, with different coloured towels for hot tub use also available. Linen and towels are changed on a weekly basis.

However, if you would like an additional change of bed

linen or towels during your stay, please let us know with your booking and we can arrange this for you and let you know any additional cost.

## **What happens if I need to cancel my holiday once booked?**

We do understand sometimes circumstances change and you may need to amend your holiday dates or requirements.

We will always endeavour to help amend your booking if we can, just contact Philippa Bason on 07834 587096. However, if you need to cancel a holiday completely, please refer to the Terms and Conditions and notify us by email immediately: [stay@marringtonescapes.co.uk](mailto:stay@marringtonescapes.co.uk).

## **Can I bring my dog?**

Absolutely, we are very dog friendly.

Please refer to the Canine Code of Conduct whilst staying at Marrington Escapes.

## **Do I need to clear the property when I leave?**

We do ask you to leave your holiday cottage clean and tidy at the end of your stay, with beds stripped and bedding left in the bedrooms, towels in baths or shower trays and rubbish in appropriate outside bins. For any further guidance on your responsibilities as a customer, please see our Terms and Conditions.

# FAQs



## **Do you have any special offers for properties?**

Whenever we have a special offer, we will feature it on our website at [marringtonescapes.co.uk](http://marringtonescapes.co.uk) or on our social media pages.

## **Do you provide any games at the properties?**

Each of our properties has a range of games for your use such as croquet, boules, giant Jenga and Monopoly.

Additionally, we also have table football/air hockey and table tennis available at some properties.

Property details will include what is usually included in the cottage you select – but the exact selection available is not guaranteed.

## **Is there a smoking policy in the properties?**

Yes, there is. Smoking is not allowed in any of our properties.

There is an ashtray under the sink in the kitchen of each property for use outside the property.

Please see our Terms and Conditions which highlight potential cleaning costs incurred if this condition is broken.

## **What if I leave something behind at the property when I leave?**

We do ask you to check carefully that you haven't left anything behind when you leave – especially phone chargers!

However, we will do our best to return any forgotten items provided they are not too large or heavy. A reasonable postage charge may be applied.

# Canine Code of Conduct



We love and welcome dogs in our properties.

Numbers of dogs are limited by the size of the property as follows:



Sleeps up to 2 – 2 dogs  
Sleeps more than 2 – max 3 dogs  
For further information contact  
[stay@marringtonescapes.com](mailto:stay@marringtonescapes.com)



Dogs must be kept under control at all times while in the property. When out on the estate, dogs must be kept on a lead to safeguard the livestock and wildlife. Please only walk on the public footpaths.



All dogs must have had all required vaccinations and annual boosters prior to arrival at the Property.



By entering into the contract, dog owners acknowledge that outside areas are not escape proof for dogs. For this reason, dogs should remain under supervision at all times.



Dogs must not be left alone in or at the property or within the grounds at any time.



With the exception of registered guide dogs, dogs are not permitted upstairs

and/or in any of the bedrooms. Guests should bring their own dog beds, however, we can provide medium-sized soft doggy guest beds on request at time of booking.



Guests are asked to clean up after their dogs both inside and outside of the property within the garden area, or extra cleaning costs may be charged. Bags are available next to the dedicated Dog Waste Bins located in each of the gardens. On the wider estate, we recommend 'stick and flick' for clearing dog waste off the pathways.



Dog owners must ensure that their pets are free from parasites and fleas before they occupy the Property. Failure to do so may incur subsequent charges.



Registered guide and hearing dogs belonging to guests with visual and hearing impairments are welcomed in our properties.

