

# NORDEN GRANARY VISITOR INFORMATION



## **WELCOME TO NORDEN GRANARY**

In May 2003 we purchased Norden Granary and Longbarn, which were both unconverted barns still with animals in. We had a vision to create the very best in self-catered accommodation through a major programme of refurbishment which has taken place over a long period of time to produce our lovely home and a fantastic self catering Holiday cottage

We have taken an uncompromising approach to ensure all elements of the holiday cottages and facilities are of the highest quality.

We will try to ensure that you have a relaxing and enjoyable time with us and that all aspects of your holiday exceed your expectations, although we cannot guarantee perfect weather!

Whilst we have tried to consider all your requirements, please don't hesitate to let us know if there is anything we have overlooked or could improve further.

### **ENQUIRIES 9.00AM TO 12 NOON MONDAY TO SATURDAY**

During these hours we are happy to help with any enquiries, but we would appreciate limiting calls outside of these hours to emergencies only.

Thank you

Karen and Will Smith

## ESSENTIAL INFORMATION

### Address and contact details

Karen & Will Smith  
Longbarn  
Woodland Road  
Denbury  
Devon TQ12 6DX

Telephone 01803 814585  
Mobiles (emergencies only) Will 07977 446274  
Karen 07590837004  
Email [enquiries@nordengranary.co.uk](mailto:enquiries@nordengranary.co.uk)  
Website [www.nordengranary.co.uk](http://www.nordengranary.co.uk)

### Pet Friendly

We are delighted to welcome you and your well behaved house trained pets but would ask you to strictly observe the Countryside code, as we do have livestock on our farm as do our neighbouring farms. We have made the Granary as dog friendly as we can and secured the area around it so your pet can also enjoy there holiday we have a paddock for them to run in with a Dog bin provided **please use this at all times.**

Please always shut gates after you and be aware of your surroundings when your pets are off the lead.

Please always remember farmers take a very harsh view on dogs worrying there stock. This link will take to the official countryside code website please familiarise your self with the code.

[http://www.countrysideaccess.gov.uk/things\\_to\\_know/countryside\\_code](http://www.countrysideaccess.gov.uk/things_to_know/countryside_code)

**We accept no liability for damage caused by your pet and reserve the right to charge all reasonable costs for damage and additional cleaning costs caused by your pet.**

## **Oil**

The Boiler in the cottage is oil fired. In the event of any leakage or emergency closing the valve found immediately next to oil tank can shut off the supply.

The oil tank is located directly behind the garage accessed from the parking space to the side this should only be accessed for emergency purposes.

The hot water and central heating controls are located within the boiler/utility room next to the garage

Please advise us immediately in the event of an emergency.

## **Electricity**

Norden Granary has its own independent electricity supply.

Distribution board is located in the ground floor bedroom to the right at the bottom of the stairs the electricity cupboard is next to the built in double wardrobe.

The fuses are of the latest RCD type and frequently trip when a light bulb blows or in the event of appliance fault. Pushing the tripped switch upwards easily resets the RCDs.

Please contact us in the event of any difficulty.

## **Electricity continued**

In the event we are out and an electrician is required urgently please call Andrew Millman on 07968 918721

In the event of a power failure, a torch is provide for your use and is located under the kitchen sink. Please ensure it is returned to this location after use. Please do not use candles in your cottage for safety reasons.

The emergency contact number for Western Power is 0800 365 900

The cost of electricity is included in your rental.

## **Water**

The main water stop-cock for your cottage is located in the access panel under the bath. Please close the valve immediately in the event of a leak and advise us as quickly as possible.

If we are not available, the emergency contact number for South West Water is 0800 169 1133.

## **Fire**

In the event of fire please evacuate your cottage and assemble in the Court Yard. Advise us of any fire immediately and telephone the emergency services (999). If you do not have a mobile phone please come to Long Barn immediately.

Fire extinguishers and fire blankets are provided in kitchen areas and are clearly visible. Please familiarise yourself with their operation prior to use.

The Granary is provided with smoke detectors, which are, mains supplied with battery back-up. In the event of a false alarm (burnt toast etc.) the detectors can be switched off by pressing the reset button you will need to contact Karen or Will as some of these are located on the A frames.

## **Head Room Mezzanine Level**

Please be aware there is beam at this level, which is quite low but clearly marked if you are a taller person please, watch your head

## **Security**

Guests park their cars at their own risk and should ensure cars are locked at all times.

One set of keys are provided for the Granary. Please ensure that your cottage is locked whenever left unattended and at night.

You will also be provided with instructions on the operating of the electrically operated gated upon your arrival

## **Safe**

For your convenience there is a safe located in the left hand ground floor bedroom wardrobe the initial access code is 8145# instructions on reprogramming are kept in the draw stack to the right of the kitchen sink

## **EMERGENCY AND MEDICAL SERVICES**

### **Doctors**

Ipplepen Health Centre, Ipplepen  
Tel. 01803 874455

Directions: From the end of the drive turn Left on to Woodland Road continue to the centre of the village, at the war memorial turn right stay on this road past the village green on your right, continue to the next right hand turn signed Two Mile Oak stay on this road until you meet the main Totnes Road, turn right past Fermoys garden centre past garage on your left then take the next right in to Ipplepen, drive straight through the village and you will find the health centre at the top of the village on your right hand side.

Out of hours GP Service provide at Torbay Hospital. Ring the above surgery number for appointment.

### **Dentist**

As in most areas in the UK it is impossible to provide details of a NHS dentist locally who is willing to undertake emergency dental treatment for non registered patients.

Our own dentist will provide a private service if an appointment can be accommodated. His practice is located on Cadewell Lane, Torquay. Tel 01803 612525. If treatment is required out of hours, there is an answerphone message on the above number giving details of the contact for the duty dentist.

## **Hospitals**

**Torbay Hospital**, Lawes Bridge, Torquay  
Tel. 01803 614567

**Newton Abbot Hospital**, Jetty Marsh, Newton Abbot  
Tel. 01626 354321

## **DIRECTIONS**

Newton Abbot Hospital

Follow the signs in to Newton Abbot at the first set of lights turn left passing Asda on your right, continue to the next lighted junction go straight across with the multi-storey car park on your right, stay on this road until you come to a roundabout with the fire station on the right, turn left past B & Q on your right until you reach another roundabout, straight across and the Hospital is located on your left.

Both hospitals have Casualty Departments – minor injuries only at Newton Abbot (8am to 10pm)

## **Pharmacy**

At Boots, Wren Park, The Willows, Torquay

Open 24 hours

## **Washing & Drying Facilities**

Norden Granary has a utility /boiler room next to the garage where a tumble dryer and washing machine are available for use relevant powders softeners are supplied.

## **COTTAGE INFORMATION**

### **Heating and Hot Water**

Central heating is available in the cottages as required. The boiler location and controls are pointed out on arrival.

### **Televisions & DVD Players**

The television in the living room has digital freeview and offers a wide choice of channels. The television is quite easy to use and for programme selection, simply press the 'Guide' button on the remote control and follow the on screen instructions.

The DVD player is not a recorder, but is very simple to operate. If you have difficulty in operating TVs or DVD players, ask your children in the first instance, and if that fails ask at Reception for assistance where we will promise to confuse!

### **Hi Fi i POD LEAD SUPPLIED**

Whilst our HiFi Unit may look small we are sure you will be astounded by the quality of sound output. They are very simple to operate using the remote control (please keep them out of reach of small hands!) Radio programmes are preset and these are listed in the folder on the TV stand. The units play standard CDs.

### **Instructions, Supplies and Maintenance**

Instructions are provided within the cottage for all kitchen equipment where necessary. Specific instruction books are located in the bottom draw to the right of the sink.

We supply all necessary washing and cleaning materials for your stay. In the event that you need further supplies please ask at reception during opening hours.

A starter supply of toilet rolls is included in your cottage, but we ask that you replenish these yourselves during your stay.

Spare light bulbs are located in draw to the left of the kitchen sink.

A torch is supplied for your convenience, which is located under the kitchen sink.

## **Bedding & Towels**

Bedding and towels are provided for guests' use and are included in the rental. Please do not use towels supplied to take to the beach.

Duvets supplied are 10.5 tog and produced from down like micro fibre. They are designed for all year round comfort. Similarly our pillows micro fibre.

Guests staying for over one week will be provided with a change of bedding and towels at the end of the first weeks' stay.

## **Waste & Recycling**

Please assist us in our efforts to minimise waste and maximise recycling by using the appropriate bags and bins provided in the cottage and separating waste accordingly.

The location of your bins will be pointed out upon your arrival.

Norden Granary is on a private sewage system and we would ask all guests not use bleaches and to flush sanitary items but to use the bins provided

Full details regarding recycling are set out on the separate waste guide.

## **Smoking Policy**

Smoking is not permitted in the cottage, please use the external ashtray provided on the patio

## **Garden Furniture & Barbecues**

The Granary is supplied with its own garden furniture and barbecue for your use. You are welcome to barbecue in the rear garden outside your cottage. Please be considerate to your neighbours when barbecuing. Please do not barbecue in the central courtyard. Please clean barbecues after use ready for the next guests.

## **Car Parking**

Car parking for the Granary is within the garage on the parking space next to the garage and on the hardstand next to the paddock please do not leave your vehicle on the court yard side of the gate.

## **Mobile Phone Reception**

Norden Granary has limited mobile phone coverage in the property but most networks will get good signal in the garden or at the window to the front of the property.

## **Internet Access**

We have a wireless broadband router located in the lounge. You are welcome to use this facility. For your convenience we have no log on code or passwords all of the information required is on the hub located in the lounge.

## **Information**

At Norden Granary we will try to supply you with as much information about What's on and were to go you will find brochures and flyers in the main living area of feel free to ask Karen or Will for some tips

## **Food Shopping**

### **Small convenience stores**

- **Denbury Post Office** – excellent local shop opens until 5.00 pm. To get turn left out of our drive continue to the war memorial turn left again and the post office is located on the left Alan the post master super chap

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**Spar at Park Hill Cross, Ipplepen**, As above, open until 9.30pm on weekdays, 5pm on Sunday. From Denbury past the village green next right signed Two Mile Oak continue until you join the main road then turn right towards Totnes the garage is Approximately 1.5 miles on the left hand side

- **Co-op** in Ipplepen – excellent local shop opens until 10.00pm. Follow instructions to Spar at Park Hill continue past the garage take the second right in to Ipplepen continue on this road and the Co-op will be found in the centre of the village

### **Local stores / supermarkets**

There is a **new Asda** supermarket in Newton Abbot. Proceed to Newton Abbot on the Newton Abbot/ Totnes road. The store is on the left as you go into the town centre. Open 24 hours.

**Fermoy's** On the way to Totnes is a farm shop/ garden centre which is worth a visit for its fruit and vegetable produce and home produced bakery items. There is an excellent butchers shop here and a restaurant. Open every day.

### **Smaller Local / Organic food shops**

**Occombe Farm Shop** on Preston Down Road near Marldon. From Totnes Road turn left after the garage Spa stay on this road and proceed through Compton and turn left at the junction to the roundabout. Take the second exit and Occombe Farm is on the left after 200 yards. It has its own bakery, butchers, farm shop and café. They also have nature walks from the car park. Opens 9am to 5.30pm.

### **Riverford Farm**

Slightly further afield, but well worth a visit is Riverford Farm, which is located near Staverton, between Totnes and Buckfastleigh. This is the retail outlet for the largest organic veg. box scheme supplier in the UK. It's quite Bohemian, but produces and sells outstanding organic fruit and vegetable produce, home made bread, pies etc. and has an excellent butchers dept.

Take the Buckfastleigh road out of Totnes pass Dartington Cider Press centre and turn right at the Brown sign to Riverford after approx 1 mile. They also have a second smaller outlet at the top of Totnes High St. ( Riverford Goes to Town )

**Bulleigh Elms Farm**, sell home produced free range eggs, chicken pork and beef. They also have locally grown vegetables and excellent home made cakes and fruit pies. Direction available on request.

### **Local Attractions / Things to Do**

The area is abundant with tourist attractions, some excellent, others worth a visit. The most popular of which are;

- **Paignton Zoo**, certainly the best Zoo in the UK and one of the best in Europe. Allow at least half a day.
- **Babbacombe Model Village**, the World in Miniature, always a favourite with our guests. Allow 2 to 3 hours
- **Living Coasts**, a small but interesting attraction in the centre of Torquay, featuring penguins and other sea birds. Allow 1 to 2 hours
- **Woodlands Leisure Park**, fun and frivolity for all the family, with good indoor and outdoor activities. Suitable for all ages. Allow half to a full day. Can be very busy at peak times.
- **Pennywell Farm**. Excellent for young families. Mainly outdoor, hands on farm animal experience. Fellow Green Tourism Gold Award winners. Allow half a day.

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- **Kent's Cavern.** Very good and geologically important caves on the edge of Torquay. Allow 2 to 3 hours.
- **Canoe Adventures.** Organised River Dart canoeing tours for small and large groups. Explore this most beautiful river starting from Totnes or Tuckenhay with an expert guide. Suitable for all ages. Allow half a day. Green Tourism Gold Award winners.
- National Trust properties at **Coleton Fishacre** (beautiful gardens and fascinating Art Deco home formerly occupied by the D'Oyly Carte family). **Compton Castle**, home of Sir Walter Raleigh and only 400 yards away! **Greenway House**, home of Agatha Christie, gardens only at the moment, with superb views of the River Dart. The house is currently being restored.

### **Local Attractions / Things to Do continued**

- **Golf at Dainton Park**, open to visitors. 18 hole parkland course and driving range. Located at Ipplepen on the A381, towards Totnes.. Tel 01803 815000
- **Horse Riding Sorley Riding School at Staverton**, near Totnes will provide riding for all ages and abilities. Tel 07974 813389 for bookings and information. For children's riding only **Rosie Boon at Littlehempston**, also near Totnes, contact 01803 862206.

### **Eating Out**

#### **Local Pubs**

There are literally hundreds of pubs and restaurants in the area, the majority of which we could not recommend because we know they are awful or we have not visited them!

**The Union Inn** is our most local pub which is easily walkable left out of the drive right at the memorial located behind the village green. The pub, which we thoroughly recommend, is run by Anthony & Niki Fosco and has recently undergone major refurbishment. It is very friendly, welcoming to children and is totally non-smoking. The pub is located in front of the village green ideal for all the family on a hot summer's day.

Service is very good, with an imaginative menu in a restaurant atmosphere.

Booking is essential for Weekends and recommended for weekdays during the peak holiday season. Please book direct with the Union Inn on 01803 812595.

The union will also do a takeaway service a Menu can be found in you information pack.

## **Restaurants**

### **The Elephant, Beacon Quay in Torquay,**

The Elephant is the only Michelin starred restaurant in Torbay and is highly recommended. It has a very international menu and service is usually excellent. Predictably busy at weekends, but often quiet during weekdays and at lunchtime. Set menus are very good value in our opinion. Tel 01803 200044

### **No. 7 Bistro,**

Next door but one to The Elephant, which serves almost exclusively fish. We think it's just as good as Rick Stein's Seafood Restaurant in Padstow. Highly recommended. Always busy, so best to book. Tel 01803 295055

### **The New Angel, Dartmouth**

The only other restaurant in South Devon with a Michelin star, this one also has a celebrity chef, John Burton-Race. It has recently been reopened after a change in ownership and is still outstanding. Recommended for lunch. Very busy, so booking essential. Tel 01803 839425.

## Restaurants continued

### Riverford Field Kitchen

An unusual, but highly recommended venue for lunch is the Field Kitchen at Riverford Farm. Enjoy a tour of the farm which produces a huge range of organic fruit and vegetables, then savour the irresistible produce in the atmospheric contemporary barn. Lunch is £14 for adults, children half price. 3 miles out of Totnes on the A384 to Buckfastleigh, turn right to Landscope/ Woolston Green and the field kitchen is on the left. Tel 01803 762074

### Other suggested eating options

**Pizza Express**, Torquay Harbour Tel 01803 211525

**Prezzo, Italian Cuisine**, Torquay Harbour Tel 01803 389525

**Willow, vegetarian**, High St Totnes Tel 01803 862605

**Café Asia, Eastern dishes**, High St Totnes Tel 01803 868866

**Café India, Indian food**, High St Totnes Tel 01803 862691

**Jingles, Mexican**, Babbacombe Rd Torquay Tel 01803 293340

**Yum Sing, Chinese**, Babbacombe Rd Torquay Tel 01803 293314

### Takeaways

**Easyern Eye**, Indian Takeaway in Newton Abbot is very good as The best Indian, by far, is **Café India** in Totnes, who sadly will not deliver. It is so good, however, that we recommend collecting, just a 15 minute drive from here. The restaurant is situated at the very top of the High Street. Menus also provided in your cottage. The best Fish & Chips are at **The London Fryer** in Seaway Rd Preston and **Dave Hanbury's** in Babbacombe, winners of several national awards.

### Babysitting

We have a small list of local reliable babysitters including our daughter. Please ask at Longbarn for details. As much notice as possible would be appreciated. Babysitting is charged at a rate of £7.50 per hour direct with the sitter plus taxi fare home if required.

## **Churches          Sunday Services**

- Parish Church St Mary the Virgin Denbury Mass Sunday & Thursday 9.15am
- Living Waters, Preston (Assemblies of God) 10.30am/6.00pm
- St John the Baptist Parish Church, Marldon – 9.30am Sunday
- Ipplepen Methodist – 10.30am Apr-Oct, 11.00am Nov-Mar
- Totnes United Free – 10.30am

## **Breakages & Damage**

Please advise us of any breakages or damage so that we can rectify them for later visitors. Whilst we are aware that accidents happen we reserve the right to charge for replacement items. Fortunately most of the tableware and glassware were sourced directly from the manufacturers so this will have the effect of minimising the cost.

## **Departure Details**

Please arrange your departure by 10.00am so that cleaning can begin. If possible, please strip beds before leaving, but do not fold sheets, just leave in a pile. Please leave towels in a separate pile in the bathroom.

Please check out at Reception on the morning of departure.

Please advise us if you plan to depart outside of reception opening hours.

## **Return bookings.**

We hope you will have enjoyed your holiday with us enough to want to return in the future. We will happily take bookings prior to your departure and offer returning guests a discount of 10% for out of peak season bookings (from September to Whitsun, excluding school holidays).

Please ask at Longbarn for details, brochure & booking form or we can book it online for you.

If you have friends or family who you think would enjoy a holiday at Norden Granary we will send them a brochure on request.

