

THE MOUNTBATTEN LODGE BUILDING MANUAL



WELCOME TO THE MOUNTBATTEN LODGE



At Ferny Crofts we are passionate about getting young people outdoors, learning through outdoor activities, adventure, and having fun! This building manual aims to ensure that you and your group have a comfortable stay in The Mountbatten Lodge.

We are a charity, owned and managed by Hampshire County Scout Council. Being situated in the heart of the New Forest we are ideally situated for hiking, mountain biking and exploring the wider New Forest area. In addition we have a wide range of exciting on-site activities, full details of which can be found at Reception or on our website at www.fernycrofts.org.uk.

This building manual aims to ensure that you and your group have a comfortable stay in The Mountbatten Lodge. If you cannot find the answer to your query within this manual or you require further information then please come to Reception between 08:30 and 16:30 7 days a week, where a member of our friendly team will be happy to help. Alternatively ask one of the Ferny Crofts team around site, they can be recognised by their yellow shirts or blue staff jackets. We would really like to help you solve any problems as soon as possible, so please feel free to approach us!

In an emergency, outside of office hours, please contact the Duty Manager
on:

07842 241 659

**IF EMERGENCY SERVICES ARE REQUIRED, PLEASE CONTACT THEM
BEFORE ALERTING THE DUTY MANAGER**

Read on to find out more about how your building works, and we hope you have a fantastic visit here with us.

The Ferny Crofts Team



GENERAL

LIGHTING

In order to minimise our impact on the environment, we try to save water and electricity where possible. This means that many of the lights in the buildings are on sensors so that they only come on if you enter the room. In addition to this, if there are windows in the wetrooms or toilets, they have dusk till dawn sensors on them so that the lights won't come on unless it is dark.

The rooms that are not on sensors are the main hall, the kitchen and the bedrooms.

WETROOMS AND TOILETS

Please do not put any blue paper, sanitary products down the toilets as they WILL block up. Only toilet roll can be put into the toilet, please use the bins provided for everything else. Emergency sanitary products are available from Reception.

WINDOW & DOOR LOCKS

Although there are locks on the windows, these are never locked as they are a means of escape in a fire. To lock the main door whilst the building is in use: Use the key to lock the door from the outside, then enter the building and close the door behind you. The door will be locked to prevent entry from outside, but still allow escape in an emergency.



HEATING AND HOT WATER

We will make sure that the heating and hot water are on ready for your arrival. Heating is usually set to come on twice a day, but if you need to have it on for longer in the colder months you are able to boost it by an hour at a time:

Use the attached pin and put it into the hole in the cover. Push once and this will boost the heating by an hour.



GENERAL

BEDROOMS

Each bed will be made up with a bottom sheet and have a pillow with a pillow case ready for your arrival. Guests will need to bring their own quilt or sleeping bag.

Unfortunately we are not able to clean soiled or wet sleeping bags, clothes or quilts. There is a laundrette available in the nearby town of Hythe. However, we will happily replace soiled bed linen—please ask in Reception.

Extra blankets are available in the blanket boxes located in the main hall and more are available from Reception on request.



CLEANING

Your building will be clean and tidy ready for your arrival. If this is not the case, please advise Reception so that we can remedy this for you as soon as possible. You will find general surface spray, washing up liquid & toilet cleaner available to use in the Lodge along with a green pan scourer, a metal tough scourer and a blue cloth in the kitchen. If you run out of the provided cleaning supplies or bin bags, paper towels etc during your stay, please let us know so that we can replenish these for you. We do not supply tea towels or towels.

TABLES & CHAIRS

There are 13 tables and 32 chairs for use in the Lodge.

Instructions on how to assemble and disassemble them are stuck to the underside of the tables. These tables and chairs are for INDOOR use only. Please do not take them outside. If you would like extra tables and benches for use outside, these are available for hire from Reception.



WI-FI

We have installed a new wi-fi system in the Lodge. This will show as FC Visitor when you scan for available networks. To access this you will need a code which is available from Reception. A code is needed for each individual device and is restricted to leaders only as we have limited network availability in our rural location.



OVEN AND EXTRACTOR

The gas supply to the oven and hob will not work unless the extractor fan is turned on. Please follow the guidelines on the wall of the kitchen to turn the extractor fan on.

When you have finished cooking, please turn off the extractor and the power to the system



IN CASE OF EMERGENCY, push the red emergency shut off button, which will stop the flow of gas to the appliances.

TROUBLESHOOTING

If the gas is still not working, check that the red button is pulled out (twist to the left and pull gently) and check the power switches are turned on.

To light the hob, please use matches or lighter provided. To light the oven there is a clicker inside the oven doors as shown.

The gas ovens are large catering ovens. Due to their size they will take a long time to heat up, and food will take much longer to cook than in a domestic oven. We would recommend cooking items for a minimum of half an hour more than you would in a domestic oven.

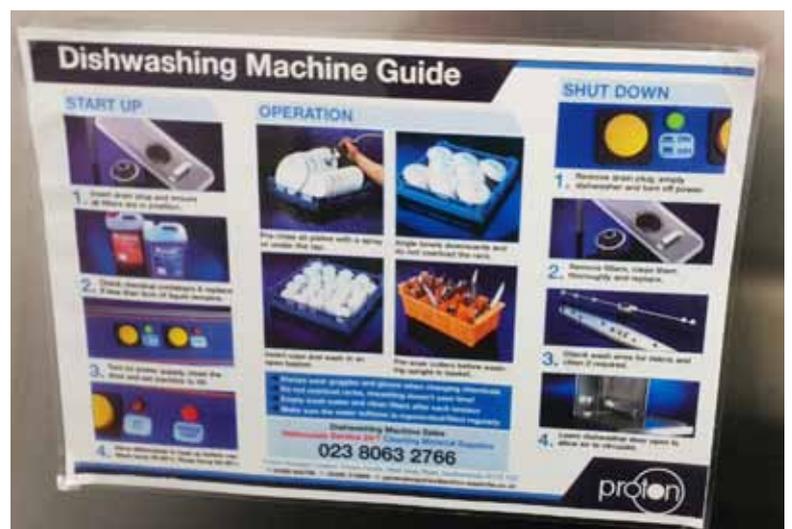


DISHWASHER



Please see the side of the dishwasher for full instructions of use.

Please rinse items thoroughly before putting in the dishwasher as its main function is to sterilise and it may not remove dried on food.



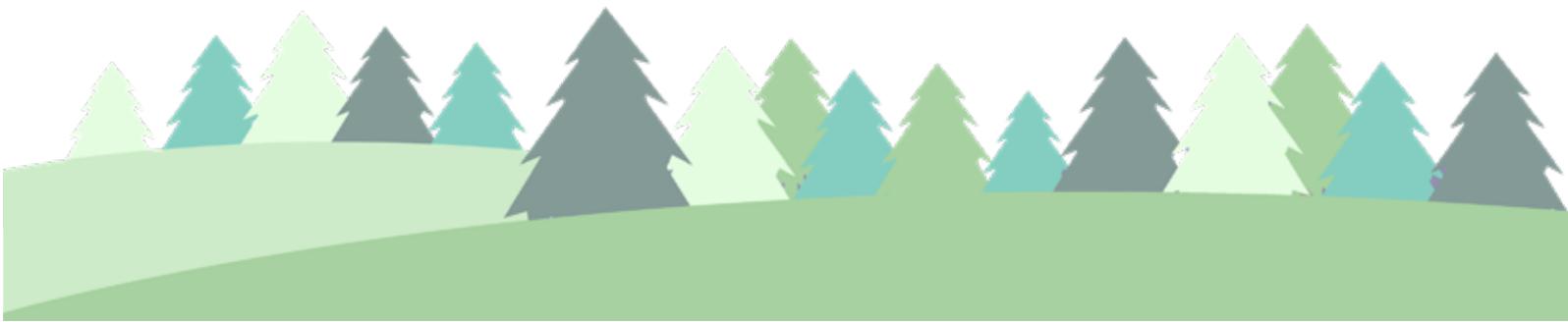
TROUBLESHOOTING

The main cause of the dishwasher not working is the drain plug being inserted upside down.



The drain plug should be inserted this way up. If the dishwasher is not working then please remove the drain plug, make sure it is the correct way up and then replace. If the dishwasher still doesn't work then please let a member of staff know.

If you require extra detergent let Reception know and we will replace it for you.



RECYLING AND WASTE

We aim to recycle as much waste as possible here at Ferny Crofts. There are 3 bins in the kitchen to help you sort your waste before taking to the relevant waste bins located next to the Amenities Block.

Green: For mixed glass

Black: For general waste. Please put everything into bin bags before disposal

Blue: Mixed recyclables. For a full list of what can and can't be recycled by our Local Authority please see below. Do not put recycling into bin bags first as it will not be taken



PLASTIC BOTTLES

Drinks • milk • toiletries and cleaning products



TINS

Food, pet food, sweets and biscuits



CANS

Fizzy drinks • beer • tea and coffee



AEROSOLS

Deodorant • hairspray • shaving foam
furniture polish • air freshener



PAPER

Newspapers • magazines • leaflets
envelopes • junk mail • catalogues



CARDBOARD

Cereal boxes • cardboard packaging
toilet roll tubes • egg boxes

WE DO NOT RECYCLE

- ✗ Plastic bags and film
- ✗ Plastic pots, tubs and trays
- ✗ Gift wrap and shredded paper
- ✗ Cartons and Tetrapaks
- ✗ Tin foil and trays
- ✗ Food waste

Please put these in your black sack

SAFETY



The Lodge will have the following safety items:

Fire extinguishers with instructions on how to use them

A first aid kit

The main fire alarm

A fire blanket located on the wall next to kitchen door

If you need help with any of these items then please ask a member of staff.



EVACUATION PROCEDURE

On hearing the Fire Alarm or observing a fire

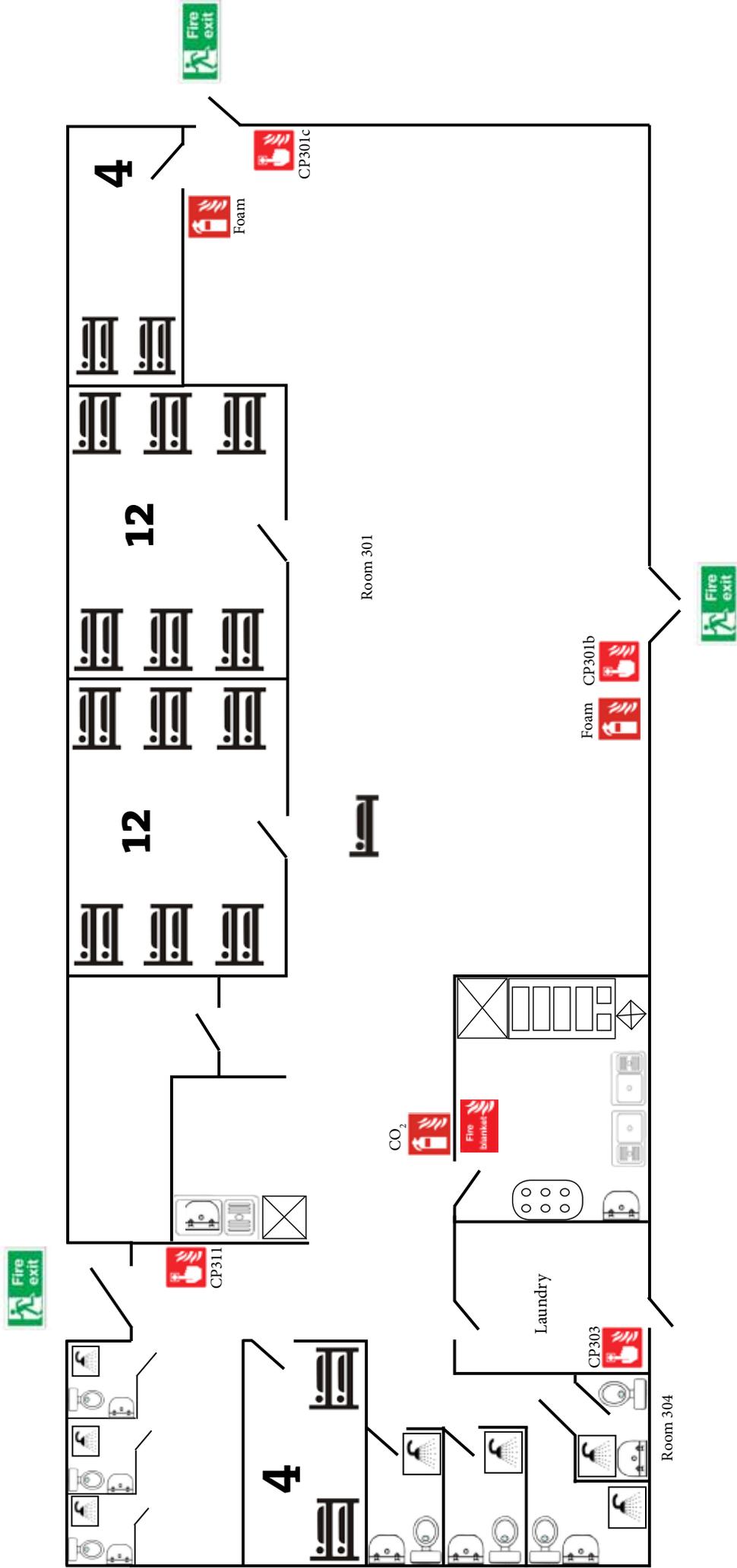
- Raise the alarm via the call point if appropriate
- Evacuate the building using the nearest fire exit, and gather at the Fire Assembly Point in the Main Car Park
- If possible, shut doors and windows
- Do not stop to collect any personal belongings
- Ensure that all of your group are present
- If no Ferny Crofts Staff are present call the Emergency Services
- Do not return to the building until told it is safe to do so by a member of Site Staff or the Emergency Services
- The Duty Manager will automatically be alerted in the case of alarm activation. Outside of Reception opening hours a member of staff will call you or attend

See attached Sheet for familiarisation of Evacuation routes. This is also on display in The Croft entrance hall.



Mountbatten Lodge

Emergency Exit & Fire Safety Equipment Locations



END OF STAY PROCEDURE



At the end of your stay, we ask that you leave the Building as you found it, and in particular ensure that you do the following:

- Strip all used beds of linen and place in a neat pile in the corner of the room.
- Vacuum or sweep all rooms. Mop the kitchen, hallway and bathrooms.
- Empty all bins and take rubbish to the Recycling Area next to the Amenities Block.
- Close all the windows and open the curtains and blinds.
- Put all chairs and tables away neatly in the racks in the Main Hall.
- Ensure the food warmer is clean, empty and turned off. Turn off the hot water urn.
- Ensure all cutlery, crockery and utensils are clean and returned to the correct places.
- Please report any breakages or damage to Reception so that we can replace these items ready for our next guests.

Before you leave, please ensure you have paid your balance, replaced the key in the key safe and taken all of your belongings with you.

