

The Coach House Cottage Guide

The WiFi code (case sensitive) is **NxRKbLqrETC4**

If you have any problems or complaints ~ be they ever so minor ~ please let us know at the earliest opportunity. We will do our best to put the matter right, as we want you have an enjoyable and trouble-free stay.

The Coach House @ The Old Vicarage Norton, Presteigne, Radnorshire

Croeso. Gobeithio y byddwch yn mwynhau eich hunain yma.

Welcome to The Coach House. We hope you enjoy your stay in the Welsh Marches. Radnorshire is one of the most beautiful and sparsely populated counties of Britain. It remains largely unknown and remarkably unspoilt. Norton, 1½ miles from Presteigne, is in “English” Wales, i.e. that part of Wales on the English side of Offa’s Dyke, the boundary erected by the eighth century king of Mercia. Norton is at 700 feet. The cottage faces north (confusingly, the old front door is on the south side), looking over Norton Brook and up the valley to Llanwen Hill, which is over 1000 feet. A character in Bruce Chatwin’s novel *On the Black Hill* believed ‘*the road to Heaven led to the Radnor Hills*’ – you will too, after you have walked the border footpaths and driven the back lanes.

Important Information about Covid-19

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Developing symptoms while you are staying with us

The incubation period for coronavirus is 2 –14 days, so it’s possible you could develop symptoms after you arrive. It’s vital you let us know you feel unwell as soon as possible. Ideally, if you’re able to leave, we will ask you to return home immediately. If this isn’t possible (for instance, if you are too unwell to travel) we will ask you to self-isolate. We will contact NHS Wales for the most current recommended next actions, including assisting them with their Test and Trace programme. If you leave early due to illness no refund will be made. We reserve the right to make a daily charge (£80) if you stay beyond your departure date.

Following best practice, we have instituted a rigorous cleaning regime, which involves anti-viral spraying after a deep clean. Continuing our practice before Covid, all linen/towels, etc are washed at 95 degrees. There will be a three day gap between

rentals to protect visitors and cleaning staff. As a result of all this extra effort we ask guests to stay a minimum of 5 nights. Following best practice cleaning guidance and to reduce risk we have removed various items from the cottage like books, maps, CDs, ornaments, and reduced the amount of kitchen equipment and utensils. There is anti-viral gel in the cottage which we recommend you use when arriving and departing the cottage. If there is anything missing (particularly if the soap or gel runs out) please do not hesitate to ask. You are welcome to bring with you any personal items/equipment.

Arrival: Arrival time is from 4pm. If you are likely to arrive after 5pm (or get delayed en route) please let us know in advance so we can make sure you can have prompt access to the property when you get here. Please come to the front door of The Old Vicarage and (at a social distance) we will give you the key. If you prefer not to meet us to collect the key, just let us know in advance and we will be happy to make other arrangements.

Departure:- Please leave the property clean & tidy and vacate by 10am. Please hang towels up to dry and close all the windows. Please leave the bedspread & duvet etc neatly on the bed. Please put all crockery & utensils you have used in the dishwasher and leave it running on the highest temperature when you leave. Please put all your rubbish/recycling in the bins. When you go please lock the door and put it through the letter box and email or phone to let us know.

Thank you.

Fire precautions:- In case of fire leave the Coach House immediately, closing the doors, and alert us in The Old Vicarage (01544 260038). If we are out and your mobile doesn't work, use the telephone kiosk opposite the church to phone for the emergency services.

The Coach House is fitted with a burglar alarm - this is not in use when the Coach House is being let. However, for your safety it incorporates a fire detection system, which is in operation continuously.

When you use the bath/shower please ensure you close the bathroom door and turn the light on (pull switch by the door) which activates the fan. If you do not do this the fire alarm may activate. To turn off the fire alarm key 9990 into the key pad on the control panel in the cupboard in the hall by the bathroom door

- Each time you leave the cottage please make sure that all doors and windows are locked, both for security and to protect against the elements. We cannot be held liable for any loss or damage to your property, however caused: parked cars and their contents are at owners' risk.
- We ask you to take care of the hand-made, sycamore kitchen work-top. Please use the plentiful supply of chopping boards; do not use knives directly on the work surface. Place hot saucepans, etc on the cast iron stands provided, again to protect the wooden surface.
- We aim to clean and prepare the cottage for you to the highest standards. Please leave the cottage as clean as you find it. Cleaning materials are kept in the hall cupboard – let us know if stocks supplies are running low.
- If there are any breakages, please inform us immediately as we will need to repair or replace the item before our next guests arrive.
- When cooking please turn on the extractor fan – it helps keep the cottage clean.

Please remember that this is a **No Smoking** cottage

Thank you for your co-operation

Electricity:- Circuit breakers (fuses) are inside the garden shed, to the left of the door. The shed door is in the passageway between the Coach House & The Old Vicarage. The padlock key is in the drawer under the TV.

Bedding: There is a spare duvet and pillows in the wardrobe

Gardens: You are welcome to use the Old Vicarage gardens at your own risk. The stone steps & paths, especially by the grotto and pond, can be slippery. The only part of the gardens that is private is the upper terrace, immediately at the back of the main house and over the double garage. You are welcome to use the balcony; please remember to lock the french windows at night and when you go out.

Heating: - During the colder part of the year the heating comes on from 7am to 11pm. Each radiator has a thermostatic control, which you can use to vary the temperature of each room, individually. Please let us know during the summer if you would like us to turn the heating on. There is no additional cost. The hot water is on from 6.30am – 11pm.

Instructions: - Instructions for the Miele Oven & Dishwasher (tablets provided in the drawer by the sink) are in separate files on the Useful Guide page of the website. For TV see below. All other gadgets are self-explanatory.

Parking:- The designated car parking space for the Coach House is to the right of the cottage front door. Take care when entering or leaving The Old Vicarage drive, as visibility is restricted.

Rubbish & Recycling:-

Recycling – The bins/recycling boxes are behind a wattle fence to the right of the gate to the back (not the main) drive just beyond Vicarage Cottage :-

- Plastics & Cans are put in the **Black Box**;
- Paper & Card in the **Green Box**;
- Food waste from the green caddy (please ask for more caddy liners if the supply is running low) in the small **Green Bin** with hinged lid
- Glass in the **Aqua Box**
- All other non-recyclable waste in the **Black Wheelie Bins**.

Recycling is collected early on Thursday morning every week – Non-recyclable waste (wheelie bins) is collected at the same time once every three weeks (see Powys website for dates). We usually put out the bins out by the roadside in advance on Wednesday pm/evening or, failing that, latest by 7.30am on Thursday morning. More info: <https://en.powys.gov.uk/binday>

Mobiles: - O2 mobile phone network works in the cottage.

TV – Freeview channels available: on the TV remote press the AV button; then on the Sky remote press SKY. On the Sky remote, press the “TV guide” button and the blue button for a list of the main channels. We apologise that occasionally the sound drops out for no reason that any engineer can discern, but it does come back after a while.

If the batteries in a remote give out please do not throw away, as they are rechargeable. Please ask us for replacements.

Water:- the mains water (to all cold taps) is supplied by Welsh Water and is good for drinking.

If you have any complaints or problems please do not hesitate to let us know at the earliest opportunity. If you have any comments about how we might improve facilities, please let us know.

We hope you enjoy your stay at The Coach House.

Shopping and useful information

Presteigne (1½ miles) and Knighton (4 miles) have a full range of shops open from 9 – 5 Monday to Saturday (some stay open longer hours – see below – but beware early closing day in Knighton on Wednesdays and Presteigne on Thursdays). Knighton, just in Herefordshire on the far side of Presteigne, is pretty and has a small shopping centre, for everyday needs.

We recommend (please check opening times as they are variable during the health emergency and, for example, at Christmas & New Year.)

Presteigne Town website: <http://www.presteigne.org.uk/>

Butchers:- All the butchers in the area sell excellent meat – ask the provenance, if you wish to check on sourcing – and organic products are widely available. The best local butcher (and deli) is AJ Pugh, Broad Street, Knighton. There are also good butchers in Ludlow, Knighton and Leintwardine.

Groceries:- Premier & CostCutter - in both Presteigne and Knighton – sell bread, milk, groceries, wines and spirits (open until Mon to Sunday 7am - 8pm).

Fruit and veg:- Leon's is a good greengrocer in Presteigne (also sells fish). Rhos Market Garden, organic veg shop in Knighton (Tues-Sat) also at Knighton & Presteigne farmer's markets (when they re-open).

Deli:- Deli Tinto, 6 High Street (Tues – Sat) in Presteigne

Bread:- On Saturday mornings a popup baker's shop in Broad Street, Presteigne sells traditional bread by artisan baker Alex Gooch of Hay on Wye.

Cheese:- Apart from Deli Tinto in Presteigne. If you enjoy good cheese we thoroughly recommend a trip to the Mousetrap, Leominster's cheese shop, just off Corn Square (also branches in Hereford, Ludlow and Monkland).

If you are cooking at the cottage or want to take some fine foods home,

Ludlow has many good local shops to tempt you (as well as Aldi and Tesco). There is a Market in the Square most days. Also worth a visit is The Ludlow Food Centre (has a good café) on the A49 on the Knighton side of Ludlow.

Supermarkets:- Large Co-op in Knighton sells everything from pizza to coal. It also sells the cheapest petrol locally. Opening Hours -

Mon – Fri 7.00 am. - 8.00 pm; Sat 7.00 am. - 10.00 pm; Sunday 10.00 am. - 4.00 pm

The nearest big supermarket is Morrisons in Leominster (on the A44, on the Presteigne/Barons Cross side of the town centre) and the town centre has a full range of shops (including Aldi and Boots). There is a Tesco in Ludlow and Llandrindod Wells and all the usual culprits, including Waitrose, in Hereford.

Petrol/Garage:- Presteigne Service Station ~ 01544 267365 ~ (Bryn Roberts) is the nearest mechanic, if your car lets you down. Bryn also sells

petrol 9-5 on weekdays and on Sat am, but the Co-op in Knighton is usually cheaper for fuel.

Other services:-

Post Office: There is a post office in the Co-op in Knighton and in Premier Stores in Presteigne. The **post box** in Norton is opposite the church, collections Mon – Fri at 5pm and Sat at midday.

Banks:– Presteigne : Lloyds TSB (open Mon, Wed and Fri). **Cash machines** in Presteigne, just along from Lloyds Bank (hidden in entrance between houses) and at the Co-op in Knighton.

Doctor:- If you need medical attention between 8am and 6.30pm please contact Presteigne Surgery, Presteigne on 01544 267985. Out of hours it transfers you to the “Shrop Doc” service. Or you can phone NHS Wales Direct on 0845 46 47, but **in an emergency call 999.**

Dentist:- 3 Wylcwm Place, Knighton LD7 1AE; 01547 520129 or Leominster Dental Practice, Dishley Street, Leominster, HR6 8NY; 01568 612515.

Chemist:- High Street, Presteigne or Boots in 5 Wylcwm Place, Knighton. The nearest Hospital **Accident and Emergency** Unit is in Hereford ~ 01432 355444 – about 23 miles. There is a Minor Injuries Unit at **Ludlow Community Hospital**, Gravel Hill, Ludlow, SY8 1QX - Opening hours: 08:00 to 20:00, Monday to Sunday

Police:- there are police stations in Presteigne ~ 01544 267222 ~ and Knighton ~ 01547 528310, Brecon ~ 01874 622331 ~ and Llandrindod Wells ~ 01597 822227 but opening hours are very limited.

Taxis: Radnor & Kington Taxis 01547 560205 (07831 898361); Knighton Taxis - 01547 528165. **You need to book taxis well in advance.**

Trains: The nearest Railway Station is in Knighton on the Heart of Wales line (trains three or four times a day between Llanelli and Shrewsbury and there are some trains to Crewe – at least before the pandemic – check current timetable: <https://www.heart-of-wales.co.uk>). It is a scenic journey in both directions and a recommended day trip, incorporating a walk between the country stations. The nearest mainline station is Hereford (but there are only a few direct trains to London each day, otherwise you have to change). From Leominster there are trains to Manchester, Crewe, Shrewsbury, Newport and South Wales.

Tourist Information:- Judge’s Lodging, Shire Hall, Broad Street, Presteigne ~ 01544 260650 ~ and the Offa’s Dyke Visitor Centre, West Street, Knighton ~ 01547 528753. Useful websites:

<http://www.visitpowys.co.uk/>

<https://www.visitherefordshire.co.uk/>

<https://www.visitshropshire.co.uk/>

Restaurants and Pubs in the area

Check whether these places have re-opened and, if so, the opening times. Please note that Covid restrictions in Wales may differ from those in England . Indoor dining should be available where circumstances allow from 17 May 2021.

This area has a wealth of good restaurants and pubs. We mention some of our favourites, but if you discover a delight please let us know and we will add it to our list.

Crocketts – opening at the end of May 2021 in 7 High Street, Presteigne. 01544 260017 <https://www.welcometocrocketts.com>

Wild Thyme – 01544 267177. 10 High Street, Presteigne. Italian themed restaurant.

Both places above open Thursday through to Saturday, but check! Booking necessary as both places are small

Daphne's Pizza, 53 High Street, Presteigne
<https://www.instagram.com/daphnes53highstreet/>

Cider Barn Restaurant at Dunkertons Cider Mill near Pembridge
www.the-cider-barn.co.uk

Bistro 7 in Ludlow - 01584 877412 – www.bistro7ofludlow.co.uk .

The Workhouse café, on the Presteigne industrial estate, but a good place for lunch.

Other local eateries

The Lion at Leintwardine - 01547 540 203 www.thelionleintwardine.co.uk

The Riverside, Aymestry **AA 2 rosettes**. - 01568 708440 ~ www.theriversideinn.org

The Harp at Old Radnor 01544 350655 www.harpinnradnor.co.uk

The Stagg Inn, Titley. - 01544 230221

Drinking -

No 46 Wine Bar, 46 High Street Presteigne. 01544 260230.

EMERGENCY PLAN/GENERAL

In case of fire leave the cottage immediately, closing the doors, and alert us in The Old Vicarage (01544 260038). If we are out please phone for the emergency services at an adjacent property, if you cannot get a mobile signal.

Professional linked fire alarm system fitted

The Designated Assembly Point is at the Old Vicarage.

Mains switches, stopcocks and valves

Water main stopcock is at entrance to main drive

Oil shutoff valve is situated on the oil supply tanks. This cuts off supply to the boilers=. NB. Boiler will continue to function consuming oil left in pipes after tank is shut off.

RCD board is located in the Garden Shed.

SUMMARY

We have taken every reasonable action and precaution to protect our guests' lives. Fire precaution equipment is checked regularly and boiler serviced regularly.

We are committed to maintaining these precautions and reviewing them as appropriate to afford the highest level of protection and the lowest possible risk at all times.