



GUIDELINES & INSTRUCTIONS

IN THE EVENT OF AN EMERGENCY PLEASE CALL 999

IF YOU NEED TO CONTACT SWINNEY WOOD IN AN **EMERGENCY ONLY**,
PLEASE CALL 07942 385706.

FOR ALL NON-URGENT MATTERS OR GENERAL ENQUIRIES, PLEASE EMAIL
ENQUIRIES@SWINNEYWOODLOGCABINS.CO.UK.

FIRST AID BOX

- WALL-MOUNTED IN THE PORCH OF YOUR LOG CABIN.
- INCLUDES HIGH-VISIBILITY VESTS.

FIRE EXTINGUISHERS

- LOCATED IN THE PORCH OF YOUR LOG CABIN.

FIRE BLANKET

- WALL-MOUNTED NEXT TO THE KITCHEN WINDOW.

AED DEFIBRILLATOR

- LOCATED ON THE ELECTRICAL UNIT JUST BEYOND THE THIRD CARPORT.
- PLEASE FAMILIARISE YOURSELF WITH THIS LOCATION.

FIRE ASSEMBLY POINT

- IN THE EVENT OF A FIRE, PLEASE EVACUATE IMMEDIATELY AND CALL 999.
- THE FIRE ASSEMBLY POINT IS BY THE BIN STORE AT THE ENTRANCE TO SWINNEY WOOD.
- TO ENSURE YOU ARE VISIBLE TO EMERGENCY SERVICE VEHICLES, PLEASE WEAR THE HIGH-VISIBILITY VESTS LOCATED IN THE FIRST AID BOX WHICH IS WALL-MOUNTED IN THE PORCH OF YOUR LOG CABIN.
- KEEP CLEAR OF THE ENTRANCE.

GUIDELINES & INSTRUCTIONS

REPORTING ISSUES OR MAINTENANCE

- IF YOU HAVE AN ISSUE OR CONCERN DURING YOUR STAY, PLEASE EMAIL US AT **ENQUIRIES@SWINNEYWOODLOGCABINS.CO.UK** SO WE HAVE THE OPPORTUNITY TO ADDRESS THIS AS SOON AS POSSIBLE.
- WE KINDLY ASK THAT ANY ISSUE IS REPORTED PROMPTLY. **WE ARE UNABLE TO OFFER COMPENSATION FOR ISSUES FIRST REPORTED IN THE FINAL HOURS OF YOUR STAY OR AFTER DEPARTURE**, AS THIS DOES NOT GIVE US THE OPPORTUNITY TO INVESTIGATE AND RESOLVE THE ISSUE WHILE YOU ARE STILL OUR GUEST.

BEHAVIOUR & CONDUCT

- KEEP NOISE TO A MINIMUM, ESPECIALLY AFTER 11PM.
- RUDE, ANTI-SOCIAL OR INCONSIDERATE BEHAVIOUR WILL NOT BE TOLERATED.
- PERSONS UNDER THE AGE OF 18 (INCLUDING BABES IN ARMS) ARE NOT PERMITTED ON SITE AT SWINNEY WOOD.
- DUE TO INSURANCE REGULATIONS, VISITORS ARE NOT PERMITTED ON SITE.
- NO PARTIES OR EVENTS – THE MAXIMUM NUMBER OF PERSONS USING THE ACCOMMODATION AT ANY TIME MUST NOT EXCEED 2 ADULTS, AGED 18 OR OVER.

DO NOT FEED THE WILDLIFE

- PLEASE DO NOT LEAVE ANY FOOD, FOOD WASTE, BIRD SEED OR OTHER FOOD ITEMS OUTSIDE FOR WILDLIFE.
- THIS CAN ATTRACT PESTS AND OTHER UNWANTED WILDLIFE TO THE SITE.
- THE BIRDS ARE FED BY THE SWINNEY WOOD TEAM USING SUITABLE FAT BALLS, SO PLEASE DO NOT LEAVE OUT ANY ADDITIONAL FOOD.
- PLEASE ENSURE ALL FOOD WASTE IS BAGGED AND PLACED IN THE BIN STORE.

GUIDELINES & INSTRUCTIONS

SAFETY & SECURITY

- ALWAYS OBSERVE THE 5 MPH SPEED LIMIT.
- PLEASE ENSURE DOORS AND WINDOWS ARE LOCKED WHEN YOUR CABIN IS UNOCCUPIED.
- DO NOT USE NAKED FLAMES OTHER THAN FOR LIGHTING THE LOG BURNER.
- ONLY USE BATTERY-OPERATED CANDLES.
- DO NOT LEAN ON, CLIMB, OR SIT ON ANY INTERNAL OR EXTERNAL BALCONIES – THIS IS FOR YOUR OWN SAFETY.
- BARBECUES, FIRE PITS AND ANY OPEN FLAMES OUTSIDE ARE STRICTLY PROHIBITED DUE TO THE WOODLAND LOCATION.
- IF YOU SMELL GAS, EVACUATE IMMEDIATELY AND CALL 999. ONCE YOU ARE SAFE, PLEASE ALSO NOTIFY SWINNEY WOOD USING THE EMERGENCY CONTACT NUMBER.
- DUE TO THE WOODLAND LOCATION, OUTSIDE AREAS MAY BE UNEVEN OR SLIPPERY – PLEASE TAKE CARE.
- TO RESPECT THE PRIVACY OF OTHER GUESTS AND FOR YOUR SAFETY, PLEASE DO NOT ENTER THE WOODLAND AREAS BEYOND YOUR CABIN.
- DO NOT CLIMB TREES OR APPROACH WILDLIFE.

GUEST CLEANING BEFORE DEPARTURE

FINAL CLEANING IS INCLUDED IN YOUR STAY, BUT WE ASK THAT YOU:

- LEAVE THE CABIN AS YOU FOUND IT.
- WASH AND PUT AWAY ALL DISHES, CUTLERY, AND COOKWARE.
- ENSURE ALL FURNITURE AND EQUIPMENT REMAIN UNDAMAGED AND IN THEIR ORIGINAL LOCATIONS.
- TAKE ALL RUBBISH TO THE BIN STORE AT THE ENTRANCE TO SWINNEY WOOD.
- IF THE CABIN IS LEFT IN AN UNACCEPTABLE CONDITION, AN ADDITIONAL CLEANING FEE WILL APPLY.

GUIDELINES & INSTRUCTIONS

PERSONAL BELONGINGS & VEHICLES

- PERSONAL BELONGINGS LEFT IN THE LOG CABINS AFTER DEPARTURE ARE THE RESPONSIBILITY OF THE GUEST. SWINNEY WOOD LOG CABINS CANNOT BE HELD LIABLE FOR THE SAFEKEEPING OR RETURN OF ANY ITEMS LEFT BEHIND. ANY ITEMS FOUND WILL BE DISPOSED OF.
- SWINNEY WOOD LOG CABINS ARE NOT RESPONSIBLE FOR THE LOSS OF ANY PERSONAL BELONGINGS OR VALUABLES OF THE GUEST.
- VEHICLES AND THEIR CONTENTS ARE LEFT ENTIRELY AT YOUR OWN RISK.

LIGHTING

- THERE ARE TWO LIGHT SWITCHES FOR THE PATHWAY LIGHTS LEADING TO YOUR LOG CABIN – ONE IN YOUR CARPORT AND ONE OUTSIDE YOUR CABIN DOOR.
- THE CARPORT LIGHT IS ON A TIMER AND WILL COME ON AUTOMATICALLY WHEN IT GETS DARK. IT IS NOT CONTROLLED BY THE PATHWAY LIGHT SWITCHES.
- THE LIGHT IN YOUR LOG CABIN ENTRANCE PORCH IS MOTION-ACTIVATED AND WILL COME ON AS YOU ENTER.

MAIN DOOR

- TO EXIT, TURN THE THUMB LOCK TO UNLOCK THE DOOR, THEN PRESS THE GREEN 'PRESS TO EXIT' BUTTON LOCATED BESIDE IT.

IF THE EXIT BUTTON DOES NOT RELEASE THE DOOR

- IF THE GREEN 'PRESS TO EXIT' BUTTON DOES NOT RELEASE THE DOOR, THE THUMB LOCK HAS NOT BEEN TURNED FULLY. TURN THE THUMB LOCK FULLY TO THE LEFT TO UNLOCK THE DOOR, THEN PRESS THE GREEN 'PRESS TO EXIT' BUTTON AGAIN.

GUIDELINES & INSTRUCTIONS

SLIDING PATIO DOOR

- TO OPEN, TURN THE THUMB LOCK TO THE RIGHT, MOVE THE HANDLE DOWN TO THE 3 O'CLOCK POSITION, THEN SLIDE THE DOOR OPEN.
- DO NOT PRESS THE HANDLE DOWN WHILE SLIDING THE DOOR, AS THIS WILL PREVENT IT FROM OPENING.

IF THE SLIDING DOOR IS VERY STIFF OR DIFFICULT TO OPEN

- WE APOLOGISE IF THE SLIDING DOOR FEELS STIFF OR IS DIFFICULT TO OPEN OR CLOSE. CHANGES IN WEATHER AND HUMIDITY CAN CAUSE THE TIMBER TO EXPAND AND CONTRACT. WHEN THE TIMBER EXPANDS, IT CAN TEMPORARILY PLACE PRESSURE ON THE DOOR FRAME, MAKING THE SLIDING DOOR MORE DIFFICULT TO OPERATE. UNFORTUNATELY, THIS IS DUE TO THE NATURAL MOVEMENT OF THE LOGS, WHICH IS A NORMAL CHARACTERISTIC OF TIMBER CONSTRUCTION AND CANNOT BE COMPLETELY PREVENTED. APPLYING FIRM, STEADY PRESSURE SHOULD NORMALLY ALLOW THE DOOR TO SLIDE FULLY OPEN OR CLOSED.
- IF YOU ARE STILL UNABLE TO OPEN OR CLOSE THE DOOR AFTER TRYING THIS, PLEASE CONTACT US AND WE WILL BE HAPPY TO ASSIST.

HOOVER

- A HOOVER CAN BE FOUND IN THE CUPBOARD BEHIND THE WARDROBE.

YARD BRUSH

- A YARD BRUSH IS LOCATED OUTSIDE BEHIND THE SAUNA.

HEATING

- THE UNDERFLOOR HEATING IS PRE-SET TO COME ON FOR A COUPLE OF HOURS IN THE MORNING AND AGAIN IN THE AFTERNOON.
- THE THERMOSTAT IS LOCATED ON THE SIDE OF THE FRIDGE.
- TO ADJUST THE TEMPERATURE, OR TO TURN IT ON OUTSIDE THESE TIMES, USE THE PLUS **+** AND MINUS **-** BUTTONS ON THE THERMOSTAT.
- **PLEASE DO NOT PRESS ANY OTHER BUTTONS.**

GUIDELINES & INSTRUCTIONS

RECYCLING FACILITIES

- ALL WASTE CAN BE PLACED IN THE LARGE BIN LOCATED IN THE BIN STORE AT THE ENTRANCE TO SWINNEY WOOD.
- THERE IS NO NEED TO SEPARATE YOUR WASTE — OUR WASTE MANAGEMENT COMPANY SORTS AND RECYCLES ALL MATERIALS, INCLUDING PLASTIC, PAPER, CARDBOARD, GLASS, AND GENERAL WASTE.
- PLEASE ENSURE ALL RUBBISH IS BAGGED AND PLACED IN THE BIN STORE BEFORE DEPARTURE.

DISHWASHER

- LOAD THE DISHWASHER AS NORMAL AND ADD A DISHWASHER TABLET TO THE DISPENSER IN THE DOOR.
- PRESS THE POWER BUTTON TO SWITCH ON.
- PLEASE SELECT THE ECO (50°C) CYCLE – THIS IS THE MOST ENERGY-EFFICIENT AND ENVIRONMENTALLY FRIENDLY OPTION.
- CLOSE THE DOOR FIRMLY TO START.
- WHEN THE CYCLE HAS FINISHED, THE MACHINE WILL TURN OFF AUTOMATICALLY.
- PLEASE ONLY USE THE TABLETS PROVIDED.

HOB

- PRESS THE POWER BUTTON TO SWITCH ON.
- PLACE YOUR PAN IN THE CENTRE OF THE RING – IT MUST MATCH THE SIZE OF THE COOKING AREA.
- USE THE **+** AND MINUS **-** BUTTONS TO ADJUST HEAT.
- THE HOB WILL NOT HEAT IF NO PAN IS DETECTED.
- THE SURFACE MAY STAY HOT AFTER USE – PLEASE TAKE CARE.
- TURN OFF THE HOB WHEN FINISHED BY PRESSING THE POWER BUTTON AGAIN.

IF THE HOB SHOWS “L”

- THE “L” MEANS THE HOB HAS BEEN LOCKED.
- PRESS THE POWER BUTTON TO SWITCH THE HOB ON.
- THEN PRESS AND HOLD THE **PADLOCK / KEY SYMBOL** FOR AROUND **4 SECONDS**.
- THE HOB SHOULD BEEP AND THE “L” SHOULD DISAPPEAR, ALLOWING YOU TO USE THE HOB AS NORMAL.

GUIDELINES & INSTRUCTIONS

OVEN & GRILL

- TO USE THE OVEN, TURN THE LEFT KNOB TO SELECT A FUNCTION AND THE RIGHT KNOB TO SET THE TEMPERATURE.
- CLOSE THE OVEN DOOR FULLY.
- THE OVEN WILL HEAT UP AND MAINTAIN THE SELECTED TEMPERATURE.
- WHEN FINISHED, TURN BOTH KNOBS BACK TO THE OFF POSITION (0).
- PLEASE DO NOT PLACE TRAYS, DISHES OR FOIL ON THE BASE OF THE OVEN, AS THIS CAN CAUSE DAMAGE.
- DO NOT USE THE OVEN OR GRILL CAVITY FOR STORAGE.



FAN OVEN



CONVENTIONAL OVEN



GRILL



FAN GRILL

GUIDELINES & INSTRUCTIONS

LOG BURNER

- A COMPLIMENTARY BASKET OF LOGS IS PROVIDED IN YOUR CABIN, WITH KINDLING AND TWO FIRE LIGHTERS, WHICH LOOK LIKE MINI HAY BALES.
- ADDITIONAL LOGS ARE £5 PER SACK FROM THE LOG STORE IN YOUR CARPORT. AT APRICITY, THE LOG STORE IS LOCATED ALONG THE SIDE OF THE CABIN. EACH SACK CONTAINS LOGS, KINDLING AND TWO FIRE LIGHTERS, WHICH LOOK LIKE MINI HAY BALES.
- TO PAY: LEAVE CASH IN THE HONESTY BOX OR EMAIL ENQUIRIES@SWINNEYWOODLOGCABINS.CO.UK SO WE CAN ADD LOGS TO YOUR BOOKING AND EMAIL YOU A PAYMENT LINK.
- ONLY USE LOGS PROVIDED BY SWINNEY WOOD.
- NO OTHER FUELS OR ACCELERANTS ARE TO BE USED.
- KEEP ALL COMBUSTIBLE ITEMS AWAY FROM THE LOG BURNER.
- THE LOG BURNER AUTOMATICALLY CONTROLS AIRFLOW – THERE ARE NO MANUAL CONTROLS.
- KEEP THE DOOR FULLY CLOSED WHILE IN USE AND NEVER LEAVE THE FIRE UNATTENDED.
- ONLY REMOVE ASH ONCE IT IS COMPLETELY COLD, USING THE METAL BUCKET PROVIDED NEXT TO YOUR LOG STORE. THE BUCKET WILL BE EMPTIED AT THE END OF YOUR STAY BY THE SWINNEY WOOD TEAM.

HOW TO LIGHT THE LOG BURNER

- SET UP THE KINDLING AND FIRE LIGHTER AS SHOWN IN THE PHOTO – THIS IS THE EASIEST WAY TO START THE FIRE.
- SIMPLY LIGHT THE FIRE LIGHTER WITH THE LIGHTER PROVIDED.
- CLOSE THE DOOR AND RELAX.
- THE LOG BURNER AUTOMATICALLY LETS AIR IN, SO THERE ARE NO MANUAL CONTROLS.
- SIMPLY ADD ONE OR TWO LOGS EVERY 45 MINUTES TO AN HOUR, APPROXIMATELY, TO KEEP THE FIRE GOING.

GUIDELINES & INSTRUCTIONS



GUIDELINES & INSTRUCTIONS

SAUNA

- TO TURN ON, PRESS THE POWER BUTTON AND ALLOW 20–30 MINUTES FOR THE SAUNA TO HEAT UP.
- TO TURN OFF, PRESS THE POWER BUTTON AGAIN.
- ONLY USE THE POWER AND LIGHT BUTTONS. DO NOT PRESS ANY OTHER BUTTONS.
- THE TEMPERATURE IS AUTOMATICALLY SET – PLEASE DO NOT ADJUST IT.
- ADULTS ONLY (18+).
- SHOWER BEFORE ENTERING THE SAUNA.
- REMOVE JEWELLERY BEFORE ENTERING.
- SIT ON A TOWEL WHILST USING THE SAUNA.
- LIMIT EACH SAUNA SESSION TO 15–20 MINUTES.
- STAY HYDRATED AND LEAVE THE SAUNA IMMEDIATELY IF YOU FEEL DIZZY, FAINT OR UNWELL.
- DO NOT USE THE SAUNA AFTER CONSUMING ALCOHOL, WHILST UNDER THE INFLUENCE OF DRUGS, OR IF TAKING MEDICATION THAT MAY CAUSE DROWSINESS OR DIZZINESS.
- ANYONE WITH A MEDICAL CONDITION SHOULD CONSULT A DOCTOR BEFORE USE.
- PREGNANT GUESTS SHOULD CONSULT A DOCTOR BEFORE USE.
- ONLY USE THE BUCKET AND LADLE PROVIDED.
- POUR ONE LADLE OF CLEAN WATER ONTO THE SAUNA STONES AT A TIME AND ALLOW THE STONES TO RECOVER BEFORE ADDING MORE WATER.
- DO NOT ADD ESSENTIAL OILS, FRAGRANCES OR ANY OTHER SUBSTANCES TO THE WATER.
- DO NOT TOUCH THE HEATER OR SAUNA STONES AS THEY BECOME EXTREMELY HOT.

IF THE SAUNA DOES NOT HEAT UP

- IF THE LIGHT ON THE CONTROL PANEL IS GREEN, PRESS THE TOP LEFT BUTTON ONCE. THE LIGHT WILL TURN AMBER AND THE SAUNA WILL BEGIN TO HEAT UP.

GUIDELINES & INSTRUCTIONS

HOT TUB

- YOUR HOT TUB IS DRAINED, CLEANED AND REFILLED WITH FRESH WATER BEFORE EVERY RETREAT, SO PLEASE ALLOW EXTRA TIME FOR IT TO HEAT UP ON YOUR ARRIVAL DAY.
- YOUR HOT TUB IS CHECKED DAILY BY THE SWINNEY WOOD TEAM, USUALLY BETWEEN 5:30AM AND 7:30AM. TIMES ARE SUBJECT TO CHANGE AND, IN EXCEPTIONAL CIRCUMSTANCES, MAY BE DELAYED.
- ONLY USE THE JETS, LIGHT, PLUS (+) AND MINUS (−) BUTTONS. DO NOT PRESS THE MENU BUTTON, AS THIS CAN LOCK THE KEYPAD.
- THE JETS WILL TURN ON AND OFF AUTOMATICALLY EVERY FOUR HOURS FOR TWO HOURS – THIS IS NORMAL AND PART OF THE SELF-REGULATING SYSTEM.
- YOU MAY ADJUST THE WATER TEMPERATURE USING THE + AND MINUS − BUTTONS. THE RECOMMENDED TEMPERATURE IS BETWEEN 36°C AND 38°C. DO NOT ENTER THE HOT TUB IF THE WATER TEMPERATURE EXCEEDS 40°C.
- ADULTS ONLY (18+).
- SHOWER BEFORE ENTERING THE HOT TUB.
- DO NOT ADD ANY PRODUCTS OR SUBSTANCES TO THE WATER, INCLUDING BUBBLE BATH, SALTS OR OILS.
- DO NOT SIT, STAND OR LIE ON THE HOT TUB COVER, OR PLACE ITEMS ON IT.
- WHEN ENJOYING THE HOT TUB, PLEASE ONLY USE THE PLASTIC GLASSES PROVIDED.
- ALWAYS REPLACE AND SECURE THE COVER AFTER USE TO RETAIN HEAT AND KEEP THE WATER CLEAN.
- DO NOT SIT OR STAND ON THE EDGE OF THE HOT TUB.
- DIVING AND JUMPING ARE NOT PERMITTED.
- REMOVE JEWELLERY AND TIE BACK LONG HAIR BEFORE ENTERING THE HOT TUB.

GUIDELINES & INSTRUCTIONS

HOT TUB CONT.

- DO NOT USE THE HOT TUB IF YOU HAVE OPEN WOUNDS, SKIN INFECTIONS OR ANY CONTAGIOUS CONDITIONS.
- ANYONE WITH A MEDICAL CONDITION SHOULD CONSULT A DOCTOR BEFORE USE.
- PREGNANT WOMEN SHOULD CONSULT A DOCTOR BEFORE USE.
- DO NOT USE THE HOT TUB WHILST UNDER THE INFLUENCE OF ALCOHOL OR DRUGS.
- LIMIT YOUR SOAK TO 15 MINUTES.
- ENTER AND EXIT THE HOT TUB SLOWLY AND TAKE CARE, AS SURFACES MAY BE SLIPPERY WHEN WET.

IF THE CONTROL PANEL LOCKS

- IF THE CONTROL PANEL LOCKS, PRESS AND HOLD THE MENU BUTTON FOR 15 SECONDS TO UNLOCK IT.

DOLCE GUSTO COFFEE MACHINES

ENJOY FRESHLY BREWED COFFEE DURING YOUR STAY. PLEASE USE THE PODS PROVIDED AND FOLLOW THE INSTRUCTIONS BELOW FOR YOUR SPECIFIC COFFEE MACHINE.



DOLCE GUSTO GENIO S PLUS

- FILL THE WATER TANK WITH FRESH WATER.
- PLACE YOUR CUP ON THE DRIP TRAY.
- LIFT THE HANDLE AND INSERT YOUR COFFEE POD.
- TURN THE DIAL TO MATCH THE NUMBER OF BARS SHOWN ON THE POD PACKAGING.
- PRESS THE BUTTON TO START – YOUR COFFEE WILL STOP AUTOMATICALLY.
- LIFT THE HANDLE TO REMOVE AND DISCARD THE POD.



DOLCE GUSTO MINI ME

- FILL THE WATER TANK WITH FRESH WATER.
- PLACE YOUR CUP ON THE DRIP TRAY.
- LIFT THE HANDLE AND INSERT YOUR COFFEE POD.
- LOWER THE HANDLE TO CLOSE.
- PUSH THE LEVER TO HOT OR COLD DEPENDING ON YOUR DRINK.
- WHEN YOUR CUP IS FULL, PUSH THE LEVER BACK TO STOP – THE MACHINE DOES NOT SWITCH OFF AUTOMATICALLY.
- LIFT THE HANDLE TO REMOVE AND DISCARD THE POD.

DOLCE GUSTO COFFEE MACHINES

ENJOY FRESHLY BREWED COFFEE DURING YOUR STAY. PLEASE USE THE PODS PROVIDED AND FOLLOW THE INSTRUCTIONS BELOW FOR YOUR SPECIFIC COFFEE MACHINE.



DOLCE GUSTO INFINISSIMA

- FILL THE WATER TANK WITH FRESH WATER.
- PLACE YOUR CUP ON THE DRIP TRAY.
- LIFT THE HANDLE AND INSERT YOUR COFFEE POD.
- LOWER THE HANDLE TO CLOSE.
- PUSH THE LEVER TO HOT OR COLD DEPENDING ON YOUR DRINK.
- WHEN YOUR CUP IS FULL, PUSH THE LEVER BACK TO STOP – THE MACHINE DOES NOT SWITCH OFF AUTOMATICALLY.
- LIFT THE HANDLE TO REMOVE AND DISCARD THE POD.

ADDITIONAL INFORMATION

- FOR FULL **TERMS & CONDITIONS**, PLEASE VISIT:

[Terms & Conditions](#)

- FOR OUR **FREQUENTLY ASKED QUESTIONS**, PLEASE VISIT:

[Frequently Asked Questions](#)

- FOR THE FULL **LOG CABIN INVENTORY**, PLEASE VISIT:

[Frequently Asked Questions](#)

AND OPEN "WHAT IS INCLUDED IN THE LOG CABINS AT SWINNEY WOOD?"