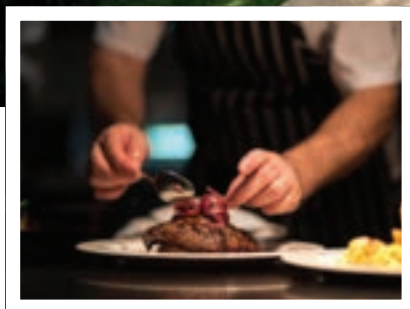


# MARRINGTON HALL

## *guest information pack*



# Location



Marrington Hall, Chirbury, Montgomery, SY15 6DR

what3words: ///holidays.riverbank.partly

Marrington Hall can be found on Apple Maps and Google Maps by searching the name of the house.



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 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 Information Pack you will find a host of resources and tips for your break in Shropshire. We have included an Estate map, plus a walking map for the recommended routes around the Marrington Estate.

A handwritten signature in dark ink, reading "Chris Morris".

Chris Morris



Chris  
(Director)



Philippa  
(Property Manager)



Sarah-Jane  
(Head Housekeeper)



Jason  
(Maintenance)

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

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# Key information



## KEY CONTACTS

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

Sarah-Jane Hodgetts (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 walking 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. Ensure your **guest count does not exceed the property capacity**. This is for your health and safety and insurance purposes.
3. Jumping into the hot tub is **not** permitted.
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 making sure each property is immaculate before your arrival.

You will find the key to enter Marrington Hall in the key safe next to the back door. 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, strip each bed used, leaving linen on the beds and load and turn on the dishwasher with any last-minute items.

Please make sure to return all the keys to where you found them. 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!

Please ensure you have signed out of any streaming services (such as Netflix and Amazon Prime) on the televisions before you depart.

# Housekeeping

*"We hope you enjoy your stay with us. If you encounter any problems, please just give us a call and we'll be happy to help."*

Sarah-Jane (Head Housekeeper)



## PARKING

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

## ELECTRIC CARS

The rental fee you have paid includes free car charging at the electric charging point located to the rear of the Hall. This is for your exclusive use only.

## 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 Dog Owner Guidelines are included in this pack.

## 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 one of the kitchen cupboards 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

If you are still unsure about something during your stay, 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.

## EXTENDABLE WASHING LINE

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

## LUGGAGE SPACE

If you find you need more space to stow suitcases and luggage, there is a useful cupboard under the staircase for storage.

## OUTDOOR GLASSES

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

## 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, use the BBQ utensils provided. Only firewood is permitted in the firepit.

## ASSISTANCE

If you run into any issues during your stay, please let us know as soon as possible. In the unlikely event of any problems, or if you require any assistance, please either message us on Airbnb or contact our Property Manager, Philippa Bason, on 07834 587096 and she will attend to you as soon as possible.

## FIRE EXTINGUISHERS

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.

## RECYCLING AND REFUSE COLLECTION

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.

## WATER STOP TAP

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

## ELECTRIC / FUSE BOX

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

## GARDENING

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!

## HEATING

Our thermostats are placed at a minimum of 18 degrees. Please use the thermostat to adjust. We ask that you do not touch the boiler or controls.

## HOT TUB

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.

## 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.

## GAMES ROOM

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

# 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/net (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.

## **In the kitchen**

No deep fat fryers are permitted.

## **Fireworks**

No fireworks are 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 hour of 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
- It is recommended that 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 tells 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.

## 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.

# Our story

*"There's something about this land which captures your imagination and transports you to a less complicated time. There's a peacefulness here which gives you time and space to reflect and enjoy the beauty of your surroundings. South Shropshire is a hidden gem."*

Chris Morris, Owner and Director



Marrington Estate is owned by the Morris family, who in the 1840s, lived down the road in West Felton where their large family farmed. Some years after the family photograph below was taken, James Kent Morris set up his modest retail and property enterprise in 1869 which would build the foundations for the larger family business today. James Kent would have loved to know that the beautiful estate on his doorstep would one day be owned and managed by his descendants. We have owned and maintained this estate for over 15 years, actively investing and improving the grounds. This ranges from planting trees, fencing, ditching, hedge pleaching and of course, inviting the public to come and share the space.

The earliest historical reference to the beautiful Marrington Estate is in the Domesday Book of 1086 which mentions woodland for fattening 15 pigs at Marrington, which may have been within the gorge. The place-name Marrington, given as Meritune in the Domesday Book, is derived from the Old English elements gemaere and tun, meaning settlement on the boundary.



# Exploring the Estate



With spectacular vistas, Marrington's river gorge and valley crests make for wonderful walking. Explore the public footpaths along the ancient winding paths, to catch a glimpse of a kingfisher diving for supper or hear the splash of an otter or brown river trout making his way along the Camlad. There's something to discover around every corner.

Included within your guest information pack is a map for our Dingle Valley Walks, which covers much of the 600-acre estate. Feel free to explore the designated routes at your leisure, we just ask that you don't enter any areas marked 'No Entry' for your safety.



## GATE CODE

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



# Walking Safely

Our Dingle Valley Walks and public rights of way provide extensive access to the Marrington Estate and surrounding countryside. The footpaths are clearly marked with new wayfinding signs and stiles to help you walk safely and without worrying that you have strayed off route into conservation areas and too close to livestock.



## Countryside Code

- **Be safe, plan ahead and follow any signs. Take maps and guidebooks.**
- **Leave gates and property as you find them.**
- **Protect plants and animals and take your litter home.**
- **Keep dogs under close control.**
- **Consider other people.**

## How to walk safely through a field of livestock

Whatever the animal, follow our top tips and you'll be unlikely to run into any issues.

- Have a look around when you reach the edge of the field. Are there any cows with calves, horses, or sheep? Cows with calves are the most common cause of problems for walkers as they actively protect their young.

- Do not enter a field that contains a bull. There will be plenty of signage around the field and gateways to prevent this.
- Keep a good distance from the animals. If they are on a path, then you're allowed to go off the path to walk around them. If you are on open access land, then you can walk across the field to give the animals space.
- Walk quickly and quietly. Animals may approach you, especially groups of cows, which can be quite intimidating. If you panic, or run they may also start running.
- Do not approach any animals and certainly do not feed them or touch them. Animals on a farm will have strict diets, especially horses, and feeding them can be very harmful.
- Leave any gates as you find them. Close any gates that you open, and if they are already open, then leave them that way

## Walking with a dog near livestock

It is an offence to not keep your dog under control when in a field with animals. This is especially an issue with sheep, as dogs may chase, worry or even attack them. The law gives farmers the right to shoot a dog that is causing issues with their animals.

Always keep your dog on a lead when around animals. If cattle are running towards you, or you feel in any way in danger, then let your dog off the lead. Your dog will be able to get to safety and removing the dog from the situation will calm the cattle.



# 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. We've compiled a list of some of our local operators:

**Annabel Beamon**

Twisted Lemon  
07540 221496  
twistedlemonltd@yahoo.com

**Comyn Bruce**

07709 065195  
info@comyn-bruce.com  
www.comyn-bruce.com

**Penny Cudmore**

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

**Davina Daly**

07527 570016  
davina.daly1@gmail.com

**Charlie Everall**

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

**Henrietta Hensher**

07974 393594

**Tetra Hospitality**

07917 354007  
simon@tetrashospitality.co.uk

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.



Bunnors, 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

The closest supermarkets are Morrisons and Tesco, which are both based in Welshpool (a 15-minute drive).

Most food delivery vans will deliver to Marrington Escapes, although previous guests have used Sainsbury's and Tesco mostly.

There is a fantastic community shopping centre with a Co-Op and Post Office just a 10-minute drive away in Churchstoke. 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)

# Local food and drink



## FINE DINING

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<b>The Checkers</b> , Montgomery SY15 6PN	(01686 639548)
<b>Walrus Restaurant</b> , Shrewsbury SY1 1RT	(01743 240005)
<b>RHUBARB at Drapers Hall</b> , Shrewsbury SY1 1DZ	(01743 341105)
<b>Mortimers</b> , Ludlow SY8 1DA	(01584 872325)

## FAMILY FRIENDLY

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<b>The Lowfield Inn</b> , Marton SY21 8JX	(01743 891313)
<b>Castle Hotel</b> , Bishops Castle SY9 5BN	(01588 638403)
<b>CSONS</b> , Ludlow SY8 1EG	(01584 879872)
<b>Hickory's Smokehouse</b> , Shrewsbury SY1 1HH	(01743 299757)
<b>Osteria</b> , Shrewsbury SY1 1PP	(01743 360944)
<b>Nags Head Inn</b> , Garthmyl SY15 6RS	(01686 640600)
<b>Corn Store</b> , Welshpool SY21 7DL	(01938 554614)

## FOR COUPLES

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<b>House of the Rising Sun</b> , Shrewsbury SY1 1UW	(01743 588040)
<b>La Mer Rouge</b> , Shrewsbury SY1 1PZ	(01743 296401)
<b>Casa Naranjo</b> , Shrewsbury SY1 1XA	(01743 588165)
<b>Kanu Poke</b> , Shrewsbury ( <i>Vegan friendly</i> ) SY1 1PQ	(info@kanupoke.co.uk)

## TAKE AWAYS

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<b>Montgomery Fish Bar</b> , Montgomery SY15 6PN	(07915 407060)
<b>Golden Fish Chinese Take Away</b> , Churchstoke SY15 6AG	(01588 620511)



The Checkers, Montgomery



House of the Rising Sun, Shrewsbury



The Lowfield Inn, Marton



The Walrus, Shrewsbury



## POWIS CASTLE AND GARDENS, POWYS

Based a 20-minute drive away from Marrington Escapes, Powis Castle is a unique place that combines medieval history with grand elegance. Originally built as a Welsh prince's fortress in the 13th century, it was transformed over the centuries into a beautiful country house for the Herbert family. Today, the castle is under the care of the National Trust. Visitors can explore the lavish interiors, decorated with 17th-century art, furniture, tapestries, and even Indian artefacts.

The surrounding gardens are just as famous as the house itself. Dating back over 300 years, they're considered some of the finest in Britain. Take a stroll through the formal gardens or explore the wilder landscapes.

## CHIRK CASTLE, WREXHAM

Standing guard on the Welsh border for over 700 years, Chirk Castle in Wrexham boasts a rich history. Built by Edward I to control Wales, it later became a luxurious family home for the Myddelton family. Today, the National Trust manages the castle. Visitors can explore its grand interiors, from the medieval Adam Tower to the elegant 18th-century State Rooms. Chirk Castle also offers stunning award-winning gardens and over 480 acres of parkland to discover, making it a perfect day trip destination.

## ATTINGHAM PARK, SHREWSBURY

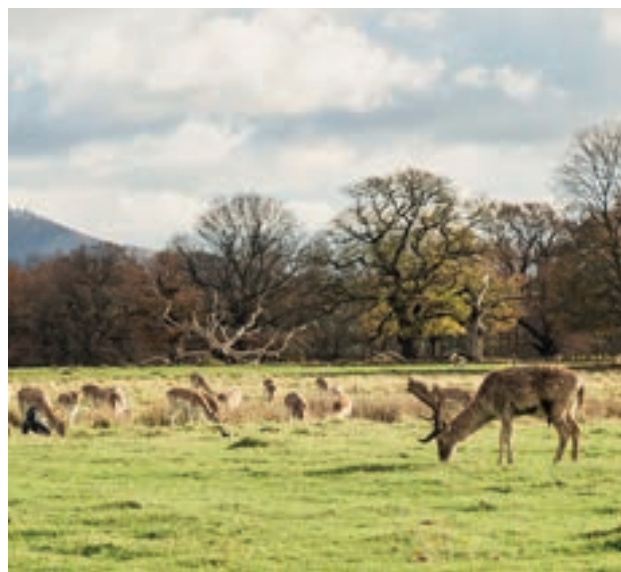
Attingham Park, near Shrewsbury, is a grand 18th-century estate owned by the National Trust. Estate highlights include a Georgian Mansion, a Walled Garden, Pleasure Grounds, Natural Play Area, and the Deer Park.

## MITCHELL'S FOLD STONE CIRCLE

The focus of many local legends, Mitchell's Fold is a Bronze Age stone circle set in dramatic moorland on Stapeley Hill. It once consisted of some 30 stones, 15 of which are still visible.



*Powys Castle and Gardens, Powys*



*Attingham Park, Shrewsbury*

# Things to do

## Perfect for two

### FISHMORE HALL SPA, LUDLOW

Enjoy the benefits of a rural spa overlooking the rolling Shropshire countryside and Cleve Hills. Offering the highest standard of spa and wellbeing treatments by ELEMIS, Fishmore Hall boasts four treatment rooms which combine to create two couple rooms, a steam room and a sauna as well as an outdoor Cedar wellness Hot Tub.



### ANDREW LOGAN MUSEUM OF SCULPTURE, WELSHPOOL

Open from May until November, the Andrew Logan Museum of Sculpture is the first museum in Europe dedicated to a living artist. It's a vibrant space to display examples of the work he has created over the decades and to stage events sharing his vision and skill for curating performance and spectacle.



### POETRY PHARMACY, BISHOPS CASTLE

Featured in *The Guardian* and other national titles, the world's first-ever Poetry Pharmacy offers walk-in prescriptions, literary gifts, and books to address your every emotional ailment. The only other Poetry Pharmacy is at Lush's Oxford Street Spa, so it is well worth a visit to the beautiful Victorian shop to browse the bookshop whilst you are in the area.



# Things to do

## Wine Tasting/Vineyards

### KERRY VALE VINEYARD ( 10 - MINUTE DRIVE )

Kerry Vale Vineyard is a charming, family-run winery. Planted in 2010, this award-winning vineyard offers tours from May until September each year that delve into the secrets of vine growing and winemaking. You can learn about the process from grape to glass, and of course, enjoy a tasting of their wines. If you're looking for a relaxing afternoon, their vineyard cafe serves a selection of light lunches, daily specials and afternoon tea.



### HENCOTE, SHREWSBURY ( 50 - MINUTE DRIVE )

Visit the vineyards at Hencote, which houses just over 27,000 vines. Hencote is a thriving vineyard with an on-site winery, restaurant, balcony and bar which boasts panoramic views of the vineyard below and wider Shrewsbury. Guests for their vineyard tours have the opportunity to absorb the team's deep passion for wine, and find out more about their precision management approach to viticulture. Each tour concludes with a wine tasting featuring a variety of Hencote award-winning wines.



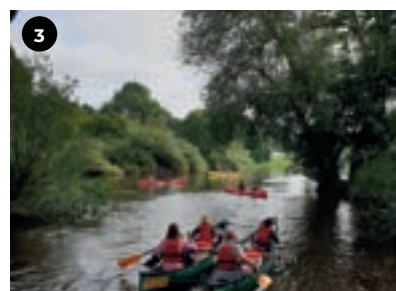
# Things to do



## Family-friendly activities

If you're looking for some activities to keep the whole family entertained, why not visit some of our local favourites:

- 1 - Flash Leisure Centre, Welshpool (20-minute drive)
- 2 - Stokesay Castle, Craven Arms (30-minute drive)
- 3 - Hire a Canoe, Shrewsbury (40-minute drive)
- 4 - Sabrina Boat Tours, Shrewsbury (40-minute drive)
- 5 - Jump In Trampoline Park, Shrewsbury (40-minute drive)
- 6 - Home Farm, Attingham Park, Shrewsbury (40-minute drive)
- 7 - Dinkey Donkey Experience, Church Stretton (40-minute drive)
- 8 - Park Hall Farm, Oswestry (40-minute drive)
- 9 - British Ironwork Centre, Oswestry (40-minute drive)





## Buses

The nearest bus station is in Chirbury, adjacent to the Chirbury Village Shop and Post Office. There are two bus services that stop at Chirbury.

81 Newtown - Montgomery – Welshpool

558 Montgomery - Shrewsbury

For latest bus timetables, please visit the Tanat Valley Coaches website.

## Taxis

Paul's Taxis (Westbury) **07436 400 247**

Wright's Taxis (Welshpool) **01938 552 531**

Amber Cabs (Welshpool) **01938 556 611**

Stonebridge Taxis (Welshpool) **01938 555 119**

Jess Taxis (Welshpool) **07885 440 468**

Liberty Taxis (Welshpool) **07729 103 642**

Welshpool Taxis (Welshpool) **01938 691 532**

Veezu (Shrewsbury) **01743 242 242**

Dell's taxis (Shrewsbury) **07745 724 594**

Now Cars (Shrewsbury) **01743 344 344**

## Trains

The closest train station to Marrington Escapes is in Welshpool (7 miles) away. Managed by Transport for Wales, from here you can catch the train into Shrewsbury and either explore the town or travel further afield.



### **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 before 10:00 on the day of your departure. This is prompt, as our housekeeping team is quick off the mark!

### **Do you accommodate early check-in?**

We are unable to accommodate early check-ins due to our small, but dedicated, housekeeping team who need the day to turn properties around to our impeccable standards. We can't allow guests to have early access or use one room of the property before check-in either.

There are lots of things to do and see along the way in the local area. Take a look at our guides on places to go and things to do in this Guest Information Pack.

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

Whenever we have a special offer, we will feature it on our website via the pink pop up on the right of the screen, and via our social media pages.

For latest discounts and offers, please give our friendly team a call on 01743 234 232 or email us on [stay@marringtonescapes.com](mailto:stay@marringtonescapes.com)

### **I can't see availability for the property I would like to stay in.**

You can view availability for our properties by clicking 'Book' either in our website header or in the individual property page. If you can't see availability for the dates you require, it will mean that the property is likely booked. Please note that our check-in days are available on Monday and Friday for 3, 4, or 7 nights.

If you are experiencing issues, please contact our friendly team on 01743 234 232.

### **I'd like to reserve a property and date. Is this possible?**

If you would like to reserve a property, our team can place a temporary 24-hour block for your chosen property and dates, which gives you some more time to place your booking.

### **When are your property changeover days?**

Our guests can choose to stay for 3, 4, or 7 nights with check-in days available on Mondays and Fridays.

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

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

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

The property sleeping capacity is clearly stated in the property description of each property indicating the maximum number of guests that can be accommodated. It will also denote any additional pull-out beds. Guests must not exceed the sleeping capacity of properties at night.

### **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.

### **Are there any local taxi firms?**

Several local taxi firms accommodate guests staying at Marrington Escapes including Paul's Taxi's (Westbury), Amber Cabs (Welshpool), and Wrights Taxi's (Welshpool). For a full list of local suppliers, please contact our friendly team at [stay@marringtonescapes.com](mailto:stay@marringtonescapes.com). or see the list inside this pack.

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

Absolutely, we are very dog-friendly.

Please refer to our Dog Owner's Guidelines whilst staying at Marrington Escapes. It is also included in your Guest Information Pack for helpful guidance.

# FAQs



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

Beds at the properties are made up with white duvets and bed linen is included in the price of the holiday. Towels are also provided in the en-suites and bathrooms, with different coloured towels for hot tub use also available. For guests staying longer than 7 nights, linen and towels are changed weekly. 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.

## **I'd like to book a private chef; do you have any recommendations?**

Whether you often book private chefs to your functions or are a first timer looking to make this occasion extra special, we've compiled a guide to ensure that your celebration goes off without a hitch. It contains a list of local suppliers, as well as some other useful information to assist you.

## **Can you recommend any walks on the estate?**

We have four designated trails on the estate: Fisherman's Path, Alpine Lodge Loop, Woodland Loop and Hall Loop. These walks are detailed in the Dingle Valley Trail map, where guests can be guided by how adventurous they feel and their ability to access walking routes.

There are also lots of public footpaths that link to the estate. To help assist guests when walking on the estate, our team ensures that every visitor has, not only the information pack, the Map but also an Ordnance Survey map to assist.

Whilst exploring the estate, we ask guests to remain on designated public footpaths and signposted pathways.

## **Does the property have access to Wi-Fi?**

Whilst many choose Marrington Escapes for it's serene sense of relaxation, our fast broadband and strong WiFi connectivity make for a great place for remote working too. Please note that 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.

## **I'd like to arrange a supermarket delivery. Do any supermarkets deliver to Marrington Escapes?**

Previous guests have used Sainsbury's and Tesco for food deliveries to Marrington Escapes.

For all those extra bits and/or in-person shopping, there is also a Co-op in Churchstoke about 3 miles away and a Tesco and Morrisons in Welshpool which is about

7 miles in the opposite direction.

Chirbury does have a small village shop too!

## **Do you provide firewood for the logburners and firepits?**

We provide enough logs and firelighters to get you started. If you need any extras, there is a list of local shops and supermarkets included in your welcome pack.

## **Where do I find terms and conditions for my holiday booking?**

You will find our terms and conditions on our website in the footer. Guests are required to read and agree to these when booking.

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

## **How much deposit will I have to pay to secure my booking?**

We ask for 50% of the full booking value as a deposit at time of booking to secure your property. A second payment is then due 6 weeks prior to your arrival for the residual 50%. A full payment breakdown is provided at check-out.

For last-minute bookings, or if you are booking to arrive within a 6-week period, the full 100% booking fee (plus refundable security deposit)

# FAQs



is payable at the time of booking.

## **How do I pay for my holiday?**

We offer a secure online payment option at the time of booking and you can pay your deposit or balance by debit card, credit card (including American Express) or by direct bank transfer.

There are no additional charges for debit/credit cards.

## **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. Our friendly team will always endeavour to help amend your booking if we can.

For holiday amendments and cancellations, please refer to the Terms and Conditions and notify us by email immediately: [stay@marringtonescapes.com](mailto:stay@marringtonescapes.com)

## **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.

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

We do ask guests 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.

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

We do ask guests 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.

# Dog owner's guidelines

We love and welcome dogs in our properties. We charge a standard fee of £50 (+VAT) per stay applies for up to 2 dogs. Each additional dog incurs a £25 (+VAT) charge. This is applied after your booking is made.



The number of dogs guests can bring are limited by the size of the property as follows. For further information contact [stay@marringtonescapes.com](mailto:stay@marringtonescapes.com)

- Property sleeping up to 2: maximum 2 dogs
- Property sleeping more than 2: maximum 3 dogs



Dogs must be kept under control while inside 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 before arrival at the Property.



Despite our best efforts, dog owners should acknowledge that outside areas are not escape-proof for dogs. For this reason, dogs should always remain under supervision.



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 the 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.

Take a look at our guide for planning the perfect staycation for your dog, or at our favourite dog-friendly pubs in South Shropshire.



Each of our properties have a dog bath outside to wash off muddy paws. Dog towels can be found alongside the blue and white striped outdoor leisure towels. Please leave used dog towels on the utility floor of the property upon check-out.



You can find some dog treats in the utility room, or on the breakfast bar in The Annexe.



# DON'T WANT TO LEAVE?

We offer a 10% discount for all returning guests – simply use the code LOYALTY10 when booking direct.



Take a look at our other properties here:



Marrington Lodge



Marrington Hall



Marrington Mill



Marrington Farmhouse



The Annexe



Roundton Farmhouse



Camlad Barn



Calcot Cottage

# Feedback



Feedback is incredibly valuable to us. It helps us understand what we're doing well and where we can improve to make future stays even better for our guests. Share your thoughts on Google [here](#): or email the team directly at [stay@marringtonescapes.com](mailto:stay@marringtonescapes.com)

*A staycation in the idyllic county of Shropshire feels like taking a journey back in time, its panorama of lush green hills and sweeping valleys stretching as far as the eye can see. From our chic farmhouse base in the village of Chirbury, we were perfectly placed to explore Shropshire's pretty and beautifully preserved historic towns, and we spent a fun and all-too-brief afternoon in Shrewsbury itself, a market town on the River Severn.*

Charlotte Heathcote, The Mirror Newspaper

*I think the biggest compliment to any holiday stay, is when nobody wants to go home at the end of the break. From the moment we walked into the barn we fell in love with the place. The outside space is brilliant too, with a lovely secure walled-garden, which our 6 year old loved, a comfy seating area and the cleanest hot tub we have ever encountered. All in all - for us - just perfect...*

Julie, Camlad Barn

*We had a lovely long weekend stay - the house was really great, clean and homely but also elegantly furnished and finished with great care. The kitchen had a really good selection of crockery and cooking utensils too which made things so much easier. The weather was kind, the food was good as was the company so the house provided the perfect location for a birthday weekend*

Jayne, Roundton Farmhouse