

BEECH BROOK RETREATS

Welcome to

Marlbrook Farm Retreat

A spacious country escape for time together



BEECH BROOK

RETREATS

WELCOME GUIDE

House information • House rules • Pool, hot tub and sauna guidance

beechbrookretreats.co.uk

A NOTE FROM US

Welcome to Marlbrook

Hello and welcome!

Thank you for choosing to stay with us. We are delighted to welcome you to Marlbrook, a relaxing retreat in the beautiful Herefordshire countryside.

As a family-run business, we care about the little details that help you settle in, switch off and feel completely at home.

Make yourself at home

We hope you enjoy peaceful mornings in the courtyard garden and memorable days together using the 30 ft heated indoor pool, outdoor hot tub and sauna. Please read the leisure guidance before use.

Best wishes,

Andrea & family

Beech Brook Retreats

OUR WISH FOR YOUR STAY

*Rest well. Slow down.
Enjoy the countryside.*

EVERYTHING AT A GLANCE

House information

Keep this page handy during your stay



STAY CONNECTED

Wi-Fi

Network

Gigaclear_DC3D

Password

fbgvi31d10



FIND US

Location

Marlbrook Farm Retreat

Marlbrook Farm, Leominster

HR6 0PE

what3words

///shackles.smaller.keys



NEED A HAND?

Contact us

For non-urgent questions, please message us through your booking platform.

We aim to respond within one hour.



URGENT ASSISTANCE

Emergency

For an immediate emergency, call 999.

Susie 07557 273012

Andrea 07977 210496

TIP Save or photograph this page so your key details are always close at hand.

A FEW THOUGHTFUL REQUESTS

House rules

Thank you for helping us care for Marlbrook Farm Retreat

1

No smoking

Do not smoke or vape inside. Please use the outdoor butt pots and dispose of ends safely.

2

Pets

Pets are not allowed upstairs, in the pool area, or on furniture. Do not leave them unattended.

3

Outdoor shoes

Please do not wear outdoor shoes upstairs.

4

Farm animals

Please do not feed or enter the enclosures of the farm animals.

5

Please recycle

Use the recycling bins provided wherever possible and keep waste separated.

6

Quiet time

Respect our neighbours and keep noise to a minimum after 10:00 pm, especially outdoors.

RELAX SAFELY

Pool rules

Please read before entering the pool

SAFE USE

- Use the pool at your own risk.
- Children must be supervised by an adult at all times.
- No diving, jumping, running or rough play in the pool area.
- No glass, bottles or sharp objects near the pool.
- Do not use the pool if unwell or if you have an infectious condition.

CARE OF THE AREA

- Shower before entering where possible.
- No food or drinks in the pool.
- Keep noise respectful, particularly in the evening.
- Do not tamper with equipment, controls or safety devices.
- Dry off before entering the house.
- Close all doors and gates securely after use.
- Report damage, maintenance issues or safety concerns immediately.

IMPORTANT

Children must remain under active adult supervision throughout pool use.

RELAX SAFELY

Hot tub rules

For safe and relaxing use

BEFORE USE

- Use the hot tub at your own risk.
- Children under 16 must be supervised by a responsible adult at all times.
- Do not use if pregnant, if you have heart problems, or if advised to avoid hot water.
- Shower before entering and remove fake tan, heavy lotions and makeup where possible.

WHILE USING

- Maximum occupancy is 6 people.
- No glass, breakable items or food in or around the hot tub.
- No diving, jumping, rough play or horseplay.
- Do not use while under the influence of drugs or excessive alcohol.
- Limit sessions to 15-30 minutes, stay hydrated and keep the cover off only while in use.

WATER CARE AND AFTER USE

- Do not add soaps, bubble bath, salts, oils or chemicals.
- If water becomes cloudy, dirty or contaminated, notify the host immediately.
- Replace and secure the cover; leave jets, lights and controls at normal settings.
- Report any damage or malfunction promptly.

RESPONSIBILITY

- Guests are responsible for safe use.
- Additional cleaning, repair or damage charges may apply where permitted.

IMPORTANT

If anyone feels unwell, leave the hot tub immediately and seek assistance.

RELAX SAFELY

Sauna rules

Pause, cool down and stay hydrated

BEFORE ENTERING

- Use the sauna at your own risk.
- Children under 16 must be supervised by an adult.
- Do not use while under the influence of alcohol or drugs.
- If pregnant or affected by heart problems, high blood pressure or another medical condition, seek medical advice before use.
- Shower before entering and sit or lie on a towel.

DURING USE

- Limit each session to 15-20 minutes before taking a break and cooling down.
- Stay hydrated before and after use.
- Do not bring glass, food or electronic devices inside.
- Only pour clean water onto the heater if permitted.
- Never cover or tamper with the heater, controls or ventilation.
- Do not dry clothes, towels or other items in the sauna.

AFTER USE

- Leave immediately if you feel dizzy, unwell or overheated.
- Turn off the sauna after use.
- Report damage, malfunction or safety concerns immediately.

IMPORTANT

Never remain in the sauna if you feel dizzy, faint, unwell or overheated.