

INCA SUITE BUILDING MANUAL



WELCOME TO THE INCA SUITE



At Ferny Crofts we are passionate about getting young people outdoors, learning through outdoor activities, adventure, and having fun!

We are a charity, owned and managed by Hampshire County Scout Council. Being situated in the heart of the New Forest we are ideally situated 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 Inca Suite. 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



GENERAL

LIGHTING

In order to minimise our impact on the environment, we try to save water and electricity where possible. This means that the lights in main living area and wet room are on a sensor so it will only come on if you enter the room, and only after dusk for the living room. The rooms that are not on sensors are the kitchen and the bedrooms. In order to comply with fire safety regulations there is also an emergency light in the living room above the main door which has to stay on to illuminate the exit route.

WETROOMS 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.

WINDOWS 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 will still allow escape in an emergency.

HEATING AND HOT WATER

We will make sure that the heating and hot water are on ready for your arrival, then both are usually set to come on twice a day. The thermostat is located in the main living room if you find it is not warm enough in the colder months.

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 Inca Suite, 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.



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.



TABLES & CHAIRS

There is a table and 4 chairs located in the living room. Extra chairs can be found folded and stored next to the fridge



WI-FI

Customer Wi-Fi is available in The Inca Suite. 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. A code is needed for each individual device and is restricted to leaders only as we have limited network availability in our rural location.



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:

EQUIPMENT:

Kettle

Toaster

Fridge & Freezer

Oven & Electric Hob



OTHER EQUIPMENT/UTENSILS:

Saucepans & lids	3	Draining spoon	1	Potato masher	1
Large frying pan	1	Fish slice	1	Potato peeler	1
Oven dishes	3	Grater	1	Scissors	1
Baking trays	3	Ice cream scoop	1	Serving spoons	1
Tea pot	2	Ladle	1	Sieve	1
Jug	2	Colander	1	Tin opener	1
Wooden chopping board	1	Oven cloth	1	Tongs	1
Plastic boards	6	Pasta spoon	1	Whisk	1
Knife block & 5 knives	1	Pizza wheel	1	Wooden spoon	1
		Bottle opener	1	Stainless steel bowl	1
		Large baking tray	1		
Large plates	12	Knives	14	Dustpan & brush	1
Side plates	12	Forks	14	Broom	1
Bowls	12	Spoons	12	Vacuum cleaner	1
Mugs	12	Teaspoons	10	Mop & bucket	1
Wine glasses	12				
Glass tumblers	12				



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 Ameneties 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

SAFETY



The Inca Suite will have the following safety items:

Fire extinguishers with instructions on how to use them.

A first aid kit.

A fire blanket located near the main entrance door.

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



The main fire alarm for the Inca Suite is linked to that of The Croft building, so it will activate if a fire is detected in The Croft, as well as in the Inca Suite.

IF THE FIRE ALARM SOUNDS EVACUATE THE BUILDING REGARDLESS.



EVACUATION PROCEDURE

On hearing the Fire Alarm or observing a fire

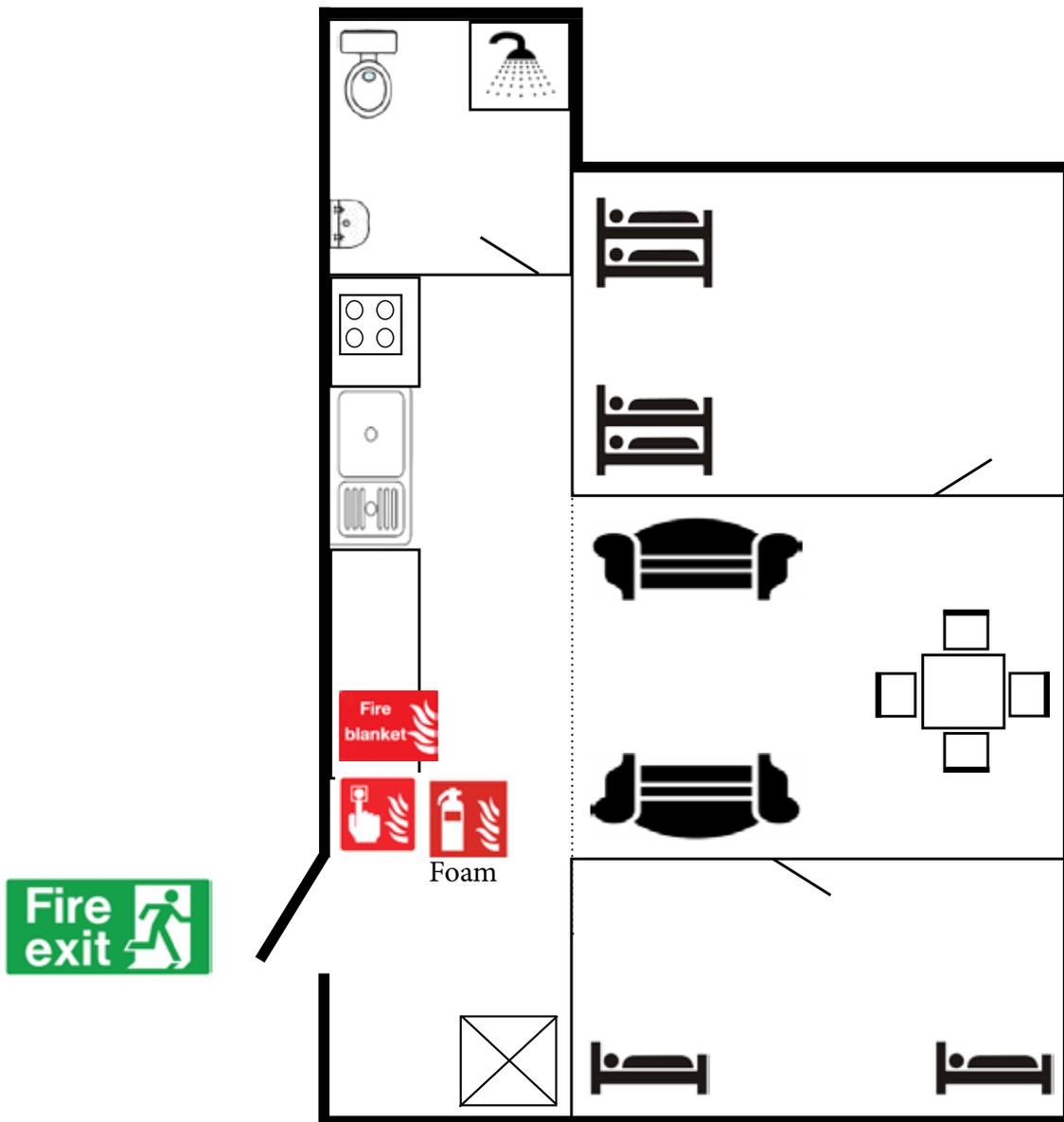
- Raise the alarm via the call point if appropriate
- Evacuate the building using the nearest fire exit, and gather at the Fire Assembly Point in the Main Car Park
- If possible, shut doors and windows
- Do not stop to collect any personal belongings
- Ensure that all of your group are present
- If no 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 kitchen of The Inca Suite



The Inca Suite

Fire Escape & Fire Safety & Equipment Locations



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.
- 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.

