

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

We would like to ensure you have a lovely stay in our cottages, we will send you a text (if you have given us your number) on arrival day with your keylock number once the cottage is ready but in the mean time:

Prior to you holiday we would suggest:

- Follow our Facebook page - www.facebook.com/OurBenchSelfCatering - is a great page to follow for ideas of places to visit, forthcoming events and more during your stay in Lymington. You can then add them to your diary and make the most of your stay.
- Explore our web site: Our guide to [Lymington](#), the [New Forest](#) and [Day Trips](#) from the Our Bench website contain ideas of places to visit and locations to explore during your holiday – www.ourbench.co.uk
- **We recommend that all guests take a look at the Covid-19 page on our web site:** <http://www.ourbench.co.uk/Blog/Covid19.html> for the latest information.

How to find us:

Please put SO41 8HH into your satnav and follow the directions. We have three self catering cottages – Garden Bench is located at number 11 Lodge Road and has a brick paving driveway for you to park on. Little Bench and Bench Cottage are accessed via a shared tarmac driveway between number 9 and number 11 Lodge Road, there is parking and a turning space at the top of the shared driveway for your car – as per our access statement on our website. On any additional vehicles (other than one per cottage) must be parked on the road.

Prior to arrival

Due to the unprecedented situation in the UK and the risk of Covid-19, we would like to help our guests stay safe. We have updated our conditions so that if you have any symptoms, test positive or are unable to travel we can offer an opportunity to rebook and stay within the next 6 months of your arrival day (less your deposit) for your reassurance. We will need to see the evidence.

Accessing your cottage

When you arrive at Our Bench Cottages, you will find a key safe, please ensure you are at the right cottage - the key safe for Bench Cottage and Little Bench is by the front door, the key safe for Garden Bench is on the house wall just inside the gate.

You will need your access code which you chosen on the information form, we will send you a reminder via text once the cottage is ready. If you would like a copy sooner, then please email us. There is hand sanitizer available for you to use.

We aim to have the cottage ready from 3pm on arrival day – but this is dependent on the departing guests leaving by 10am and leaving the cottage tidy, and that we can access. We advice you to check before leaving home that your holiday is still doing ahead – 0775 1064167 is the best number to reach us.

Please let us know you approximate arrival time as we can then ensure the cottages are aired for as long as possible.

Special Requests

If you have reserved any special equipment, then we will do our best to ensure it is in the cottage for you. We do not include it in your cottage as standard. You are welcome to email and check your request. Email us with your name, booking ref, cottage with any questions to cottages@ourbench.co.uk

Allergies

If you are allergic / intolerant to anything please let us know, as then we can try to limit any risks.

What to expect when you arrive:

Your holiday cottage will be made up for you – all the beds have mattress protectors and bed linen – the beds will be made up with fitted sheet, duvet, pillows and there are blankets available in each cottage, and a bath towel and hand towel per guest.

The kitchen has plates, cutlery and glasses for your use during your stay – there are place settings for 6 in Garden Bench, 4 in Bench Cottage and 4 in Little Bench. There is also a set of two plastic plates, bowls and dishes. There is a set of light weight saucepans, a couple of cooking bowls and a range of cookery utensils. There is access to a washing machine, dishwasher, tumble drier, microwave, toaster, kettle, Tassimo coffee machine (please bring your own pods), some basic cleaning equipment and washing up liquid as well as a dishcloth, hand towel, oven cloth and 2 tea towels.

We provide some liquid hand soap in the wet room and some toilet roll, but we do recommend that you bring with you what you require.

We request you bring your own beach towels if you are heading to the beach.

A personal welcome

We will come and say hello and make sure everything is OK when you do arrival, so please let us know when you have arrived – we will be adhering to social distancing and are happy to wear a mask on request. We are aware for some of our guests this makes communication more difficult.

During your stay

This property is privately owned. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own home. In the event that you notice damage in your accommodation please let us know immediately so that we can take the appropriate action. If there have

been any breakages during your stay, we would be grateful if you advise us before you leave or leave a note.

The owner of Our Bench accessible holiday cottages shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building, or grounds.

Please be aware of social distancing with other guests, our neighbours and our community. Please respect their space and stay within the guidelines implemented during your stay – any breach of these and we will ask you to leave.

All inventory must remain in the property it was in at arrival and not be taken to another property. Children under 18 and dogs must be supervised by their parents/guardians at all times. The wood burner in Garden Bench should not be alight with children present in the cottage.

We would like to remind you to lock the doors and close the windows when they leave your property unoccupied. The wood burner should be closed down on leaving the cottage.

You may in no circumstance re-let or sublet the property, even free of charge.

The main symptoms of (COVID-19) are a high temperature, a new, continuous cough and a loss or change to your sense of smell or taste.

The main symptoms of coronavirus are:
a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
a loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

To protect others, do not go to places like a GP surgery, pharmacy or hospital if you have any of these symptoms. Return home (self-isolate) and get a test.

Notify us as soon as you depart. You and your party must leave.

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.

Tourist 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. We have also include some maps in the cottage, a number of accessible walks, and suggestions for some of our favorite places to visit on the handy welcome guide you will find on the table as you enter.

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 also a fish and chip shop, a chemist and a mobility shop 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 – it is worth checking out – The Ship on Lymington Quay, The Walhampton Arms just outside Lymington, The Royal Oak at Downton, or for coffee – the Beachcomber Café at Barton, Mabels Café at Shallowmead Nursery, Otters Nursery, both in Lymington and the Avon Beach Café at Highcliffe are well worth discovering.

Wifi

You will find the Wifi password in the holiday cottage – in the welcome sheets on the table, along with a map directing you to the nearest shops.

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 household waste.

If you have any covid-19 symptoms and have to travel home early – then you will find a pink waste bag in the kitchen – please put any contaminated waste in it – as council policy means we can not dispose of it in this week's rubbish – please leave this in the wet room, along with anything else you may feel will put us at risk and notify us of your departure asap.

Local Paper

The local newspaper is called the Lymington Times or New Milton Advertiser (same paper – the name depends where you purchase it) this is available in both Tesco and One Stop in the village and comes out every Friday – it is a great place to find out events that are on too.

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