



The Street, Bolney
Haywards Heath
West Sussex
RH17 5PG

Dear Guest,

We would like to welcome you to our home at Bramble Cottage.

Please take a few minutes to have a look at the enclosed guest information.

It is very important that you are aware of the fire safety procedures for Bramble Cottage – these can be found at Appendix 1 in this folder – we encourage all guests to read these.

Should you need anything else, please ask us downstairs - you can contact us just by ringing the bell in the hall or our front doorbell If we are out then our Mobile Numbers are :

Peter: 07754 207181
Veronica: 07866 162388
HOME NO : 01444 881643- home phone usually
diverted to one of our mobiles when we are out.

We do hope that you enjoy your time with us, enough that you will feel like coming back, and/or recommending us to others!

Thank you

Veronica & Peter

P. S. If you have enjoyed your stay, we would really appreciate your placing a positive review on Tripadvisor for us .

THE LOCAL AREA:

RESTAURANTS/PUBS:

The following are both within a short walk of Bramble Cottage, their locations are marked on the local map at the back of this folder:

The Eight Bells (Pub /Restaurant): A 5 minute walk away. Bolney's Village Pub, with restaurant and bar menu, served Monday to Saturday 12 - 3 p. m & 6 - 9 p. m. Sunday lunch 12.30 – 5 p.m. Also has a large-screen non-SKY TV, and pool table, serves much locally sourced food.

Tel: 01444 881396

The Bolney Stage(Pub/Restaurant): About 15 mins. walk. This was originally an old staging post on the London-Brighton route (dating back to late 1600's !). It is usually quite lively and serves a wide range of dishes, also much locally sourced.

Tel: 01444 881200

It is recommended that you book in advance for both these, particularly at busy times such as weekends & summer.

If you want to go further afield, then either Haywards Heath or Burgess Hill are about 10 minutes drive away, and offer a wide range of restaurants and pubs. Burgess Hill also boasts a cinema, and both towns have indoor leisure centres.

LOCAL SHOPS:

Post Office

The local Post Office is a short walk along The Street (turn left out of Bramble Cottage and 500 metres up on the left), open on Monday, Wednesday & Friday, between 9.00 am and 12.30pm.

Garage Shops

There are also a couple of garages open 7 days a week, both quite close, one has an off-licence and also sells food snacks, and both sell newspapers & other convenience items (the nearest Superstores are in Burgess Hill & Haywards Heath).

CHURCHES:

The village has a 12th Century (C of E) Parish church , which is opposite the Eight Bells Pub. Most other churches are represented in Burgess Hill & Haywards Heath.

LOCAL PLACES OF INTEREST:

Bookers Vineyard:

Bolneys own local vineyard is only 5 minutes walk along the footpath from Bramble Cottage. You can purchase their wine from the vineyard shop or drop in for a tasting. If you are staying with us for reasons other than a vineyard visit, why not book a tasting tour with them and complement it with another stay at Bramble Cottage !!

Other attractions:

We also have leaflets covering many local attractions, on the shelf in the upstairs corridor – please help yourself. We have an even larger selection of brochures downstairs - please ask us if you would like to browse these. We also have 24 hour broadband internet access if you would like us to research any local attractions on your behalf.

LOCAL TAXI'S/BUSES:

We can provide telephone numbers for local taxi firms operating in Mid Sussex. There are bus services to Brighton, Crawley, Haywards Heath & Horsham – please ask us for more information (we have most timetables).

FACILITIES AVAILABLE AT BRAMBLE COTTAGE:

Breakfast:

We provide a traditional full English breakfast, together with tea/coffee, cereals, toast, and a selection of fruit juices. There are alternatives (e.g. continental breakfast, vegetarian alternatives, porridge) - just let us know what you prefer.

We look forward to serving breakfast for you, between 7.30 am and 9.00 am. It is very helpful if you let us know the previous evening, what you would like for breakfast. Please just come downstairs and go to the dining area when you are ready.

Tea/coffee making & other facilities:

Available in all rooms, we also provide room hair dryers and fridges. If you would prefer fresh milk, please let us know.

TV:

The TV is operated by means of the remote control. All our rooms have LCD flatscreen TV's with Freeview, and some also have a DVD player.

Free Wireless Internet Access

This is available to all guests – the keycode you need to input to your device is:

ced423ae

If you have any problems in connecting up, please let us know.

Ironing facilities:

Please ask us, should you need to borrow an iron & ironing board.

Telephone :

There is a public call box right opposite our house. Sorry, but the mobile signal indoors is sometimes a bit weak, and you may have to go outside to get a strong enough signal.

Garden:

You are welcome to use our garden at any time, there are various chairs/tables available. Regrettably our swimming pool does not have insurance which would cover use by guests – so guests must not use the pool. Children (under 16 years old) must be accompanied by an adult in the garden at all times, and **it is guests responsibility to ensure children do not go near the edge of the pond or the swimming pool.**

The public footpath network runs right beside our house, and we have a very nice short walk which will take you along the footpath and gives a tour of the village/church etc. There is some lovely countryside round about and it is well worth taking this in, if you have the time. There are some cards with local walks in the upstairs corridor, please borrow these if you wish.

Other activities at home:

- Indoor board games – we have a range of board games for guests to borrow
- Local walks – we have various local maps which can be lent out, if you want to sample some of the countryside around Bolney.

Please ask us if you would like to borrow any of these.

HOUSEKEEPING:

WE WOULD REMIND YOU THAT OUR HOUSE IS TOTALLY NO-SMOKING AND ASK ALL GUESTS TO PLEASE COMPLY. THIS IS A LEGAL REQUIREMENT AND ALSO INCLUDES NO SMOKING OUT OF THE WINDOWS!

IF YOU WISH TO SMOKE OUTSIDE, PLEASE MOVE AT LEAST 5 METRES AWAY FROM THE FRONT DOOR TO ENSURE THE SMELL OF SMOKE DOES NOT AFFECT OTHER GUESTS.

WE WOULD ALSO REQUEST THAT YOU DO NOT EAT HOT FOOD IN THE ROOMS. IF YOU HAVE ANY FOOD OR DRINK YOU WOULD LIKE US TO STORE IN OUR FRIDGE/FREEZER DOWNSTAIRS THEN JUST ASK.

Fire precautions/Emergencies:

Smoke alarms are in all rooms, and on the landing/downstairs. We also have fire extinguishers/fire blanket downstairs, and a window escape ladder in the upstairs corridor.

Should any of the alarms sound, then please check to see whether there is a fire, and alert us either downstairs, on our home number, or on one of our mobiles.

In the event of any fire, please note that we will meet over the road by the telephone box, to check everyone is safe.

Should you have an emergency during the night, please alert us downstairs by either ringing our downstairs bell, or by otherwise alerting us (Tel : 01444 881643).

Parking:

You are welcome to park on our front drive, off the road, however please take care not to block us, or other guests, in the drive!

Heating/Cooling:

All radiators have thermostatic valves to control the room temperature. Just adjust the valve upwards if you need more heat. For use in the summer, we provide each room with an electric fan for cooling purposes. These are kept in the wardrobes.

Extra bedding:

We have provided some extra blankets, which also are in the wardrobe. Should you need any more bedding, do let us know.

Door keys:

Feel free to come and go as you please, but remember to take your door keys!
Please make sure that you return your room and front door keys to one of us on the morning of your departure.

Ladies – stiletto heels:

Please do not wear stiletto's downstairs in the breakfast room, as they mark the floor.
Thank you.

Payment of balance- Arrival/Departure:

We normally collect the remaining balance owing, after your breakfast, on the morning of departure. In the event that you have booked at short notice and we have not taken a deposit, then we generally ask for payment on arrival, however if your stay is more than one night we will usually ask for a deposit on arrival.

We accept all major credit/debit cards (a 2% service fee is added for credit or Amex card payments), or cash. We regret we are unable to accept payment by cheque.

Check – is usually between 4.30 and 6.00 pm unless other arrangements are made. Please ensure that you have vacated your room by 11.00 am at the latest, on your departure morning, so that we can prepare the room for our next guests. A further charge may be made for guests arriving/departing outside these times

Terms and Conditions of Booking:

CANCELLATIONS:

We will normally refund your deposit if more than 48 hours notice of cancellation is given and we are able to re-let your room. If less notice is given, then deposit will be forfeited. We also reserve the right to request compensation for cancellation of a booking contract where necessary, if we are unable to re-let the room (s).

The price agreed (nightly rate), at the time of booking, is based on the period booked, as detailed in our confirmation letter. If there is any subsequent change (reduction), to the period of time booked, we reserve the right to increase the price (nightly rate), to reflect the shorter period.

We would recommend purchasing travel insurance to cover you in the event of your having to cancel your booking contract with us.

PROPERTY:

Guests are responsible for any damage they may cause to our rooms and property therein. A further charge will be made to cover our costs of repairing any damage.

The Environment & other guests:

In the interests of conservation, please endeavour to switch off any electrical appliances (eg: TV), heating etc, when not being used. If you do not use towels/flannels, please leave intact on the rails.

Please have regard for other guests enjoyment of staying here – we are very happy for guests to come and go as they please, but we do ask that everyone has consideration for others. In this connection, please do not create any undue noise after say 11 pm - either inside or outside - many thanks.

Access Statement

- Three of our guest rooms are at first floor level, up a single flight of stairs which have a single handrail. The fourth room is at ground floor level.
- Our breakfast area is at ground floor level, ground floor access from outside via a single step
- For guests not having their own transport there is a public bus service from level ground outside, to Haywards Heath, Horsham, Crawley and Brighton, with national rail link at Haywards Heath. Taxi service also available locally.
- If necessary we can produce information contained in our website, in large print – please ask.
- If you need any other service in relation to a personal impairment please ask us.

And finally

If you have enjoyed your stay with us, we would very much appreciate your taking a few minutes to post a positive review about us on : www.tripadvisor.co.uk. Many thanks.