



FERNY CROFTS
Scout Activity Centre

**WELCOME TO
FERNY CROFTS**



**THE MOUNTBATTEN LODGE BUILDING
MANUAL**



THE MOUNTBATTEN LODGE



At Ferny Crofts we are passionate about getting young people outdoors, learning through outdoor activities, adventure, and having fun! This building manual aims to ensure that you and your group have a comfortable stay in The Mountbatten Lodge.

We are a charity, owned and managed by Hampshire County Scout Council. Situated in the heart of the New Forest, we are ideally placed for hiking, mountain biking and exploring the wider New Forest area. In addition we have a wide range of exciting on-site activities. Full details of which can be found at Reception or on our website at www.fernycrofts.org.uk.

This building manual aims to ensure that you and your group have a comfortable stay in The Mountbatten Lodge. If you cannot find the answer to your query within this manual or you require further information then please come to Reception between 08:30 and 16:30 – 7 days a week, where a member of our friendly team will be happy to help. Alternatively ask one of the Ferny Crofts team around site, they can be recognised by their yellow shirts or blue staff jackets. We would really like to help you solve any problems as soon as possible, so please feel free to approach us!

In an emergency, outside of office hours, please contact the Duty Manager on:
07842 241 659

**IF EMERGENCY SERVICES ARE REQUIRED, PLEASE CONTACT THEM BEFORE
ALERTING THE DUTY MANAGER**

Read on to find out more about how your building works, and we hope you have a fantastic visit here with us.

The Ferny Crofts Team



WHAT TO WEAR CHECKLIST

Activity	What TO wear	What NOT to wear	Helpful tips
Three Stack Gladiator Challenge Leap of Faith/High All-Aboard Crate Stack Climbing, Abseiling, Bouldering, Jacobs Ladder, Wobbly Pole, Quick Jump Zip Wire	Closed Toe Shoes Winter - Warm Clothes - Waterproofs Summer - Long Shorts, T-shirt		
Paddle Games Raft Building	Closed Toe Shoes Winter - Warm Clothes - Waterproofs Summer - Long Shorts, T-shirt	On all activities you must NOT wear: Jewellery Flip flops, sandals, crocs Wellington boots	For ALL ACTIVITIES it would be helpful to: Have a hair band as all long hair must be tied up Avoid loose clothing Bring a water bottle Bring some sun cream Bring insect repellent Have any personal medication with you
Tunnelling	Closed toe shoes Winter - Warm Clothes Summer - Long Shorts		
Archery Rifle Shooting Tomahawk Throwing		On rope activities you must also not wear: Skirts, dresses Short shorts, strappy tops	When taking part in a PADDLE GAMES or RAFT BUILDING session it would also be helpful to: Have a spare change of clothes Bring a towel
Adventure Course Shelter Building Team Building Go Karts Aeroball Crazy Golf	Closed Toe Shoes Winter - Warm Clothes - Waterproofs (Except for Rifle Shooting as takes place Indoors)		When on a LOCAL HIKE it would also be helpful to: Bring a torch with you Have a small rucksack with you
Backwoods Cooking Pizza Oven	Summer - Sun Hat		
Local Hike/Night Hike			
Pioneering Nature Trail Orienteering Picture Trail Frisbee Golf			
Zorbing	No shoes to be worn when using		



GENERAL

LIGHTING

In order to minimise our impact on the environment, we try to save water and electricity where possible. This means that many of the lights in the buildings are on sensors so that they only come on if you enter the room. In addition to this, if there are windows in the wet rooms or toilets, they have dusk till dawn sensors on them so that the lights won't come on unless it is dark.

The rooms that are not on sensors are the main hall, the kitchen and the bedrooms.

WET ROOMS AND TOILETS

Please do not put any blue paper or sanitary products down the toilets as they WILL block up. Only toilet roll can be put into the toilet, please use the bins provided for everything else. Emergency sanitary products are available from Reception.

WINDOW AND DOOR LOCKS

Although there are locks on the windows, these are never locked as they are a means of escape in a fire. To lock the main door whilst the building is in use: Use the key to lock the door from the outside, then enter the building and close the door behind you. The door will be locked to prevent entry from outside, but still allow escape in an emergency.

HEATING AND HOT WATER

We will make sure that the heating and hot water systems are on, ready for your arrival. Heating is usually set to come on twice a day, but if you need to have it on for longer in the colder months, you are able to boost it by an hour at a time.



Use the attached pin and put it into the hole in the cover. Push once and this will boost the heating by an hour.



GENERAL

BEDROOMS

Each bed will be made up with a bottom sheet and have a pillow with a pillow case ready for your arrival. Guests will need to bring their own quilt or sleeping bag.

Unfortunately we are not able to clean soiled or wet sleeping bags, clothes or quilts. There is a laundrette available in the nearby town of Hythe. However, we will happily replace soiled bed linen—please ask in Reception.



CLEANING

Your building will be clean and tidy ready for your arrival. If this is not the case, please advise Reception so that we can remedy this for you as soon as possible. You will find general surface spray, washing up liquid & toilet cleaner available to use in the Lodge along with a green pan scourer, a metal tough scourer and a blue cloth in the kitchen. If you run out of the provided cleaning supplies or bin bags, paper towels etc during your stay, please let us know so that we can replenish these for you. We do not supply tea towels or towels.

TABLES & CHAIRS

There are 13 tables and 32 chairs for use in the Lodge. Instructions on how to assemble and disassemble them are stuck to the underside of the tables. These tables and chairs are for INDOOR use only. Please do not take them outside.

If you would like extra tables and benches for use outside, these are available to hire from Reception.



WI-FI

We have installed a new wi-fi system in the Lodge. This will show as FC Visitor when you scan for available networks. To access this you will need a code which is available from Reception. Each code can be used for two devices, the code will only work once and is restricted to leaders/teachers only as we have limited network availability in our rural location.



SAFETY



The Lodge will have the following safety items:

- Fire extinguishers with instructions on how to use them
- A first aid kit
- The main fire alarm
- A fire blanket located on the wall next to kitchen door

If you need help with any of these items then please ask a member of staff.



EVACUATION PROCEDURE

ON HEARING THE FIRE ALARM OR OBSERVING A FIRE

- Raise the alarm via the call point if appropriate
- Evacuate the building using the nearest fire exit, and gather at the Fire Assembly Point in the Main Car Park
- If possible, shut doors and windows
- Do not stop to collect any personal belongings
- Ensure that all of your group are present
- If no Ferny Crofts Staff are present call the Emergency Services
- Do not return to the building until told it is safe to do so by a member of Site Staff or the Emergency Services
- The Duty Manager will automatically be alerted in the case of alarm activation. Outside of Reception opening hours a member of staff will call you or attend

**SEE ATTACHED SHEET FOR FAMILIARISATION OF
EVACUATION ROUTES.**

THIS IS ALSO ON DISPLAY IN THE ENTRANCE TO THE LODGE



KITCHEN

When you arrive everything should be clean and ready for use. If there are any problems at all, please report this to Reception so that we can try to resolve any issues straight away. The fully stocked kitchen should have the following items:

ELECTRICAL EQUIPMENT :

Hot Water Urn for tea & coffee

Microwave

Toaster

Fridge & Freezer

Oven

Bain-Marie/ Warmer

If the water urn or bain-marie aren't working, ensure they are turned on at the wall as shown. The bain-marie does not need any water adding to it, it will warm up through the pipes.



OTHER EQUIPMENT/UTENSILS

Small pyrex bowls	6	Plastic water jugs	12	Small metal bowls	2
Large plastic bowls	6	Large plates	50	Medium metal bowls	2
Square ceramic dish	6	Medium plates	50	Large metal bowls	2
Small metal oval platter	6	Side plates	50	Plastic measuring jugs	2
Medium metal oval platter	6	Bowls	50	Gravy boats	6
Metal oval dishes	6	Small bowls	10	Wooden chopping boards	2
Large teapot	1	Mugs	50	Plastic chopping boards	6
Medium teapot	1	Plastic mugs	30	Mixing bowl	1
Grater	1	Glasses	50	Thermos jugs	2
Large colander	1	Draining spoon	1	Potato peeler	6
Sieve	1	Fish slice	2	Scissors	2
Serving trays	12	Ice cream scoop	1	Serving spoons	5
Saucepans	8	Ladles	3	Tin openers	2
Frying pans	3	Meat fork	1	Tongs	3
Oven & warmer trays	10	Spaghetti spoon	1	Whisk	1
Knives in block	5	Pizza cutter	1	Wooden spoon	3
Vegetable knives	6	Potato masher	2	Teaspoons	50
Knives	80	Forks	50	Spoons	50

Vacuum cleaner

Map & bucket

Broom & dustpan set



OVEN AND EXTRACTOR

The gas supply to the oven and hob will not work unless the extractor fan is turned on. Please follow the guidelines on the wall of the kitchen to turn the extractor fan on.

When you have finished cooking, please turn off the extractor and the power to the system



IN CASE OF EMERGENCY, push the red emergency shut off button, which will stop the flow of gas to the appliances.

TROUBLESHOOTING

If the gas is still not working, check that the red button is pulled out (twist to the left and pull gently) and check the power switches are turned on.

To light the hob, please use matches or lighter provided. To light the oven there is a clicker inside the oven doors as shown.

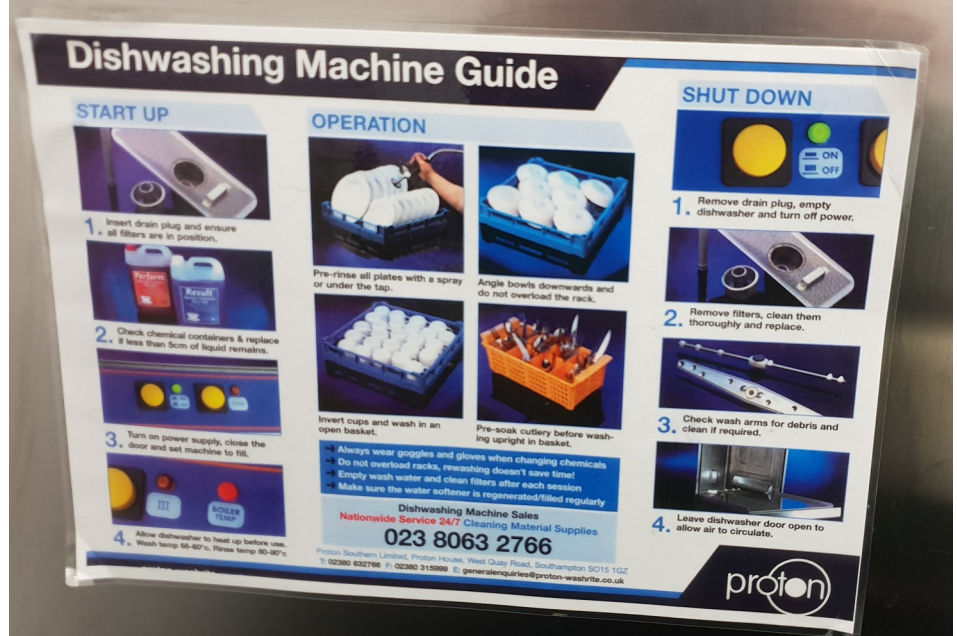
The gas ovens are large catering ovens. Due to their size they will take a long time to heat up, and food will take much longer to cook than in a domestic oven. We would recommend cooking items for a minimum of half an hour more than you would in a domestic oven.



DISHWASHER

Please see the side of the dishwasher for full instructions of use.

Please rinse items thoroughly before putting in the dishwasher as its main function is to sterilise and it may not remove dried on food.



TROUBLESHOOTING

The main cause of the dishwasher not working is the drain plug being inserted upside down.



The drain plug should be inserted this way up. If the dishwasher is not working then please remove the drain plug, make sure it is the correct way up and then replace. If the dishwasher still doesn't work then please let a member of staff know.

If you require extra detergent let Reception know and we will replace it for you.



RECYLING AND WASTE

We aim to recycle as much waste as possible here at Ferny Crofts. There are 3 bins in the kitchen to help you sort your waste before taking to the relevant waste bins located next to the Amenities Block.

Green: For mixed Glass

Black: For general waste. Please put everything into bin bags before disposal

Blue: Mixed recyclables. For a full list of what can and can't be recycled by our local Authority, please see below. Do not put recycling into bin bags first as it will not be taken



PLASTIC BOTTLES

Drinks • milk • toiletries and cleaning products



TINS

Food, pet food, sweets and biscuits



CANS

Fizzy drinks • beer • tea and coffee



AEROSOLS

Deodorant • hairspray • shaving foam
furniture polish • air freshener



PAPER

Newspapers • magazines • leaflets
envelopes • junk mail • catalogues



CARDBOARD

Cereal boxes • cardboard packaging
toilet roll tubes • egg boxes

WE DO NOT RECYCLE

- ✗ Plastic bags and film
- ✗ Plastic pots, tubs and trays
- ✗ Gift wrap and shredded paper
- ✗ Cartons and Tetrapaks
- ✗ Tin foil and trays
- ✗ Food waste

Please put these in your black sack



END OF STAY PROCEDURE



At the end of your stay, we ask that you leave the Building as you found it, and in particular, ensure that you do the following:

- Strip all used beds of linen and place in a neat pile in the corner of the room.
- Vacuum or sweep all rooms. Mop the kitchen, hallway and bathrooms.
- Empty all bins and take rubbish to the Recycling Area next to the Amenities Block.
- Close all the windows and open the curtains and blinds.
- Put all chairs and tables away neatly in the racks in the Main Hall.
- Ensure the food warmer is clean, empty and turned off. Turn off the hot water urn.
- Ensure all cutlery, crockery and utensils are clean and returned to the correct places.
- Please report any breakages or damage to Reception so that we can replace these items ready for our next guests.

Before you leave, please ensure you have paid your balance, replaced the key in the key safe and taken all of your belongings with you.



USEFUL PHONE NUMBERS AND ADDRESSES

Ferny Crofts Duty Manager	07842 241659
Police Non Emergency	101
Local Police Station (Hythe)	0845 045 4545

If you are involved in an accident with a forest animal
999 (emergency)
101 (non emergency)

Post Offices
Lyndhurst SO43 7BG
Brockenhurst SO42 7RA
Marchwood SO40 4SF

Cash Points
Tesco, Applemore
Lyndhurst, High Street
Hythe Centre

Supermarket
Tesco, Applemore
Co-op, Lyndhurst

Chemist
A.R. Pharmacy, Lyndhurst
02380282630

Launderette
New Forest Laundry
07887691515

Fish and Chips
Chip N Tails, Hythe
02380848447

Churches
Lyndhurst CofE, RC, BC

Nearest Beaches
Lepe - SO45 1AD
Calshot - SO45 16R

Nearest Sandy Beach
Highcliff - BH23 4TA



MEDICAL INFORMATION

Lymington Hospital 01590 663000
Welworthy Road
Lymington
SO41 8QD

Lymington Hospital has a **Minor Injuries Unit** with limited opening times
(8am - 9pm).

Directions: at the top of the Ferny Crofts track turn left. At the T-junction turn right towards Lyndhurst. At the next T junction turn left, now follow signs for Brockenhurst/Lymington. The hospital is just off the A337 once you are in Lymington.

Southampton General Hospital
Tremona Road
Southampton
SO16 6YD

02380777222

Southampton General Hospital is the closest 24hr Accident and Emergency Unit.

Directions: at the top of the track turn right. Straight over the cross-roads, then at the roundabout take the first exit. At next roundabout continue straight on along the A326. After the road becomes a dual carriageway take the first slip road, then follow the signs for A33 / A35 into Southampton. You will then be able to pick up signs to the A+E.

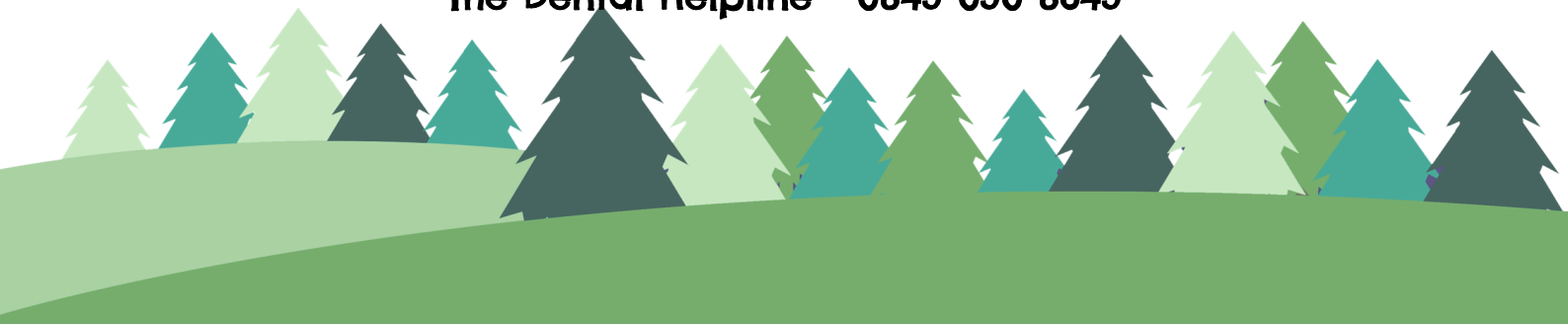
Local GP
Forestside Medical Practice
Beaulieu Road
Dibden Purlieu
SO45 4JA

02380844546

NHS Direct - 0845 050 4647

This is a 24hr help line staffed by nurses and professional advisors.

The Dental Helpline - 0845 050 8345



Mountbatten Lodge

Emergency Exit & Fire Safety Equipment Locations

