

A stone-paved walkway leads through a series of wooden arches, part of a pergola structure. The walkway is made of large, light-colored stone tiles. To the right, a brick wall is visible. In the background, a stone staircase leads up to an outdoor seating area with a metal table and chairs. Potted plants, including purple flowers and a small tree, are placed along the path.

Woodlands Malvern B&B

Guest Information



Welcome to Woodlands! We wish you a very happy stay

We only provide our guest information booklet in electronic version. It is accessible on our website at <https://www.malvernbandb.com/guest-information-booklet> via your computer, tablet or smart phone, and on the TV in your room

In it, you will find some information about the house and your room, the surrounding area, and things that you may wish to do. Also included are contact details for taxi and medical services and what to do if there is a fire. Use the hyperlinks on the contents page to jump to different sections

Please feel free to ask us anything that will help you to enjoy your time with us

Linda and Andrew Burnett

v5.5/23



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View across the pear orchard towards the Suckley Hills



View across the plum orchard towards the Malvern Hills



Dusk, looking towards the Suckley Hills



Dusk, looking towards the house from the meadow towards the north

The house

Woodlands is an award-winning [oak-frame certified Passivhaus](#) with high ceilings and a multitude of exposed beams. It features many large windows extending to the floors which, together with roof windows over the double-height hall, flood it with daylight providing a sense of airy openness.



The double-height hallway at Woodlands

Designed and built to the [Passivhaus standard](#), Woodlands has a remarkably even temperature irrespective of the season or time of day, only getting a little warmer on record-breaking days when it's very hot outside; even then it remains cooler and pleasant inside. (In terms of 'overheating', that is, exceeding 25°C, it is performing better than predicted exceeding this temperature on 0.57% of occasions versus a predicted 1.9% – the Passivhaus standard is no more than 10%). Sleeping is not a problem even on hot and humid nights: it stays cool and pleasant inside.

And in winter, the house has a constant and steady warmth throughout and is completely draught-free with no 'cold spots' even tight up against the windows.

Woodlands has [excellent indoor air quality](#) because of its imperceptible mechanical ventilation system that continuously extracts stale air and replaces it with filtered, 100% fresh, clean air that's warmed in the winter and cooled in the summer.

We ask you not to smoke in your room or anywhere in the house or our grounds. And as a further fire safety measure, we ask you not to use any lighted candles/tea lights or similar.

Your room

The Hare and the Pheasant guest rooms are on the ground floor and, although decorated and furnished slightly differently, are basically mirror images of each other. The significant difference between them is the en-suite bathroom facilities.

The en-suite in the Pheasant room has a large double-end bath with overhead shower, and the one in the Hare room has a large head (rain) shower and hand shower in a generous enclosure. Both en-suite bathrooms are supplied with softened water.



The two guest en-suite bathrooms

Light switches

The switch arrangements are the same in each guest room.

There are three sets of light switches and each controls the lights in the same way. One set is immediately inside the door and the other two are on either side of the bed.

For each set of switches, the one nearest to the door controls the ceiling downlighters. The one in the middle controls the bedside light on the door side of the bed and the one on the window side operates the bedside light on the window side of the bed.

The set of three light switches on the window side of the bed are dimmers and operate the same lights (push for on/off). If any of these dimmers are turned to the minimum (effectively off) position then it may seem that the corresponding other switches aren't working.

Please note that the lights in the room are LEDs (light emitting devices) and on a very low dimmer setting these sometimes flicker slightly – just turn them up a little and the flicker will disappear.



Ceiling and bedside lighting controls in guest bedrooms

The en-suite bathroom lights are controlled by two dimmer switches outside the bathroom. One controls the ceiling downlighters and the other the lights around the mirror and, in the en-suite with the shower, a light in the shower niche.

The en-suites also have separate automatic lights that come on when light levels are low in response to movement so if you want to use the bathroom at night you won't need to turn on the main en-suite bathroom lights. These lights are shown, for each en-suite, in the pictures below.

The light for the shaving/makeup mirror is operated by a pull cord and is independent of the other en-suite lights.



Automatic night lights in guest en-suite bathrooms

[The en-suite bathroom towel rail](#)

This is operated by a timer switch outside the bathroom. We ask that you leave the settings as they are. In the colder months, we switch this on to warm your towels in the morning and in the later afternoon/early evening.

Using the bath and the shower in the en-suites

There are bath mats for the floors in both en-suites as well as non-slip bath tub/shower mats. We recommend that you consider using these to reduce the risk of slipping on a wet surface.

Bath and shower controls in the bath en-suite (Pheasant room)

There are two controls for the bath and the over-bath shower water supply. The upper knob controls whether you are using the shower or the bath. Remember that water from the shower goes to the right as you face the control, so turn the upper knob to the right for water from the shower (also see the picture below).

The lower knob controls the water temperature. Turn towards red for hotter water and towards blue for colder.

The shower screen will turn back over the toilet should you want when using the bath.



Bath and shower controls in en-suite with bath

The bath pop-up waste ('bath plug') is controlled by a slide-knob on top of the filler/overflow in the bath. Push this to the right to fill the bath and to the left to empty it. We provide two non-slip bath tub mats in the bathroom to avoid covering the bath's central pop-up waste.



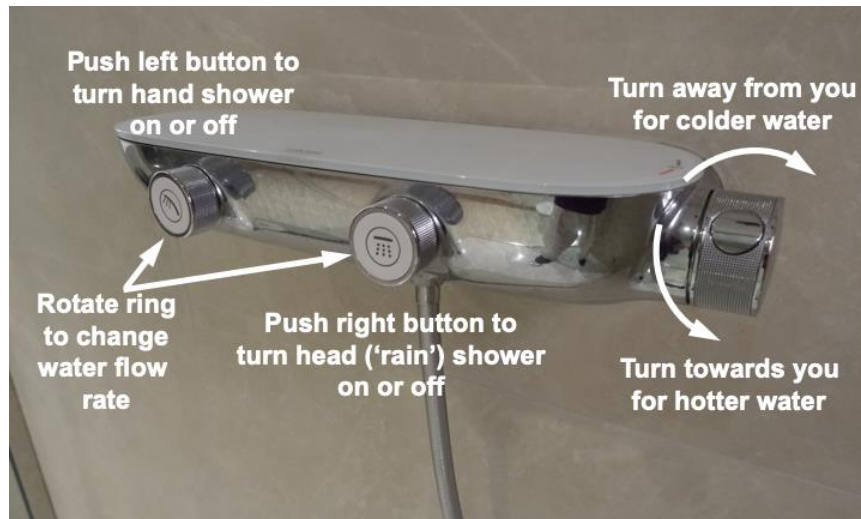
Bath pop-up waste control in en-suite with bath

Shower controls in the shower en-suite (Hare room)

The control on the left is for the hand shower: push the white button to turn the water flow on and off. Rotate the ring around it to change the water flow.

The control on the right is for the head ('rain') shower: push the white button to turn the water flow on and off. Rotate the ring around it to change the water flow.

The knob at the far end controls the water temperature. Turn it towards you to increase the temperature and away from you to decrease it.



Shower controls in en-suite with shower

Water temperature

You can set the water temperature with the basin mixer tap and with the shower and the bath controls. Please wait for a few moments to ensure that the water is at the temperature you want. The water will be slightly hotter on Wednesday evenings and Thursday mornings because it is automatically heated in the hot water tank to 62°C to ensure Legionella safety.

The toilet, wash basins and bath and shower: a special request

Please do not let *anything* other than human waste and the toilet paper that we supply go into the toilet bowls; or any chemicals other than the toiletries that we provide or the soaps or shampoos and hair conditioner that you may have brought with you, go down the waste pipes from the toilet, sinks, bath or shower.

Being in a rural location, Woodlands is not connected to a main sewer but has its own small [sewage treatment plant](#). This works with lots of 'good' bacteria breaking down everything that goes from the toilets, sinks, bath and showers to create clean, healthy water that is then discharged into the brook which is an open waterway at the bottom of the valley here.

It is thus very important that we all keep the bacteria in our sewage treatment plant healthy and happy. We therefore ask you to ensure that nothing harmful to these bacteria is put into the toilets, sinks, bath and showers such as drugs or other medicinal treatments of any type; alcohol; milk; cotton wool; facial or other wipes; cosmetics; sanitary items; nappies; chemicals or substances of any type other than toiletries as referred to. This, plus our use of special detergents and cleaners that are designed to be used with small sewage treatment plants like ours, will ensure that all the waste water from Woodlands is converted into water that is clean and fit to be discharged into the environment.

Drinking water

The water in the guest rooms is filtered, and it is also softened so its sodium chloride level is very slightly raised over that of the supply to the house. We consider this to be safe to drink and do so ourselves. However, we also supply bottles of Malvern Spring water in guest rooms if you would prefer to drink this.

We can also supply unsoftened water for drinking from the kitchen tap.

Heating

The additional heating needed in a certified passive house such as Woodlands is minimal. In the colder months we turn on the heated towel rails in the guest bedrooms. Operated by timers, these warm towels, and slightly warm the bathroom in the morning and in the late afternoon/evening. You can enhance this small room-warming effect by keeping the en-suite door closed overnight.

And should the house temperature start to drop underfloor heating in the en-suite bathrooms and the hall and boot room will automatically come on. The heat is supplied by a ground-source heat pump: we extract heat for both house heating and water heating from the meadow outside the house. Normally, this heating is only required for a few hours on colder days; the sun coming through the windows, the house insulation, and the mechanical ventilation heat recovery unit maintain a remarkably even temperature throughout the year both day and night.

The heat pump has been set to stop heating the water supply between about midnight and about 7am. Should the house temperature drop the heat pump will come on to supply the underfloor heating pipes. The heat pump usually only operates for half-an-hour or so each day to heat the hot water supply and a little longer for the rare occasions it's needed to warm the house.

Ventilation

All certified passive houses such as Woodlands have [mechanical ventilation heat recovery systems](#). These continuously extract stale air and replace it with 100% fresh air from outside and recover at least 90% of the heat from the air being taken to the outside to warm the incoming air. This system is automatic and is on all of the time. In your bedroom you will see an air outlet vent in the ceiling and an air extraction vent in the en-suite bathroom but you are unlikely to hear them operating even though they are doing so all the time.

You can also open windows in your room if you wish. There is a small window in the bathroom. You can open this by turning the handle from 6 o'clock (the closed and locked position) to 12 o'clock which will allow the window to tilt open and this is secure because the window opening is restricted. You can also turn the handle to 3 o'clock to open the window fully, but this is insecure because the window is not restricted.

There is also a large 'patio door' lift-and-slide window in each bedroom. This can be opened slightly or fully, and locked in any open position, as shown in the pictures below. The door handle only needs to be moved gently; if unlocked, and opened and closed correctly, there will be no need to force anything. Please rotate the handle fully from the 12 o'clock position to to 6 o'clock for both opening and closing.

In the unlikely event of a fire, the lift and slide window is also likely to be your simplest and fastest escape route.



Opening the window in the guest en-suite bathrooms



Opening and locking the lift-and-slide door in the guest bedrooms

Window blinds on the lift-and-slide door

The lift-and-slide door blinds are controlled by a remote control fixed to the wall by the lift-and-slide door. There are two blinds which can be controlled individually or together by pressing either buttons 1 or 2 or both before pressing the control buttons to open or close them (or to hold them part-way open) or to tilt the vanes of the blinds: see the pictures below.

With the blinds fully closed, you can tilt the vanes of the blinds to let in more, or less, light whilst maintaining privacy (as long as you keep the room lights are off) by using the 'arrow' vane tilt control buttons on the controller.



Controller for the blinds in the guest bedrooms



Blinds in a guest bedroom with the vanes tilted fully open for maximum view with maximum privacy (keep the room lights off for privacy!)



Blinds in a guest bedroom with the vanes fully closed

Television and Wi-fi access and ethernet connection

Woodlands is equipped with [powerline ethernet](#) devices (including in both guest rooms) providing both a [mesh Wi-fi](#) network and wired connections to our fibre-to-the-premises internet router. This means that you should have a good, seamless Wi-fi connection inside the house and immediately outside, including Wi-fi Calling for your phone if it is set for this.

The guest room TVs are connected to FreeSat via a satellite dish, and to the internet by an ethernet cable. And whilst you should also get a good Wi-fi signal, you will find an ethernet cable hooked behind your TV so you can make a wired internet connection to your computer with the standard ethernet plug or, using the attached adaptors, to a USB socket or an Apple Thunderbolt socket.

Instructions for connecting to the Woodlands guest network are provided in your welcome letter in your room.

For the ethernet powerline internet device, and the TV, in your room to work please ensure that the rocker switch by the power sockets on the wall by the TV is switched on, as shown in the picture below.



Power switch for the TV and the internet powerline/Wi-fi mesh device

The TV is operated by using the remote controller when the power is on (as shown in the picture above). The TV remote control is shown in the picture below.

Turn the TV on and off using the red button at the top left-hand corner of the controller.

Select the channel or radio station you wish to access by putting in the relevant code on the key pad or by using the P rocker switch on the right-hand side. A list of the codes for a selection of the TV and radio stations available can be found below.

The volume control is on the left.

To access internet TV channels and the internet itself, press the Home button and then use the left and right arrow keys to select the programme you want, or the web browser, from the menu on the bottom (as shown in the picture below). Confirm your selection by pressing the OK button.

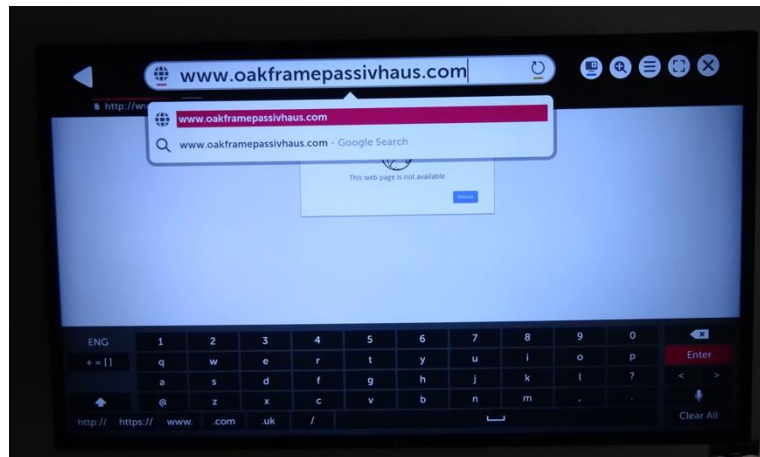


TV remote control



Pressing the Home button on the TV remote controller will bring up the internet channels menu. You can select the one you want from the menu at the bottom by using the left and right arrow keys

For web page access, filling in the web address bar is a bit clunky: you'll need to use all four arrow keys to get the cursor in the address bar and then use the on-screen keyboard. You can access websites this way or you can click on those highlighted on the page that opens when you click the OK button on the controller having selected the web browser from the menu. This guest guide can be accessed there for example.



You can enter web addresses in the address bar with the on-screen keyboard but it's rather laborious

A selection of the TV channels and radio stations available by code (there are more than are shown here):

101 BBC 1 West Midlands	122 E4	700 Radio 1
102 BBC 2 HD	124 More 4	702 Radio 2
104 Channel 4	132 Paramount	703 Radio 3
105 Channel 5	157 Dave	704 Radio 4 FM
106 BBC 1 HD	159 Yesterday	719 Capital radio
107 BBC 4	200 BBC News	721 Classic FM radio
111 ITV HD		
113 ITV 2		
115 1TV3		

Outside at Woodlands

You are welcome to sit on the terrace and to walk in the meadow and orchards.

Please be aware that there is a slight rise at the thresholds of the lift-and-slide doors in the guest rooms as well as at the front and rear doors to the house.

For your safety, please note that on the house side of the terrace there is a retaining wall slightly above the terrace level some 0.6m wide and topped with irregular-shaped stones in a traditional cock 'n' hen pattern. There is a drop of some 1.6m on the other side of this wall from the patio to the paved area around the house.

Please also note that the meadow and orchard surfaces are not even and there are holes in places where small animals have made their homes, as well as molehills. Depending on the time of the year and when it has been cut, the meadow will either be covered in relatively short grass or taller grass and wild flowers, including thistles, up to about 1m high. We keep

the orchard grass cut shorter a couple of times a year but there are occasional brambles and small tree stumps of various sizes there, as well as holes made by animals, and mole hills. The whole area is a natural field and not a bowling green, so please be careful: be aware of trip hazards, and enjoy the views.

In the far south west corner of our land (top right-hand corner viewed from the house), just beyond both the plum and the pear tree orchards, is an area, surrounded by trees and developing hedging, set aside for bee hives. Depending on the time of year and the ambient temperature, bees are likely to be busy here and we strongly advise you not to enter it. The bees may also be busy elsewhere collecting nectar and pollen but, in our experience, if you leave them alone they will leave you alone.

Please also be aware that the lane/bridle path outside Woodlands is used by horse riders, walkers, cyclists and vehicles.

Meals

Breakfast

We normally serve breakfast between 8am and 10.30am. We can vary this by prior arrangement. Breakfast is usually served upstairs but you can have it in your room if you prefer when we will leave it on a butler's trolley outside your door and you can wheel it in.

Evening cold platter in your room

If you don't want to go out for an evening meal we'll be pleased to prepare cold platters for you. Please let us know about this the day before your arrival for your first night, or at breakfast time for that evening (Saturday breakfast for a Sunday evening meal).

Depending on availability, these are the platters that we offer:

Meat – local ham, scotch egg, pork pie with chutney/pickles

Cheese – a selection of cheeses with chutney/pickles

Smoked salmon – smoked salmon and salmon fillet

Charcuterie - a selection of cured meats, cheese, olives and nuts

Each is served with crusty bread and is, we suggest, big enough for one person.

Platters will be left on a butler's trolley, which you can wheel into your room. You are welcome to take your meal onto the patio in warmer weather.

If you have any food allergies, please check the list of allergens for the foods/drinks that we provide at the end of this document and on our menu.

Alcoholic drinks

You are welcome to bring your own alcoholic drinks and, as appropriate, to store them in the 'silent' fridge drinks chiller in your room. Glasses are provided in your room.



Eating out

Here is a list of places that we have been to for meals, and would go to again:

[The Nag's Head](#) – A pub describing itself as having ‘Real ale, real food, real people’, it’s 3.6 miles away between West Malvern and Great Malvern. (This has also had rave reviews from all of our guests who have eaten there, including those with special dietary requirements)

[The Everest Eatery](#) – Describing itself as providing dishes that are ‘innovative Nepalese and Indian that are simply delectable’, with an aim to ‘Bring the best in Nepalese and Indian cuisine with a modern twist on traditional methods’, it’s 4.1 miles away in Malvern Link

[Anupam](#) – Describing itself as providing ‘Indian dining at its best’ with ‘wonderful aromas and delicious flavours to please all tastes and ages’, it’s 4 miles away in Great Malvern

[The Swan Inn](#) – Describing itself as ‘Worcestershire’s best gastro-pub’, it’s 8.9 miles away, the other side of Malvern Wells

[The Wellington](#) – An inn describing itself as ‘Offering well-kept real ales, eclectic wine list and individual quality cuisine at reasonable prices’, it’s 9.2 miles away, just outside Little Malvern

[Inn at Welland](#) – Describing itself as a ‘Stylish country inn serving classic British cuisine’, it’s 9.7 miles away at Welland, just beyond Little Malvern

[The Jockey](#) – An inn describing itself as ‘Where the ordinary is extraordinary’, it’s 13.1 miles away, the other side of Malvern

This list is not exhaustive; you will find still more cafés, pubs and restaurants in Malvern and nearby towns, including those specialising in vegetarian and vegan food.

Malvern eateries can get very busy; we recommend that you book a table in advance.

Taxi services

We have not used any of these taxi services, but these are some that are based in Malvern:

Classic Cabs – 01684 891010

Jak Malvern Taxis – 07460 883203

Kwik Cabs – 01684 569100

[Pittstop Travel](#) – 07894 630458

Our address is Woodlands, Batchcombe Lane, Storridge, Malvern, WR13 5ES. We are the last house on the left. This post code should bring the taxi directly to the house

Places to visit and Entertainment

Walks

The bridle path going past Woodlands is on the [Herefordshire Ramblers’ Elgar route](#) (Kelsall’s Farm Shop, referred to in their route description, is the building opposite Woodlands, since extended, where pears and plums from the trees on our site were once sold). There is also a footpath to Halesend Wood adjacent to Woodlands, and, in the opposite direction, you can climb up the locally-called ‘Cardiac Hill’ to the Birchwood Road and take a round route in either direction back to Woodlands

The Malverns and beyond

The Malvern Hills are 10-15 minutes away by car with [various walks of different lengths and difficulty](#) all providing spectacular views across Herefordshire, Worcestershire and Gloucestershire. The Malvern Hills are easily accessible from the [many car parks along their lower levels](#); the Lower Beacon Road car park, for example, is just 15 minutes' drive from Woodlands. And at this link, [you can get free maps and guides to the Malvern Hills](#).

But '[the Malverns](#)' is more than just its famous hills: the [town of Malvern](#) is also a 10-15 drive from Woodlands. Once a [spa village](#) (because of the famous [Malvern water](#) from the hills – also provided in your room) Malvern is a great place to visit for shops, meals and architecture such as [Great Malvern Priory](#), [Priory Park](#), the [Great Malvern Museum](#), the [Malvern Theatres](#), and the [Elgar Route](#)

[Upton-upon-Severn](#) is a town with a number of pubs and small shops and home to various large festivals, including [jazz](#), [sunshine](#), and the [folk festival and street parade](#). You can also [hire a boat here for a river cruise](#)

There is also the picturesque town of [Ledbury](#), and the larger towns of [Hereford](#), and [Worcester](#), each just 25-30 minutes' drive from Woodlands

Malvern is home to the [Three Counties Showground](#), which hosts a number of large shows, exhibitions and other events every year, and is 15-20 minutes' drive from Woodlands.

Malvern is also the home of the world-famous Morgan cars. Take a 15-minute drive from Woodlands for a [tour of their factory](#).

The [Malvern theatre](#) complex offers shows, plays, music and films. And a little further afield, there are theatres in [Tewksbury](#) and [Worcester](#), and there are [Vue](#) and [Odeon](#) cinemas in Worcester.

Further afield

A little further away, is the [Wye Valley and Forest of Dean](#); there is a variety of large animals in the [West Midlands Safari Park](#), and the regency town of [Cheltenham](#) is also worth a visit.

Our Covid-19 (and other respiratory diseases) policy

This section primarily concerns Covid-19 avoidance but the same principles apply for influenza and similar respiratory infections. We continue to apply the principles below even though the government is [no longer monitoring Covid-19](#) infection rates.

We were pleased to achieve the *We're Good to Go* industry standard (later withdrawn by the government) and to subsequently achieve [AA Covid Confident](#) accreditation confirming that we are following industry Covid-19 guidelines ensuring that processes are in place to maintain cleanliness and to aid social/physical distancing.

Adequate ventilation of indoor spaces is an important component of reducing SARS-CoV-2 virus transmission. Being a certified Passivhaus, Woodlands has an always-on mechanical ventilation heat recovery (MVHR) system that continuously brings 100% fresh and filtered outdoor air into the house and expels stale air to the outside. Unlike conventional air conditioning/air heating systems, there is no mixing of fresh and stale air in a Passivhaus MVHR system. Additionally, all rooms in the house except the toilet off the boot room have openable windows should it be desirable to increase airflow further. [We describe our MVHR system in greater detail here](#) and in the section entitled [Relative Humidity and Condensation](#) in this post you can see how our MVHR maintains relative humidity in the house in the optimal range to [reduce the risk of respiratory infections](#).

Reducing the risk of SARS CoV-2 virus coming into Woodlands

We are both fully vaccinated against Covid-19. However, we recognise that no vaccine is 100% effective and that it is possible to both develop Covid-19 and to spread it after vaccination, albeit usually leading to less severe disease in fully-vaccinated people.

Reducing the risk of people transmitting SARS-CoV-2 virus at Woodlands

[There is now a lot of evidence that SARS-CoV-2 virus is predominantly spread by respiratory droplets and aerosol.](#) We seek to ensure that all visitors from different households maintain social distancing when inside our home.

Should either of us develop Covid-19 symptoms we will: (i) immediately self-isolate for the appropriate time; (ii) cancel any guest bookings (and return payments received) and stop other visitors entering the house for the appropriate time; and (iii) seek medical attention if required.

Guest rooms and areas used by guests

Although the estimated numbers of people being infected with Covid-19 are relatively low, we continue to ask all visitors to Woodlands to practice social distancing. We normally only use one guest room at a time other than for single-household/family visitors requiring two rooms. This means that only single-household/family guests use the dining area upstairs. We can also provide breakfast in guests' rooms, placing them on a butler's trolley outside the door.

We do not offer a room cleaning service during guest stays but will be pleased to provide fresh towels, clean cups and glasses, and replacements for the hospitality tray and bottled water, as may be required, again, using the butler's trolley in the hall.

Vacated guest rooms are cleaned by: (i) steam cleaning tile floors and sanitaryware; (ii) sanitizing tile floors and bathroom touchpoints, the wood bedroom floor, common bedroom touch points such as window and door handles and light switches, hairdryer, kettle, drinks chiller, and TV remote control etcetera with Peracide™ solution¹; and (iii) washing bed linen and towels at 60°C.

The second guest room (unless being used by a guest from the same household), the plant room, the downstairs WC, the study, and our own bedroom are closed when guests are present to reduce the risk of contamination of surfaces.

When breakfast is served in the dining room guest places are set at the end of the table furthest from the kitchen. We wash our hands immediately before setting the table.

Breakfast cereal and similar items are placed on the table or on the nearby Welsh dresser beforehand.

Non-disposable items such as jam jars and condiments are sanitized with Peracide™ solution.

Breakfast menus and in-room welcome letters are printed on single-use sheets.

There is no in-room guest information booklet but [this information is available on our website.](#)

¹ According to the manufacturer, [Sky Chemicals](#), Peracide™ is proven to be highly efficacious with short contact times, including and Coronavirus in 30 seconds at 1000ppm; it meets over 60 EN-accredited tests; and achieves a 99.99998% (log 7) kill rate)

Room and house keys are sanitized with Peracide™ solution after each guest stay.

Should you be unfortunate enough to develop Covid-19 symptoms during your stay with us, we will:

- ask you to remain in your room until you leave and not use other parts of the house;
- encourage you to seek medical advice from NHS 111; and
- if you are unable to travel home immediately, we will provide you with meals and drinks in your room at cost. These will be left outside on the butler's trolley. The trolley itself and all items on it that are not disposed of will be sanitized with Peracide™ solutionⁱ with crockery and glasses being washed in a dishwasher, and those that are not 'dishwasher safe' hand washed and then sanitized with Peracide™ solution.

We will refund any charges for nights that you had booked but do not stay because you have developed Covid-19 symptoms less the service charge that we will incur from our payments processor, Stripe.

Should you develop Covid-19 during your stay, after you have left, your room will be deep cleaned, including the use of an X-Mist™ whole-room aerosol sanitizer (which meets standard EN 1276 and EN 1650 see: <https://www.x-mist.co.uk>), in addition cleaning and sanitizing of surfaces with Peracide™ solution.

Medical services

In a medical emergency, dial 999. Our address is Woodlands, Batchcombe Lane, Storridge, Malvern, WR13 5ES. We are the last house on the left. This post code should bring an ambulance directly to the house

For urgent and for general medical advice, phone 111.

There are two NHS GP surgeries serving our area:

- [Knightwick Surgery](#) – 01886 821279, which is 7.9 miles away, and where we are registered; and
- [Cradley Surgery](#) – 01886 880207, which is 3.6 miles away.

There is an [NHS walk-in centre in Malvern Link](#), which is 3.8 miles away.

The nearest acute hospitals with A&E departments are [Worcestershire Royal Hospital](#) and the [County Hospital Hereford](#)

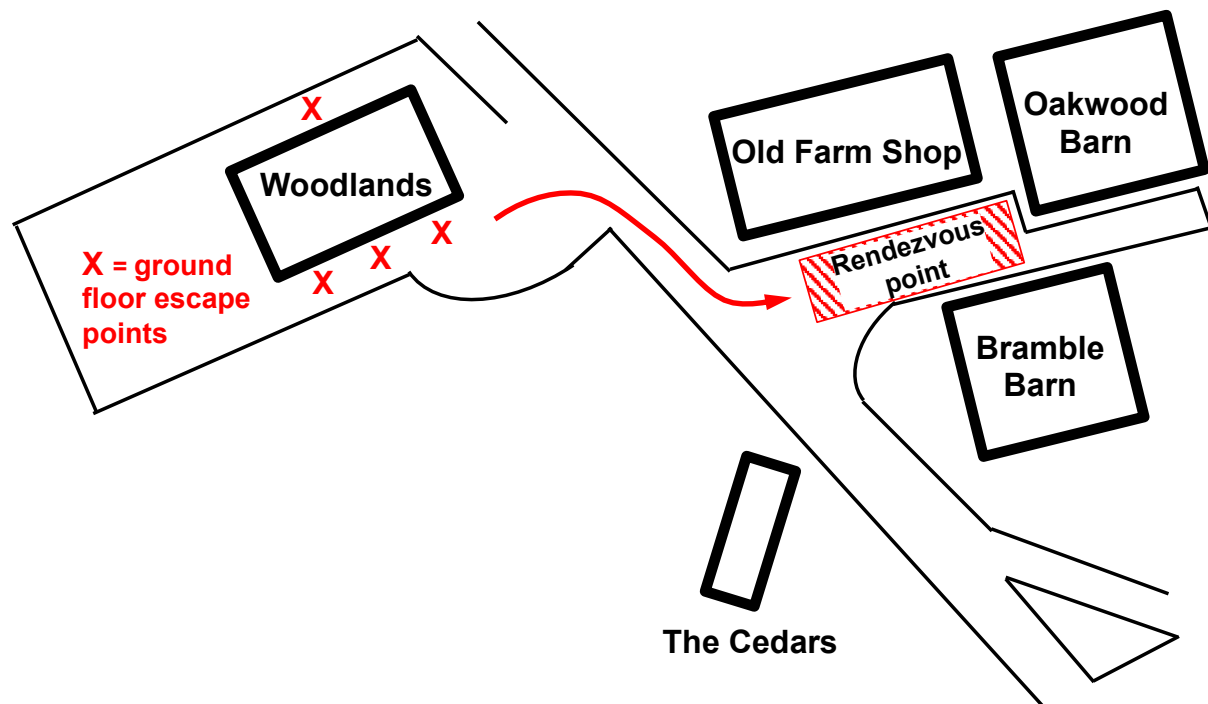
What to do if there is a fire

Woodlands is served by a mains-operated smoke/heat-detector fire alarm system, with battery back-up. This is tested weekly.

In the event of a fire your first consideration should be your own safety. Please:

- raise the alarm but only if you can still escape easily;
- do not try to put out a fire unless it is very small;
- leave the building by the front or rear doors or a lift-and-slide door in a downstairs bedroom. Go to the rendezvous point by the old farm shop opposite, as shown below;
- note that there is a fire extinguisher by the boot room door but you should only use this to put out fire obstructing your escape;

- do not stop to get personal belongings;
- close doors behind you (but don't lock them) to slow the spread of fire and smoke;
- at night, put on footwear and a coat. There is a battery lantern in the bedside table by your room door. Take this with you as there is minimal lighting outside; and
- do not re-enter the building until you are told it is safe to do so.









Woodlands Malvern B and B: dishes and their possible allergen content



Our kitchen is **not** nut free

Woodlands Malvern B and B: dishes and their allergen contents

Our kitchen is **not** nut free

DISHES														
	Celery	Gluten cereals	Crustaceans	Eggs	Fish	Lupin	Milk	Mollusc	Mustard	Nuts	Peanuts	Sesame seeds	Soya	Sulphur Dioxide / Sulphites
Welcome tray														
Cake		Wheat		✓			✓							
Cake (vegan)														
Cooked breakfast														
Local meat sausages		Wheat												
Sausages (vegetarian)		Barley, wheat		✓									✓	✓
Sausages (vegan)														✓
Bacon														
Eggs				✓										
Baked beans														
Tomatoes														
Mushrooms														
Tomato ketchup / brown sauce	✓	Barley												
Worcestershire sauce					✓									
Other breakfast foods/drinks														

Bread/toast		Wheat												
Fruit juices														✓
Kellogg's Cornflakes		Barley												
Kellogg's Fruit 'n Fibre		Barley, Wheat							✓					
Weetabix		Barley, Wheat												
Shredded Wheat		Wheat												
Jordan's fruit / berry / nut granola		Oats and others							✓					
Jams/marmalade														
Marmite	✓	Barley												
Butter							✓							
Milk							✓							
Vegan spread/block										Nut traces				
Smoked salmon					✓									✓
Avocado														
Yoghurt							✓							
Fresh seasonal fruit														
Evening platters														
Cheese							✓							
Ham														
Fish			✓		✓									
Crab pate (fish platter)			✓	✓			✓		✓					
Pork pie		Wheat											✓	
Pickles (some)		Barley							✓					
Salad	✓			✓										

Some salad dressings					✓									
Scotch eggs	✓	Wheat		✓										
Charcuterie							✓			Nut traces				
Bread/rolls		Wheat							✓					
Nuts and olives										✓				

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Reviewed by: Andrew Burnett



You can find this template, including more information [at www.food.gov.uk/allergy](http://www.food.gov.uk/allergy)