

Aphrodites Call Out V2

In case of an emergency which cannot be rectified please call 07951 109 825.
You may need to ring twice to get through.

If no answer please call Alan on 07813 083 123.

Aphrodites Boutique Suites
Longtail Hill
Bowness-On-Windermere
LA23 3JD
[///stint.record.spout](http://stint.record.spout)

Windermere Boutique Spa Suites
Ferry View
Bowness-On-Windermere
LA23 3JB
[///float.resurgent.helpless](http://float.resurgent.helpless)

Tranquil Retreat
Crook Road
Bowness-On-Windermere
LA23 3NE
[///stitching.joystick.towel](http://stitching.joystick.towel)

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Aphrodites Boutique Suites:

Main Door Passcode: **145836**

All bedroom locks and cabin gates use a master key for access.

Room 18 and 11's back door, which provides access to the hot tub, has a different key.

Housekeeping and store cupboards use a star key.

Machine washing shed: 2104

External linen shed (next to the bins): 1991

Maintenance shed: 1980

Spa Suites:

Main front door is one key.

The bedrooms use the main house master.

Room 21 also has a back door key and a door which joins the back passageway to the back laundry room.

Tranquil Retreat:

All main doors are open and cannot be locked.

All bedrooms are on the Tranquil master key.

Laundry cupboard uses a star key.

Alcohol cupboard is in a key box on the wall outside: 8791

External laundry cupboards are all on padlocks.

- Washing machine shed: 1981
- Linen at far end: 1977
- Freezer shed: 1981
- Hot tub shed: 1981

Fire

All properties have fire boxes which will indicate which room has set the fire alarm off.

Once you are convinced the property is safe, you can reset the alarm. If there is a fire, call the fire brigade.

If a call point has been pressed, you need to reset the call point before resetting the alarm.

- Spare glass for the call points can be found in the locked first aid boxes.

If someone has maliciously pressed the call point, please complete an incident report, let Alan Snelson TSO Ops know asap, take photographs of scene, and if you deem it necessary remove the guests from site. If someone is removed please let Alan know straight away. **Remember** to recover any and all room keys before guests leave site.

Aphrodite Boutique Suites:

In the male changing rooms, in the cupboard there is a fire panel for the pool area.

In the main hotel, next to room 11.

There are two boxes in this location, you will need to reset them both as they are in communication with each other. – Reset the right one first then the left one. (I have a key for the cupboard that I have missed and need to give to you)

Spa Suites:

At the bottom of the stairs, above room 21's door.

Tranquil Retreat:

Next to room 36.

Entrance to room 38 on the right.

Alcohol cupboard code: 8791

Fire alarm testing

Fire alarms are tested every Friday between 13:00 and 14:00. EMCS have this on an automated service. EMCS are the fire alarm company, if you need to contact them their number is 0844 8099980.

The password is Aphrodites. Reference 01058801.



Leaks

Check firstly if it is a leak or if the shower, sink or bath has been over filled. If it is coming through the ceiling, check the room above as the shower, sink or bath may have been left on.

It could be that the people in the hot tub, or multiple people (too many), have made the water come over the sides.

If it is a genuine leak, and it cannot be fixed, the water stopcocks can be found next to the cylinders. Locations are outlined on page 7 (Heating/Hot Water).

Noise/Disturbances

Visit the area of the room where the noise complaint has been made.

Check the room which is making too much noise. Politely ask the guests to keep the noise down, remove themselves from the hot tub or spa bath etc.

If the guests continue to make noise, then knock on the room and speak to the guests directly reminding them of the policy.

Guests who continue to disrupt other guests and don't follow instructions will need to be removed. Rooms will need to be checked for damage upon removal.

- Damage needs to be reported directly to Alan, along with photographs, straight away.

If guests are removed, and they leave in a car under the include of alcohol or drugs, this needs to be reported to the Police straightaway on 101.

[Contact us | Cumbria Police](#)

- Keys need to be collected from any guests who are removed.

Rooms are for two adults only. Children are not permitted. Having more than two people in rooms, or children, breaks the terms of their contract. Additional guests will need to leave. If children cannot be collected the whole room will need to leave.

Dogs are only permitted in the cabins at the main house. Rooms 6, 18 and 19.

Children, additional guests or dogs in non-dog friendly rooms need to be reported.

Heating/Hot Water

Main House:

Check the biomass outside the shed. Then the gas boilers in the shed leading to the biomass room. **Check the cylinders between 1 and 2. What are we checking them for ?** If the issue cannot be found or rectified in any of these areas call 07951 109 825.

Biomass shed code: 19912

Cylinder room uses a star key.

Spa Suites:

Boiler is the back cupboard accessible by the back of the building. If an issue cannot be found or rectified, call 07951 109 825.

Tranquil Retreat:

Check there is oil first.

Rooms 31 and 32 have their own boiler oil in room 31's garden. Code 1991.

Rooms 33, 34, 35, 36, 37, 38, 39, 40 and 41 have their own boiler. This is in the alcohol cupboard. Code 8791.

Rooms 42, 43 and 44 and staff accommodation is on air source heating which is electric.

Boilers are underneath the staff accommodation are oil. Code 1991.

Sauna/Hot Tubs

There are two different types of saunas.

Biofuel – rooms 21, 22 and 23, move the metal plate lid and light the liquid. To knock the sauna off they move the metal plate back over it. If the liquid has been spilled when it has been filled, it may set fire. If this is an issue, soak a towel in water and put it over the fire. This will put it out. The towel will then need to be put outside.

Electric – rooms 31, 32, 36, 37, 42, 43 and 44. Information is provided via a QR code which accesses the handbook. If not, guests may have turned the dial too far. Turn the dial anti-clockwise until it won't go any further. Then turn it clockwise 30 degrees – as if it is 5 minutes past the hour.

Hot Tubs

Instructions for the hot tub can be found by scanning the QR code on the side of the hot tub. Please ask the guest to follow these instructions if off site, or assist if onsite.

- **Please note** - the saunas, hot tubs etc will automatically turn off after 23:00. We cannot turn them back on. This is for the peace and quiet of all guests.

First Aid

All accidents need to be recorded in the accident book. A book is in the main reception desk.

A&E, 101 or 999 advice needs to be given to any guests who require it.

Any incidents need to be reported on an **incident report sheet**. Please let Alan know asap.

There are first aid boxes at each site. The key to gain access is on the keyring.

Electrical

Main House:

Trip boxes:

Kitchen – behind the door.

Room 11 – corner next to the mirror.

Room 16 – inside the door.

All cabins have their own in the wardrobe.

Room 1 – in the cupboard behind the sofa.

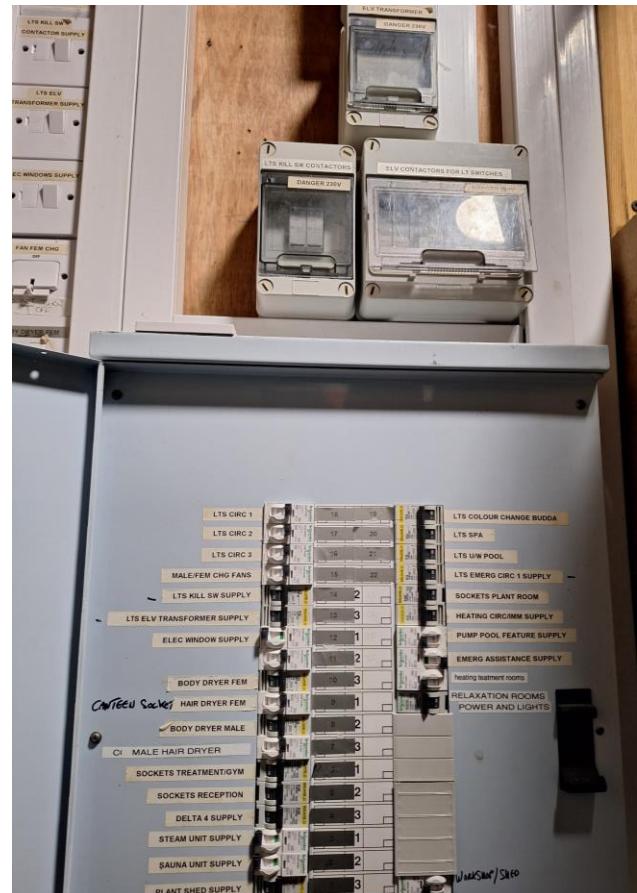
Room 5 – back of the wardrobe.

Room 9 – outside.

Spa Suites:

Room 23

Laundry room, access at the back of the building.



Tranquil Retreat:

Room 31's garden.

In the wine store code. 8791.

Staff toilet outside room 36.

In the kitchen.

Next to room 39 at the bottom of the stairs.

Before room 44 next to the alarm.

Complaints

For noise complaints refer to page 6 and report noise complaints to Alan.

After 22:30 hot tubs, spa baths, saunas and all amenities in the room should not be used.
After 23:00 the hot tubs will not turn on.

Any fuel top ups, extra alcohol, removes, towels, light bulbs, extra pillow issues that are not deemed an emergency need to wait until reception opens at 09:00 the next day.

Room 1, 2, 3, 11 and 12 have display fires only.

Room 21 has a bidden light switch behind the curtains.

If a room is too hot, rooms have fans in the wardrobe or cupboard. Ensure guests have turned the radiators are turned off and the windows are open.

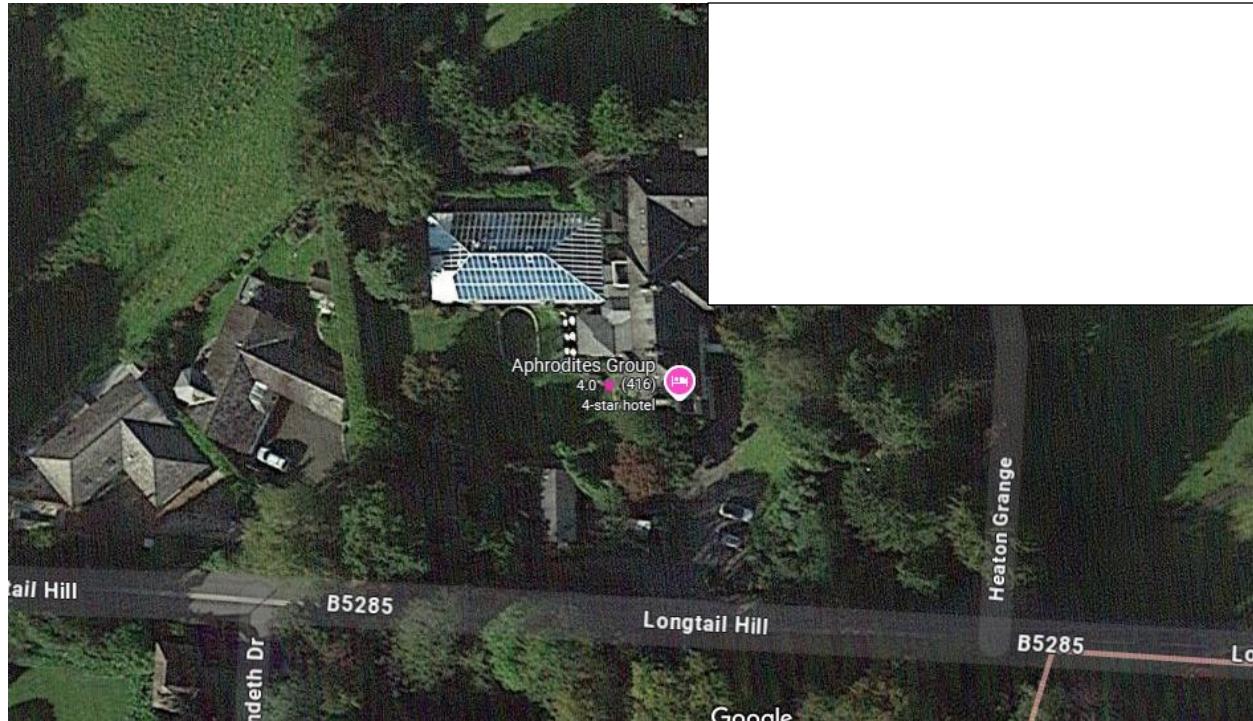
If a room is too cold, ensure the guests have turned their radiators up.

We cannot refill drinks fridges, give new pillows or turn the hot tubs etc on after 23:00.

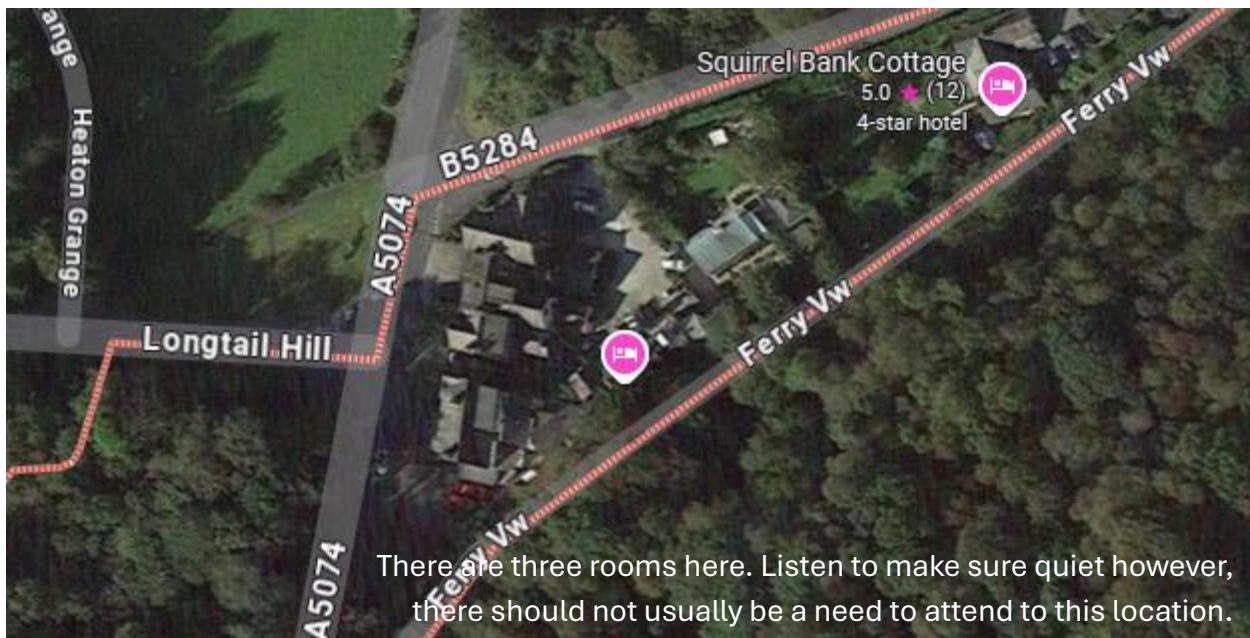
If you need to speak with any guest whilst wearing a bodycam, please advise you are recording.

Site Layouts

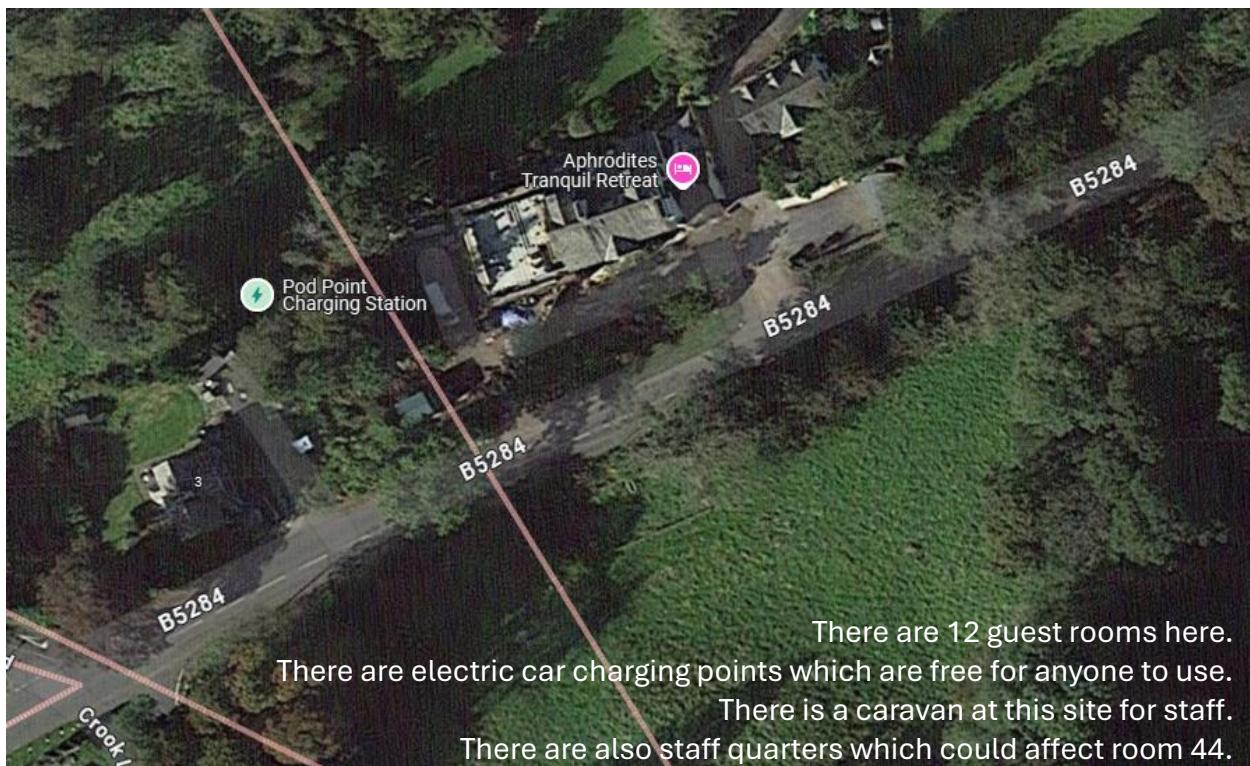
Aphrodites Boutique Suites



Windermere Boutique Spa Suites



Tranquil Retreat



Other Information

The internet code can be accessed in reception in Aprodite Boutique Suites via a QR code. Otherwise search for the name Aprodite and the password is APHRO123.

Lines switch over to security at 22:30.