



## Notes for guests

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# Introduction to Ringsfield Hall Trust

Ringsfield Hall was established in 1972 as a place for children from the city to experience the countryside through school residential visits and family, youth and church holidays.

As time has gone on we have developed programmes of eco education through Forest School, Nature Connection activities and Bushcraft.

In this way we hope to offer today's children the opportunity to-experience respect, empathy and acceptance develop independence, imagination and creativity in new ways have the freedom to be in touch with the natural world through discovery and exploration, develop their relationships with one another, recognise their impact on the planet and all life.



## Welcome to Ringsfield Hall!

We enjoy making this wonderful place available to people and really want you to enjoy your stay with us. Hopefully the information within this pack will help things go smoothly for you. We'll leave you to enjoy the house and the grounds in peace, however, there is always someone on call to give you a hand if needed.

\* **Please read the Emergencies** section to make sure you know what to do in the event of an emergency.

\* **Please ensure we have a Bed Plan** as this is required to meet fire regulations. We will display a copy for on-call staff in the event of a fire. Ideally, we would like you to display a copy for your group on the notice board near the front door.

If we are organising activities for you we will finalise details now you have arrived at Ringsfield Hall. However, if you are running your own programme of activities and need some help or have some questions, please do not hesitate to speak to the designated Duty Manager or other staff.

We really welcome feedback regarding your stay – let us know when you say goodbye, or send us an e-mail: [info@ringsfield-hall.co.uk](mailto:info@ringsfield-hall.co.uk) It's always good to know what went well, and what we can improve on!

On call phone numbers can be found on the Kitchen door in the Hall

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## Emergencies

Our Postcode: NR34 8JR

Grid Reference: TM 39242 87602

**Accident & Emergency (A&E)** – we are approximately 40 minutes from either of these hospitals:

- Norfolk & Norwich University Hospital, Colney Lane, Norwich, NR4 7UY
- James Paget Hospital, Lowestoft Rd, Gorleston, Great Yarmouth, NR31 6LA

If you call 999 generally a paramedic car will attend initially and decide whether to call an ambulance. This all takes time – we advise that, if possible, you take the person requiring treatment directly to A&E yourself.

**For Minor Injuries**– call the NHS 111. If you need to have a face to face appointment, they will direct you to Beccles Medical Centre,, St Mary's Road, Beccles, NR34 9NQ. (including Out of Hours). There is also a walk in service at: Norwich Practices Health Centre, Rouen House, Rouen Road, Norwich NR1 1RB, tel: 01603 677500.

**Emergency Dentist** – contact the NHS on 111 to be directed to a local on call emergency dentist

**Fire** – the house is covered by a fire sensor system. A loud alarm will sound throughout the house and also in the Centre Director's cottage.

You are responsible for your group and need to ensure that they are aware of the fire exits.

When the alarm is activated the fire doors near the bathroom on the first floor will close automatically. This means that people on the top floor are channelled down the back stairs, into the kitchen and should exit the building through the back door in the kitchen. The Duty Manager will be on hand to assist in the event of the fire alarm sounding.

**First Aid Kit** – on the wall just outside the Guest Kitchen. A number of Ringsfield Hall staff are qualified First Aiders if you need additional assistance.

## Security

You will be responsible for locking the doors and windows of the house at night. The ground floor windows have screw locks. Please ensure you only use the bottom bolt of the front and back door to facilitate quick exit in the event of a fire.

We will lock the back of the house around the laundry and staff room area.

## Post

The postman will collect outgoing mail from the box outside the front door daily and you are welcome to use this service.

All post for the site is delivered to this box. If you are handed any of our post please put it in the box and we will collect as usual.

## Smoking

There is no smoking allowed in the house or any of our other buildings. Please dispose of any associated litter considerately – not on the ground outside a door!

## Additional Equipment

We have a screen, digital projector and flip chart. You are welcome to borrow these – please ask if you need them.

## Wi-fi

Wi Fi is available. The password will be given to the leader on arrival.

## Being Environmentally Friendly

We seek to run an environmentally friendly house in order to reduce our impact on the planet.. We use environmentally friendly cleaning products for cleaning and washing. We also make use of any cleaning products that are left behind by guests with 'waste not, want not' in mind. We have supplied cleaning products and recycled toilet paper for your stay. Please let us know if you require 'top-ups'.

### Rubbish

We have a system for separating rubbish for recycling and ask you to adhere to this. In the Guest Kitchen there are bins for landfill, recycling, glass and compost.

**Recycling** – paper, foil (scrunched), tins, cans, rigid plastic (food trays, yogurt pots), card, waxed paper.

**Compost** – we make our own compost so please don't put food (cooked or uncooked), bread or toast in the bin. It attracts unwanted 'guests' in the garden. Vegetable and fruit peelings, tea bags, egg shells and coffee grounds are all fine in the compost bin.

**Glass** – we take glass to the local bottle bank at either Ilketshall St Andrews Village Hall or Ringsfield Village Hall. The glass bin can be emptied into a dustbin (marked Glass only) beside the bins and we will take it from there.

**Landfill** – anything that can't be recycled, composted or put in the glass bin. Food waste, soft plastic, crisp packets. Please ensure this bin is lined with a bin liner.

The above system is replicated in the Main Kitchen. Glass can be placed in the yellow trug in the Fridge Room. There is a large compost bin next to the Kitchen back door.

### Supplies

You're welcome to see our Ethical Sourcing policy, but in summary we aim to buy as ethically as we can, and try to reduce our 'footprint'. Where possible we use local suppliers depending on quantity requirements (many of whom are excellent), and generally buy British or Fair Trade. We do not knowingly buy GM foods and buy in bulk to reduce waste.

## Electricity & Lighting

We have solar panels which generate a proportion of our electricity and also supply some to the national grid. We are changing all bulbs used onsite to LED to reduce power usage.

Please remember to turn lights off when rooms are not in use.

## Downstairs @ Ringsfield Hall

### Front Porch

Please leave your outdoor shoes/boots here and change into slippers. It will keep you warm and stop the house from getting muddy!

### Dining Room

The dining room seats 48 people in its usual format. Additional seating is available if required.

Cutlery is stored in drawers in the unit underneath the hatch to the Guest Kitchen. Salt and pepper, heat resistant mats and the toasters are also on this unit.

The dining room has a separate heating system from the rest of the house and comes on three times a day. The radiators must not be turned off. The heating is controlled via the controller located on the left hand side of the door leaving the dining room for the kitchen. Please ask if you require assistance.

The fairy lights can be switched on via a socket on the left hand side of the room just into the glazed part of the room.

You are welcome to change the setup of the tables to meet your needs, however, the end door of the dining room, leading to the decked area is a fire exit. Access to this door must be available at all times.

### Library

Please feel free to read our books and share them with your children. There is a gas fire in the hearth which makes the room cosy – you simply hold the lever on the right hand side down to the very bottom until it lights, keep holding and let go gently. Turn it off by bringing the lever up to the top.

## Morning Room

An additional sitting room for your use, with piano – although we can't guarantee it's in tune – it gets a lot of attention from children who stay with us!!

## Accessible Toilet & Shower

This is located at the back of the house via the door to the right of the main stairs.

## Guest Kitchen

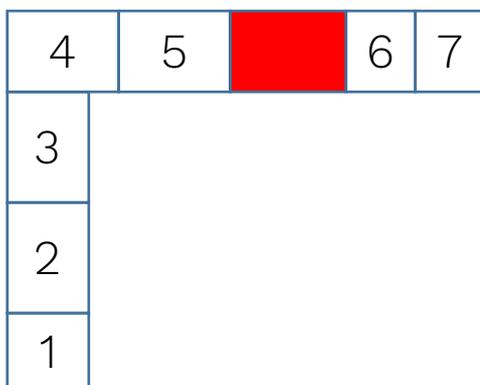
This is set up so that you can make refreshments away from the main kitchen. It has a fridge and mugs, beakers, jugs etc are all on full view. Crockery is stored in the cupboard next to the fridge. Glasses are stored in the cupboard next to the crockery cupboard.

Dishwasher – this is a tank-based model which needs to be switched on 1 hour before use. A load will then only take 2 or 3 minutes. It is ideal for glasses, cups and cutlery. It will wash crockery provided it is scraped clean and preferably rinsed, otherwise food debris will build up in the tank and render it ineffective.. Ask us for further instruction. The salt and detergent are fed automatically into the machine.

Washing up liquid is supplied for your use.

## Main Kitchen

As a self-catered group this is your kitchen while you stay at Ringsfield Hall.



1. Chopping boards
2. Pans & lids
3. Colanders, small baking tins
4. Roasting pans & trays
5. Small baking equipment
6. Top drawer – cooking utensils  
- 2<sup>nd</sup> drawer – knives
7. Top drawer – cutlery  
- 2<sup>nd</sup> drawer – serving utensils  
- 3<sup>rd</sup> drawer – whisks  
- 4<sup>th</sup> drawer – rolling pins, cutters

Lighting the burners: Use a gas lighter, which can be found in the stoneware pot beside the cooker.

Lighting the oven: Instructions for lighting the oven are available in the kitchen. A quick flick of the ignition button is recommended.

## Fridge Room

You will have access to Fridge 1 and Freezer 1 for your stay.

## Food Hall

We will leave you some shelf space for your food storage. You are welcome to use the food processors/mixers.

We do leave our supplies in the food hall too. Please make your group aware of which is your storage area.

## Upstairs @ Ringsfield Hall

### Heating

Heating for the middle floor and downstairs (not Dining room) is controlled via a controller located in the Laundry on the ground floor. We set the controls as appropriate for the time of year. However, if you are too cold/hot please let us know and we will make changes.

Hot Water is managed by the same controller and is on all the time you are staying in the house.

The top floor of the house has another heating system which is controlled via a controller in the Boiler room on the top floor.

### Showers

There are 2 showers in each bathroom on the middle floor. They are electric and have water pumped to them as our water pressure is poor. The main switches are located in the corridor between the bathrooms and must not be switched off. Please ask everyone to keep the shower curtains in the shower tray as floods in the Fridge room have been known!! Unfortunately the water pressure is too poor at this time to have a shower on the top floor. There is a bath, basin and WC.

### Heaters

There are electric heaters in the rooms which you are very welcome to use if you need additional warmth. Indeed, given the complex and rather old series of pipes in the building, some rooms do need them. Let us know if you need any help with this.

## Bedding

Please use your own bedding to cover our bottom sheet, top pillow and duvet. If you have forgotten some bedding please ask – we will be able to help you out.

Bedding and towels can be hired at a small charge-enquire on booking.