



Ash, Hazel & Elm Lodges,  
 Billingsley Park Lodges,  
 Billingsley,  
 Bridgnorth,  
 Shropshire,  
 WV16 6PF

**Welcome to Hazel Lodge.**

We have been busy making preparations for your holiday and hope that you will find everything you need. To help you enjoy your time here please take time to look through this folder. Hopefully you will find the answers to any questions you have regarding the lodge and its equipment. If you can't find out what you need to know please give Phil a call or text on 07454 519439, he will be happy to assist you.

**Emergency information**

You are located at Hazel Lodge, Billingsley Park Lodges, Billingsley, WV16 6PF

**Grid reference SO 708 842**

The gas isolation tap is located outside to the left of the front door as you face the lodge. The water stop tap is located beneath the lodge. The electrical isolation switch is located in the top of the cupboard located to the left of the seat recess near the front door. There is a torch located there which should remain there for use in an emergency.

Police/ Fire / Ambulance dial 999 or 911 in an emergency

**Medical Services**

<b>Accident and Emergency Unit</b>	<b>The Princess Royal Hospital</b> , Apley Castle, Grainger Drive, Telford, Shropshire, TF1 6TF 01952 641222	<b>Open 24 / 7</b>
<b>Minor Injuries Unit</b>	<b>Bridgnorth Hospital</b> , Northgate , Bridgnorth, Shropshire, WV16 4EU 01746 762641	<b>Open 8am – 9pm daily</b>
<b>Minor Injuries Unit 24 hour</b>	<b>Kidderminster Hospital &amp; Treatment Centre</b> , Bewdley Road , Kidderminster, Worcestershire, Y11 6RJ 01562 823 424	<b>Open 24 / 7</b>
<b>Dentist</b>	<b>Regency House Dental Practice</b> Regency House,39 Underhill Street, Bridgnorth, WV16 4BB 01746 766114	
<b>Doctor</b>	<b>Highley Medical Centre</b> Bridgnorth Road, Highley,Bridgnorth, WV16 6HG 01746 766114	
<b>Pharmacy</b>	<b>Highley Pharmacy</b> High Street, Highley, WV16 6LP <b>01746 861255</b>	



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### **Kitchen**

All the appliances are relatively straight forward to use, if you are unsure please ask. The oven door is to be kept **OPEN** when **GRILLING**.

Waste can be disposed of in the bins located near to the entrance to the park. There are recycling bins for paper and cardboard and glass bottles and cans.

### **Toilets**

**It is very important that nothing other than toilet paper is flushed down the toilet.** Anything else is highly likely to cause a blockage which will cause major problems with the septic tank system.

Please use bags supplied to dispose of wipes, sanitary towels, nappies etc. Only use the cleaning product supplied for the toilet, thank you.

### **Bedroom(s)**

The bed(s) is(are) made up with a fitted sheet and duvet with cover. If required, there are throws located in the wardrobes. Each guest is provided with a bath towel and hand towel which are for use indoors. The patterned/ coloured towel is for use on the decking when taking advantage of the hot tub. All linen and towels are not to be taken away from the lodge.

### **Security and Safety**

The lodge is fitted with smoke alarms and a carbon monoxide detector. If any alarm sounds leave the lodge immediately. Please take care in and around the lodge; we want you to stay safe and accident free during your holiday.

### **Public Transport**

Billingsley is not served by any public transport links; however, there are a number of local taxi firms. If you choose to travel by taxi always ensure you arrange your return journey in advance.

### **Tourist Information**

There are some ideas at the back of this folder on where to eat locally and take away food. There are also many leaflets for local attractions and activities. In the drawer of the TV table there are many more leaflets together with a range of maps and suggested walks. If you visit our website, [www.elmlodgebillingsley.co.uk](http://www.elmlodgebillingsley.co.uk), you will find even more suggestions and links to further sources of information. There is a huge range of very diverse attractions and activities in the immediate area. We are confident that there is something of interest for everyone no matter the weather.

### **Entertainment**

FreeSat and a DVD player are available in the lounge. See the card next to TV for instructions.

There is plenty of wildlife that flies over or wanders near to the lodge.

We have provided a range of books and magazines covering different topics. Please browse and feel free to take a paperback if you haven't finished it (leave the reference books though); equally add to the collection if you have a book you no longer want. They are also several games to play which you will find in the cupboard near to the entrance door.

### **Internet and Mobile Phone**

Internet access is variable as you are in a rural area but will provide for basic web usage. The best



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mobile phone signal is usually found to the front of the lodge though some networks enjoy better coverage than other and it does seem to fluctuate.

### Connecting to WiFi

Network name: **Lodge 3**

Wifi key: GT793WOKT

To access the internet you will need to start a browser on your device and log in using password:

**T29K8Q3X** These details are also on the inside of the cupboard above the kettle.

This browser page should remain open whilst using internet services.

### Outside

On the deck you will find a terrace table and 4 chairs; a parasol is provided during the summer. Please close the parasol when not in use. The cushions for the rattan furniture are to be found in the wardrobe. Be sure to read the hot tub policy before you use it. We want you to be safe while having fun.

### Heating and hot water

Continuous hot water is supplied from the boiler located in the cupboard next to the front door. It should remain turned on at all times. Heating is controlled by the thermostat control situated adjacent to the dining table. Turn this to its normal setting to switch the heating on and turn down to zero to turn off.

### Supermarkets

<b>Co-operative</b>	High Street, Highley, WV16 6LP 01746 861215	
<b>Aldi</b>	Stourbridge Road, Bridgnorth, WV15 6AL	
<b>Sainsbury</b>	Whitburn Street, Bridgnorth, WV16 4QN	
<b>Marks and Spencer Simply Food</b>	43 St John's Street, Bridgnorth, WV15 6AG	

### Checking out

At the end of your holiday it would be appreciated if you would vacate the lodge by 10am. Please do not leave any food as unfortunately this can't be used and will need to be disposed of. Don't forget to **leave the key in the key box**, thank you. We hope you have a memorable stay and will want to return. Please could you spend a few moments completing the feedback form that accompanied your welcome letter? Your comments are very valuable to us to assist in maintaining and improving the quality of holidays at Hazel Lodge.