

Welcome to Ragmans...

Please find below important check-in information about the Bunkhouse and the farm, a copy of this was also emailed to you prior to your arrival.

Once you arrive, should you have any questions, please contact the Housekeepers/out of hours on the number left in the kitchen for you.

Keys: Check-in is now contactless. Keys will be left in the kitchen which can be accessed from the bunkhouse garden. There are separate keys for the sofa room, the kitchen, the shower room and there is a bolt on the fire door at the bottom of the kitchen steps.

Parking - for guests is in the Bunkhouse car park only, situated at the rear of the bunkhouse. Take the left hand fork at the bottom of the drive and drive up behind the barns. The car park is on the left. The bunkhouse is on your right.

Noise – please keep it to a minimum, no amplified music after 11.00pm or before 12 noon. There are residents living on site, close neighbours and other guests staying on the farm. This also applies to excessive noise around the fire pit and hot tub.

We are a working farm, so please be aware you may hear noise from farm machinery and work taking place on the farm during your stay.

General Safety:

Guests have full access to Bunkhouse, bunkhouse garden and bunkhouse car park. Restricted access areas – barns unless directed e.g. wood store access only; please don't touch any machinery/equipment. Please be mindful of electric fences and the pond and other vehicles around the farm. The farm car park is in constant use.

Child Safety - The farm is a working farm and the Bunkhouse is situated in the middle of the farm.

The bunkhouse has its own designated areas. Farms can present many interesting areas for children, please DO NOT allow your children any unsupervised access to any areas outside of the Bunkhouse garden and carpark. Potential hazards include the barns, machinery, a pond, vehicles, livestock, and wild boar. The bunkhouse and the farm may not be suitable for very small children.

Footpaths – there are plenty of footpaths around the farm. Please leave gates open/closed as you find them. Please be mindful of the livestock and do not disturb them.

Vehicles and property are left at the owners risk. Ragmans Farm do not accept responsibility for any vehicles or property damaged, lost or stolen.

Fire safety – see separate sheet included in this file that includes Fire Safety Guidance, and the Fire Procedure for what to do in the event of a Fire. Please make yourself aware of the fire alarms, exits and assembly point. No smoking in the building, please use tin/ashtray outside in seating area.

Fires are only permitted in the designated fire pit in the Bunkhouse Garden.

Woodburning stove – please do **NOT** put anything on top of the woodburner.

TV Instructions – can be found next to the TV in the living room and a copy is in this file.

Toilets/Shower Room – 2 flush toilets and three showers.

Cleaning – the bunkhouse and toilets/shower room are not cleaned during your stay. Complimentary toilet rolls are under the sinks in the shower room. Along with complimentary bin bags and cleaning materials. Please empty the bins as and when necessary throughout the duration of your stay.

Solar hot water is provided to the kitchen and shower room. When no water has been run for a while it is worth running a tap for several minutes to draw the hot water through from the storage tank to the bunkhouse taps.

Bedding: please do not take Bunkhouse bedding items outside.

An additional laundry charge will be made if necessary.

Woodburning Stove – please see instruction sheet included in this file on how to light the stove. Your booking comes with a complimentary basket of wood. Additional bags can be found in the small yard outside the living room fire door, along with extra kindling. Please leave money for the wood in the kitchen or you will be charged after your booking ends

Safety Tips - Please do not dry clothes within 2 meters of the wood-burner.

Please do not store anything combustible within 2 meters of the wood burner.

Please close the wood burner down and ensure the door is closed when leaving the Bunkhouse for the day, and before going to bed.

Wood Supplies:

The wood for the Ceramic Stove is in the barn (see map) instructions on how to light the stove are included in this file and on the notice board in the kitchen. There is a supply of newspaper/old paper and matches in the kitchen.

Fire Pit wood:

Firewood is charged for. Firewood is stored in the barn near the ceramic stove wood or you are welcome to bring your own. Please leave money in the kitchen or you will be charged after your booking.

Hot Tub: There is a hot tub in the Bunkhouse Garden (April to September) which can be used Friday to Sunday. This will be prepared ready for you. Full instructions can be found on the kitchen noticeboard and in the Guest Welcome File, which will also be in the kitchen. Please note children must be supervised at all times when in the Bunkhouse garden and in the hot tub. No smoking in the hot tub and no glass in/or around the hot tub.

Central Heating – this will be on/off depending on the time of year.

Rubbish: Please empty all bins before you leave and do not leave food and drinks in the fridge

Recycling: please empty your recycling into the recycling bins which are stored on a rack to the right of the Bunkhouse garden when you have your back to the Bunkhouse.

Compost/Worm Bin: You can put raw and cooked food in here (minimal citrus waste please). The bin is emptied into the Worm Bin opposite the recycling shelves.

Black-bin bags: complimentary bags are under the kitchen sinks. These bags need to go in the black wheelie bins by the recycling racks.

On leaving: *please leave the bunkhouse tidy, please wash up and put everything away*

Empty the rubbish, compost and recycling bins.

Please strip the beds and put the bedding in the bags provided.

Checkout time by 11am

Please turn off all lights and turn heating down.

Please ensure you have switched off the Hot Tub.

Please leave the keys in the kitchen and all doors unlocked.

The Bunkhouse will be checked after your stay, if there is a problem we will write with details and may charge for damage or breakages.

Please let us know if anything isn't working or is broken on arrival.

For places to eat, visit, local activities and events do look at the local tourism website <https://www.visitdeanwye.co.uk/>

Feedback: We hope that you have a great stay. Do let us know if there is anything we can do to improve your experience here.

Have a great time!

Best wishes

The Team at Ragmans