



Hello,

Thank you for your reservation with us, we are pleased that you have chosen by the red phone box for your holiday

It has been said so many times that these are unprecedented times, but they are and as such we need to ensure every guest has the best time possible, whilst ensuring we do everything possible to minimise the risk to everyone concerned, be that you the visitor, us the host, or our neighbours.

As you know we have just 5 pitches, 2 glamping bell tents with their own facilities and 3 Camping pitches sharing facilities, because we are such a small site, we have been able to put good common-sense measures in place. All the measures listed below have been as a result of COVID-19 guidelines, and although it might not be what we would have wanted for By The Red Phone box, it is at present the best way to go. These measures are based on the recommendations for fresh air and cleanliness.

We ask that should you or any of your group have any COVID-19 symptoms, that in line with government guidelines, you do not travel, please phone and we can cancel your booking or re arrange your stay at another time.

Check in and out times

Bell tents in 4pm and out 9.30am

Camping Pitches in 2pm, and out 12 o'clock

There is hand sanitiser located at the entrance gate, communal facilities (located in the shepherds hut) communal bins and drinking water taps. We ask that you use the sanitiser before you open the gate and so on.

Please park up on the hardstanding, if you are glamping, walk over the small foot bridge into the first field, this is where the luxury bell tent Evelyn is located, if you are booked into the luxury bell tent Lillian continue to walk straight ahead between our living wall and the hedgerow into the next field. If you are camping the camping parking is through the gate signed camping, park up and choose where to pitch, there is a wheelbarrow to help move your tent etc. The weather during May was extremely wet, so you may want to walk around to choose your pitching area as some areas of the field lie wetter than others

Please call or text 07773 013364 or 07890 575783 or 01584 781542 to confirm you have arrived and if you should have any queries. And check in using our QR code for track and trace, please not if you check in anywhere else while out and about you will need to check in again on your return to By The Red Phone Box

We have placed a diluted solution of Milton fluid in spray bottles (or Dettol spray) located in the toilet and shower, and washing up area, we ask that you spray around the wash hand basin and shower after you have used it, feel free to use the spray before too.

We have replaced our hand towels in the shared toilet with paper hand towels, and a pedal bin. Please use your own towel in the shower, and do not leave any personal items. There will be liquid hand soap provided at both wash hand basins and Fairy anti bacterial washing up liquid at the washing up sink.

The shower should be left vacant for 15 minutes between uses, we ask that you set the clock located outside the shower at the time you leave (there is a clock inside the shower so you know what time it is) all visitors can then ensure the shower has been vacant for 15 minutes before they enter. This removes the necessity for booking or allocating times for showering which we felt was too constraining for all our visitors

Please leave the doors open to both the shower and toilet facility. (Unless it is pouring with rain)

Please do not shut the window or sky lights within the toilet and shower.

Luxury bell tents & Kitchens, we are currently offering 2 luxury bell tents. There has been reduction in some of the items provided, we ask visitors to place all items such as maps, books, teddy bear on the table, and the bedding (please leave the mattress and pillow protectors on, we will change these) and throws into laundry bags. We then quarantine for 72 hours before washing. There is also a reduction of the number of items available in the kitchen, but we think you should still have everything you need, should there be an item you may need please give us a call. We would usually leave kitchen roll, tin foil etc but for now we ask you bring own, as to through it away would seem wasteful and to clean would feel impossible

We will do everything in our power to minimise the risk and ask you to share the responsibility with us by accepting the measures we have put in place.

We ask that you comply with the currently government guidelines, that you do not travel should you be showing any symptoms, and notify us immediately should you become symptomatic whilst staying with us. We will all then follow the current government guidelines for someone becoming symptomatic away from home.

We live on the farm, and would usually be on hand and ask you to call at the house should you have any queries. However, we are currently asking all visitors to contact us by phone in the first instance and only call at the house should there be an

emergency. Please do not call at either of the barn conversions adjacent the house. We will give you a call to make sure you have arrived and that everything is as it should be and to answer any questions you may have. Should you have any problems we will of course visit you and address any issues or concerns, keeping to social distancing measures.

We will also keep you up to date with which takeaways are open locally, and pubs offering takeaway services or are now open

Composting Toilet

The composting toilet is very simple and works very well, if everyone follows a few simple steps!

Sit down wee's only please, there is a diverter in place, liquid to the front, solids to the back, should someone take a stand up wee, the solids and liquids become mixed, this stops the composting process leading to unpleasant smells,

Please place a layer of shavings down the toilet using the scoop provided, before and after depositing solids (notice the string tying it to the bucket? a modification installed after the scoop was dropped down the loo!)

Solar lights

The Rice Horse Trailer lights and shepherds hut are powered by the solar panel located behind it, they are operated by the pull cord or switch found just inside the door. There are solar lights scattered around the site so that on dark nights finding your way around is a little easier. There is also a mobile phone charging point in the rice horse boxes (Evelyn its located in the corner boiler cupboard, Lillian its located on the wall opposite the loo)

Luxury bell tents, have solar lights both internally and externally, the on/off and settings controls for these are located on the rear of the small solar panels by the decked entrance to the tent.

Drinking water taps are located as follows, for Evelyn they are by the 5-bar timber gate next to the vintage horse trailer, for Lillian at the standpipe by the storage shed, for the camping to the side of the kitchen sink and at all kitchen sink washing up facilities.

Fire Point, Fire alarm bell, fire equipment. The Fire alarm bell is located on the side of the shepherds hut, this is also the fire point, there are fire buckets with sand, a fire extinguisher and fire blanket located here. There are fire blankets & fire extinguishers in each of the open bell tent kitchens and a fire extinguisher in the bell tents.

General – fires are not allowed, however there is a fire pit available, at the bell tents BBQs' are available please bring your own coals, and please leave the BBQs clean

when you leave there is a 2-ring gas burner in the kitchen, if you are camping there are bricks etc to put your BBQs on (in the carpark)

Bins

These are situated in the glamping car park, there are 2 bins, one for landfill, and one for recycling, which is paper, cardboard, plastic bottles, and recyclable plastic containers, tins, and glass bottles, thank you for supporting us, by recycling and reducing the amount of waste we produce

Where to eat/shop

There is a Tesco in Tenbury Wells, WR15 8AA along with many small independent shops, we certainly recommend the fruit and veg shop (located on the main road through Tenbury) before the round market and Wye Pies (which is a butchers too) located on the trading estate, on the Bromyard Road just as you are coming out of Tenbury WR15 8FA. 01584 811196

The takeaways are open, and pubs offering a takeaway service are;

The Fountain, 01584 810701 WR15 8TB

The Temeside 01584 711007 SY8 4AT

The Live and Let Live Neen Sollars 01299 832392 DY14 9AB

The Peacock, 01584 810506 WR15 8LL (which is the closest)

But they are all within 10 minutes drive. They are all on Facebook for up-to-date menu.

Indian restaurants nearby are Shamraj in Tenbury 01584 819612, WR15 8EE

The Spice Empire in Cleobury Mortimer 01299 270419 DY14 8DG who offer delivery.

Health & Safety

Doctors Tenbury Surgery 01584 810343

Tenbury hospital 01584 810643

Chemist 01584 810480

Our Risk assessment and check lists are on our website should you like to take a look before you travel

We hope this information helps and that you enjoy your stay with us, this is a family run farm and we hope you feel at home

I will also include a map of the parish detailing public foot paths

We ask that you don't go through either of the timber 5 bar gates onto the farm, there is a small but deep natural pool behind the Vintage Rice horse box facilities and there may be stock in the field between the camping and the farm buildings.

We look forward to meeting you all be it at a social distance

Kind regards

Ian and Emma