

OUR BENCH

New Forest Accessible Self Catering Holiday Cottages

11 Lodge Road Lymington Hampshire SO41 8HH
Telephone (+44) 77510 64167 Email: cottages@ourbench.co.uk



WELCOME TO OUR BENCH

We hope you have a wonderful stay in our cottages! On the day of your arrival, we will send you a text message (provided you've shared your mobile number) with your keylock code once the cottage is ready. In the meantime, here are a few suggestions to prepare for your holiday:

- Follow Our Facebook Page Stay updated with ideas for places to visit, upcoming events, and more during your time in Lymington. Follow us at: www.facebook.com/OurBenchSelfCatering
- Explore Our Website Our website features guides to [Lymington](#), the [New Forest](#) and [Day Trips](#) Lymington, the New Forest, and suggested day trips. Discover exciting places to visit and explore during your holiday: www.ourbench.co.uk
- Download Our Information Guide You'll find a paper copy of our information guide in your cottage, but feel free to download it in advance for added convenience: <http://www.ourbench.co.uk/Paperwork/CottageInfoPack.pdf>

HOW TO FIND US:

Please enter SO41 8HH into your satnav for directions. We offer three self-catering cottages:

- **Garden Bench** is located at 11 Lodge Road, with a brick-paved driveway available for parking.
- **Little Bench** and **Bench Cottage** can be accessed via a shared tarmac driveway – 9A Lodge Road. Parking and a turning space are provided at the top of the shared driveway for one vehicle per cottage, as detailed in our access statement on our website.

Any additional vehicles must be parked on the road. There are no parking restrictions.

ACCESSING YOUR COTTAGE

Upon arrival at Our Bench Cottages, you'll find a key safe. Ensure you're at the right cottage: the key safe for Bench Cottage and Little Bench is by the front door, while Garden Bench's safe is inside the gate on the house wall. You'll need your access code from the information form. We'll text you a reminder once the cottage is ready. If needed earlier, please email us. Hand sanitizer is available.

We aim to have the cottage ready by 3 pm if departing guests vacate by 10 am and leave it tidy. Check with us before leaving home to confirm readiness at 0775 1064167. We strive to air the cottage thoroughly; if it's cold, windows might be open and heating turned down. During your stay, if you air the cottage (which we encourage), please also turn down the heating.

WHAT TO EXPECT WHEN YOU ARRIVE

Your holiday cottage will be prepared with made beds, including mattress protectors, bed linen, duvets, pillows, blankets, and towels for each guest.

The kitchen is equipped with plates, cutlery, glasses (6 settings in Garden Bench, 4 in Bench Cottage, and 4 in Little Bench), plastic ware, saucepans, cooking bowls, utensils, washing machine, dishwasher, tumble dryer, microwave, toaster, kettle, Tassimo coffee machine (bring your own pods), cleaning supplies, dishcloth, hand towel, oven cloth, and tea towels. Inventory must remain in its original property.

Liquid hand soap and a toilet roll are provided; additional supplies and beach towels may be brought if necessary.

SPECIAL REQUESTS - Special equipment reserved will be available in your cottage.

ALLERGIES - Please inform us of any allergies or intolerances to help minimize risks.

DURING YOUR STAY

This property is privately owned. Guests are expected to enjoy the facilities and treat the property with respect. If you notice any damage in your accommodation, please inform us immediately so that appropriate action can be taken. If there have been any breakages during your stay, please advise us as soon as possible. The owner of Our Bench accessible holiday cottages is not liable for any temporary defect or malfunction of any equipment, machinery, or appliance in the building or grounds.

Please adhere to any social distancing guidelines and respect other guests' space. Any breach of these guidelines or our terms and conditions may result in being asked to leave.

When airing the cottage, it is encouraged to turn the heating down.

Children under 18 and dogs must be supervised by their parents or guardians at all times.

Please lock the doors and close the windows when leaving the property unoccupied. Ensure the wood burner is closed when leaving the cottage.

Subletting or re-letting the property, even free of charge, is not permitted under any circumstances.

ON DEPARTURE

We ask that you let us know when you have departed, we ask that you leave all windows open that are not in view of the road, if in view of the road please open the small windows or put them on window vent – to ensure the cottage begins airing and turn the heating down.

LOCAL INFORMATION

There is some information in the cottage to help you enjoy your stay and to enable you to make the most of the New Forest including maps, local walks and information leaflets.

There are lots of ideas and suggestions on our web site – www.ourbench.co.uk, if you have a look in the useful information section you will see ideas for places to visit in Lymington, around the New Forest and ideas for Day Trips.

For the latest local events are shared on our Facebook page:

www.facebook.com/OurBenchSelfCatering

NEAREST SHOPS AND RESTAURANTS.

The nearest shop to the cottage is One Stop with its post office and Tesco Metro – they are less than ½ miles walk, here you can stock up on the essentials – milk, bacon, fresh bread, croissants and your morning paper. There is a map directing you to the nearest shops with a route suitable for wheelchairs marked. There is also a fish and chip shop, a chemist in the village. The nearest Indian, Thai and Chinese, takeaway is at the end of South Street and there is a Dominos Pizza in Lymington which offers delivery – as well as lots of pubs and restaurants within a 5 mile radius.

Supermarket deliveries can be arranged between 11 am and 1 pm on Fridays, and we will place the groceries in the cottage for you. Please note that there is only an undercover fridge with a small freezer shelf available.

RECYCLING AND RUBBISH

We know every area is different – in the welcome guide you will find information on where to recycle your glass, general waste, compost and paper, card, tins etc. We have no facilities to dispose of “infectious waste” and sharps, as determined by our council, and all “Offensive Waste” must be bagged before being placed in the bin.

SAFE JOURNEY

We would like to take this opportunity to thank you for booking your holiday with us, we hope to pop in and see you during your stay to make sure that everything is satisfactory for you, so please let us know when you arrive. We wish you a very safe journey.

Yours Helen and Matt Renouf

Any problems during your stay you are welcome to contact us, and if you let us know when you arrive we will pop in and say hello and answer any questions you may have.

- **Our Bench Holiday Cottages +44 77510 64167**
- *Helen Renouf on +44 777 9852372 or Matt Renouf on +44 787 0341640 – emergencies only*