

Welcome Letter

Thank you for booking Middleham House. We are delighted to have you staying with us. We will do our utmost to facilitate and make your stay an unforgettable event.

The Middleham House

You can find useful information about our house and the surroundings on our website. We recommend that you circulate our website amongst family and friends to read prior to arrival.

www.themiddlehamhouse.com

Our floor plan to plan can be downloaded from the following URL:

<http://themiddlehamhouse.com/floorplan/>

Activities in the areas

You can undertake many activities while staying with us. Please go to the following URL to locate a useful list of activities within the radar of 1hour drive from us:

<http://themiddlehamhouse.com/local-life/activities/>

We advise that activities are booked in advance to prevent any disappointments.

How To Get There

You can out how to get to our house from our website. Please go to the following URL:

<http://themiddlehamhouse.com/directions/>

Finding Middleham House is like finding a gem as our house is tucked away and surrounded by a walled garden. Coming from Leyburn onto Kirkgate we are located on the right hand side just before the market

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square and right next door to Mark Johnston Racehorse stable. Please locate a 'Black Iron' gate, this is the gate to our house.

Coming from Masham, locate the White Swan at the right hand corner of the market square, and take the exit pointing downhill towards Leyburn onto Kirkgate. We are located right opposite of the White Swan on the left corner of the building on side roughly 5 to 10 metres downhill.

Meet and greet at The Middleham House

Our arrival time is at 15:00hrs pm and departure time is at 10:00hrs am. On arrival, our housekeeper will be waiting to provide you with a warm welcome and a brief tour around the house.

If you anticipate any delay please contact our housekeeper (see contact list). We will do our best to be there and welcome you at your anticipated arrival time. Unfortunately we can't always accommodate delays and be there to meet and greet you in person. On that instance we would kindly asked that you pick up keys at designated destination, to be agreed with our house manager.

At departure our house manager will be back to see you off and to close up the house for you. Please make sure to hand over the keys to our house manager and that keys are acknowledged to have been received by one of our staff. The responsibilities to keep the house secured and safe remain with the customers until one of our staff (normally our house manager unless she appointed someone else) acknowledge receipt of the keys. From time to time we may ask that you drop off our keys in a designated address or secured coded key box. Our house manager will instruct on a case by case basis depending on your departure time.

Early check-in or late checkout is not always possible because we may expect new guests arriving the same day. We would much appreciate it if you could let us know whether you want to check in or check out earlier as soon as possible. Please send us an e-mail or a text to 07918196936 and we will confirm availability. Please note that check-in and out early or late will incur additional charges. Please see price list below. We will deduct additional charges from your security deposit.

Welcome pack

Generally we will provide you with a starter pack including a few housekeeping items to get you started. We recommend that you buy/bring additional necessities to cater for your full stay.

Keys and exits

Three sets of keys will be handed over to you at arrival. The sets are as follows:

1. 3 keys to the back entrance and the security dongle.
2. 2 keys, one to the front entrance and one to the billiard room.
3. 3 emergency access keys are located at the emergency exit (located in the bathroom next to the boudoir bedroom up the main staircase on the first floor, please ask our house manager to point this out).

Please can we ask that you sign to confirm the date and time and the number of keys you received include printed name.

Please can we ask that you familiar yourselves with all exits and emergency exist (only 1) as well as try out keys to make sure these work properly after arrival. Please contact our housekeeper immediately if you have any questions or if keys do not work.

Party and number of people

Please note that we only accept 21 people to stay at the house due to health and safety regulation. If you were to have a drink or dinner party with more than the number of people in the house we would need to be informed about it. If we do find out post event then we will withhold your security deposit.

We rarely agree for parties to take place in the house but occasionally we do, depending on type and the nature of this. Generally the size of

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the party should be no more than 40 people in total. No band is permitted in the house. To hold a drink or dinner party at the house we charge £1500 in addition to the rental price per event. Catering for the party has to be organised through us including staff, food and wine using our preferred suppliers.

Drink parties can only last until 12pm (with exception of people staying at the house) and no band is permitted or music played in the garden unless permission is provided by the owner.

Please note we do not allow alcohol or tickets or any other commercial activities to be sold at the house. This is also mentioned in our T&Cs.

Please contact us at info@themiddlehamhouse.com to confirm agreement.

Security and closing up

You have sole charge and are responsible for the house safety during your stay. All windows and doors are required to be locked and security alarm set when you are out.

The alarm can be set and unset by holding the alarm dongle (keep it at the green panel for a few seconds) against the alarm 'box' where the 'wireless' sign is indicated, this box is located on the wall opposite the kitchen door exit through the backdoor entrance. Please make sure our housekeeper show you how this works on arrival.

When accessing the house through the front entrance, the alarm will start going. This may be a little bit of a shock if you are not used to the house. The noise will stop as soon as you unset the alarm. We recommend that you access the house through the backdoor because it is closest to the alarm box. This way you can unset the alarm immediately.

Please do NOT leave keys unguarded anywhere outside the house unless it is in a coded key safe box.

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If for some reasons our house keeper or anyone else on the emergency contact list can not be reached before you leave then please lock all doors, turn off all lights, set the alarm and put the keys through the letter box of the cottage door adjacent to the back of the house. Please can you notify our housekeeper and us by a text message.

For security reasons we have installed cameras located inside as well as outside of the house. These are only directed to the entrances of the house and onto the roof. No one monitor the content and it will not be used unless a police investigation takes place. We will notify you to get approval to use images before this is being used.

Gate / Stream

We recommend that you keep the main gate closed at all time if you have children or dogs to prevent them from running out onto the road. Sometime the back gate, access, to the cottage is open. Again if you have dogs or young children please ask tenant on the estate to keep the gate close during your stay.

For those with very young children, we would like to point out there is a stream running along the back wall of the garden. The stream is not fenced off and in wet times of the year can be two to three feet deep. Please make sure all guests and children are informed about this.

Central Heating

Our house has central heating throughout. You can control the room temperature by turning the radiator higher or lower. The sensible level for the house is to have the radiators running at 2-3 on the dial - some rooms heat up slower than others, so please feel free to raise to higher / lower levels as suits.

Please shut all doors and windows to keep the warmth inside the house. Leaving the front door open can result in the house rapidly losing temperature so please endeavour to keep it shut. When the house is

warm enough, the radiators will turn off automatically until needing to warm up again.

Please do not panic when the radiator turns off. This is only because the thermostat notice that the house is warmed up to the set temperature. If you feel the house is not warm enough then please contact our house manager to put it up higher.

Electric Heaters

Electric heaters are not recommended to be used in our house. In emergency cases we may allow these to be used. Please ask our house manager in case electric heaters are required.

Fireplaces

Three fireplaces functional on the ground floor, one located in the drawing room (the living room where the piano is located), the other in the library and the third in the billiard room. Please feel free to use these fireplaces any time.

Please do not use any other fireplaces in the house because this will create a significant fire risk and danger to your health.

Fuse box

The whole house has been rewired so the electrics are of modern and high standards. Despite it is possible that you will experience the odd electricity trips. This is generally due to usage of devices that are not stable. All our devices are tested so most of the time this is the result of the usage of your own devices. The trips can be easily be fixed by locating the fuse box and flick the fuse back to its 'upward' position.

You can locate the fuse box in the hallway between the kitchen and the drawing room next to the back staircase. If you stand at the bottom of the back stairs and look up above the door that leads to the front

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staircase, there are two small door panels to a cupboard located above the door which houses the fuse box.

All switches should be in the up position, if any fuses have tripped please push the switch back to the up position and the power will be restored.

Please ask our housekeeper to point this out for you at arrival.

Oven and hobs

There are two ovens in the kitchen and one in the pantry. To use the oven please turn the right button to set the right temperature and set it to grill or oven. Once this is set, push the 'plus' sign to set the required time and then select 'set'. Once set, the oven will turn on.

There is a hob with 5 burners in the kitchen and one in the pantry. To turn this on, please push the knob down then turn it to the left, keep holding it down and turn it on. You can also use a match or lighter if it does not turn on immediately. Matches/ lighters should be available in the draw on the side or right beneath where the hob is located.

Please ask our housekeeper to show you how to use these at arrival if you are unsure.

Refuse and recycling

All rubbish should be put in the 'Blue' Rubbish bin located in front of the garage towards the gate. Additional charges maybe incur if rubbish are not put into rubbish bin prior to departure.

Fridge and Freezer

There are two fridges and a drink fridge. One fridge is in the kitchen and the other two are in the pantry.

Washing machine and dryers

There are two washing machines, one is a combined wash dryer, located in the boot room, off the passageway leading from the kitchen to the front door.

Clothes racks can be found in the boot room hanging from the ceiling. You can lower or raise the wooden hanging racks by releasing or shortening the rope attached to the wall.

There is also a standing clothes dryer if you would prefer this. This is located in the cupboard in the boot room.

Dishwashers

There are 2 dishwashers, one is located in the kitchen and one in the pantry.

Storage cupboards

There are sufficient storage cupboards in the kitchen as well as in the pantry.

Cleaning items

Cleaning equipment including brooms, mop, dustpans and hoover can be located in the cleaning cupboard in the boot room. Please ask our housekeeper to locate if you have difficulty finding anything.

BBQ

A BBQ is available at the house. Please let our housekeeper know in advance whether you require this and we will make sure it is ready for use. Please ask our housekeeper to locate this in case you decide last minute that you want to use the BBQ during your stay.

Outside furniture

You can find a set of chairs to for outside use in the boot room. Please ask our housekeeper if you need any assistance locating the chairs.

Off limit areas

There is access to the rooftop through the emergency access in the bathroom on the second floor as well as the purple bedroom on the first floor and the through the iron staircase in the garden at the back of the house. For safety reason, please do not access these areas unless it is an emergency. **Please warn children** not to climb over to or access these areas, they are not safe for children.

Where there are signs indicating 'NO ACCESS', please do not access these areas.

Telephone and Internet

Wifi Internet is available in some areas of the house mainly in the kitchen, playroom and library areas as well as in the bedrooms.

The password for this is: **middlehamhouse2512**

The telephone is only available for emergency call out and receive incoming calls.

Televisions and Videos

There are two televisions and two video recorders in the house. One is located in the children playroom and one in the library.

There are a few CDs available at the house both for children as well as for grownups. However, we would recommend you bring your own to avoid any disappointments.

Hairdryers

Two hair dryers are available, one can be located in the boudoir bedroom and the Green bedroom.

Music system

An amplifier system connected to speakers is located in the billiard room, which you can connect your iPod to. Simply plug your iPod direct to the wire connector of the amplifier system.

High chairs

There are two high chairs available in the kitchen breakfast room.

Dining table and settings

Our dining table is large enough to have 18 people seated. There are 2 sets of plate mats available. One set can be located in the breakfast room and the other in the dinning room.

We have two sets of cutleries, one for general daily use and live in the kitchen while the other for smart dinning occasion and lives in the dinning room.

Torches

Walking back at night through the garden and drive way could be somewhat dark apart from the main drive way where lighting installed. This should be turned on automatically as you walk pass. The light does not pick up vehicles driving pass so it will only turn on if someone walk pass and not if a car is driving through.

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We advise that you take a torch with you if you decided to go out and walk back to the house after dark. It gets dark much earlier in the winter than in the summer.

Torches can be located in the kitchen area and the boot room. This could also come handy just in case of an electric trip.

Please ask our housekeeper if you can not locate these at arrival.

Smoking

Smoking is not permitted in the house. If we noticed that guests have been smoking in the house we will charge £200. This will be deducted from your security deposit.

Windows

Some of the windows on the ground floors can be open up and could sometime be mistaken by a door. Please take care as these are glass windows and not door. We would recommend that these are used as entrance or exit doors in general and to keep these closed.

Chemicals

There are small amount of cleaning products located under the sink for you use. We advise that you move these to a cupboard away from the reach of children if you have children to stay.

First Aid Kit

A first aid kit is located in our kitchen. Please make sure our house manager show you where to locate this at your arrival. If the first aid kit can not be located then please can you make sure that the house manager is alerted immediately.

Fire Procedures

Please familiarise yourselves with our fire evacuation procedures sheet as well as all fire exits and where fire extinguishers are located at your arrival to make sure that everyone knows what to do if a fire breaks out.

Please ask our housekeeper and make sure you are provided with adequate information at your arrival.

At departure

It would be much appreciated if you could leave the house in a reasonable condition. Additional cleaning charges will be applied if not.

We would much appreciate it if you do not move furniture and beds around. If you wish to do so then please can you move these back to their original location. We may apply additional arrangement and cleaning charges if not.

Middleham house cottage

Adjacent to the house is the Middleham House cottage. The cottage is largely occupied by one of the housekeeping team. However, from time to time we have got tenant living in the cottage for security reasons. He or she may not be part of the Middleham House housekeeping team. Our housekeeper will let you know at meet and greet if so. Generally the tenants do not share the garden other than access to their door through the back entrance of the house. Tenant in the cottage should only make use of the back entrance.

Services

Additional beds and cots

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One additional single bed can be arranged at £50 per bed per stay. We can also provide you with a cot free of charge. Please bring your own bedding for the cot. You are welcome to bring your own cots at no additional charges. No more than one additional bed is allowed per stay.

Logs and coals

For each stay we provide our guests with two large baskets of logs or coals. We can provide you additional coals and coals at £25 per basket. Please let us know and we can arrange. Charges will be deducted from deposit.

Beds and linen arrangement

Nine out of ten bedrooms have double bed configuration and one bedroom has twin bed configuration. The bedroom above the playroom called 'the cottage bedroom' has twin beds in it. We can arrange for up to 10 beds to be split into twins if required. Charges for splitting the beds are at £15 per bed. Additional linen can also be arranged during your stay if required. Please contact the White Bedding Company direct to arrange.

Please provide us with your bedding configuration at or immediately after booking is made. Our deadline is two weeks in advance of arrival. We may not be able to configure the beds to your requirements on the day otherwise.

Pets

Pets are most welcome in our house. There is an additional charge of £25 per pet per stay. We accept 2 pets maximum per stay.

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We love our pets too but we do have a few rules for them. Pets can access the house through the back passage or through the kitchen access. Once in the house they are allowed in the boot room and breakfast/kitchen room, please do not let them wander around the rest of the house. If we noticed traces of pets / dogs in any other areas in the house there will be a charge of £200.

We would much appreciate it if the owner of the pet could clean up any dog 'mess' either in the house or garden immediately. We will have to charge you additional cleaning costs for any 'mess' left behind.

Many thanks in advance for your help and for respecting our house rules.

Housekeeping and cleaning services

Additional housekeeping services can be arranged such as running errands, buying flowers, cards, receiving online shopping, additional cleaning etc. at additional charges. Please contact our house manager well in advance to book in if you require such services.

Housekeeping and cleaning services is available at £18 per hour week days and £25 during bank holidays. Please let us know well in advance if this service is required to avoid disappointment.

Online delivery

Various food stores offer delivery to Middleham House including; Tesco, ASDA, Sainsbury and Campbell our local supermarket. Please note receiving online delivery is not part of the package. We can receive delivery for you if you aim to deliver this at 2pm onwards on the arrival day at an additional charge of £15 per delivery.

Alternatively our private cook can fill up the fridge for you with shopping and precook meals. Please contact Lady G direct.

Private caterers and cooks

Our cooks and caterers offer a wide range of choices. However, we recommend our preferred private cook Lady G if you are looking for an evening of treats. She offers our special guests a 10% discount on the overall bill.

Costs vary between £35-40 per head dependant on menu choices. Bookings and menus arrangement is made directly between yourselves and our commended cooks.

We can also recommend wonderful local knowledgeable wine supplier as well.

Please contact us at info@themiddlehamhouse.com if you would like to consider this option for either a more affordable or exclusive catering options.

Beautician services

Local beauticians provide a wide range of services including manicure, pedicure and massage.

Our guests enjoy a preferential rate (up to 25% discount) for a one-hour massage of your choice at approximately £35. This price only represents the guide price. Please agree the price at time of booking.

Booking is arranged directly between you and the beautician. Availability is based on first come first serve and not guaranteed.

Childcare and babysitting

If you require childcare during the day or evening, we can from time to time provide contact but we can't guarantee quality or availability depending on the time of the year. Generally the guide price for childcare is around £25 per hour day time and £18 per hour babysitting. We advise you book well in advance to avoid any disappointment.

Taxi services

We have preferential rates agreement for trips between the house and Northallerton train station. Trip between the station and our house normally costs £45 one-way. Our discounted rate is £35. Please mention you are a guest staying at Middleham House when booking and confirm the rate before booked. Discount rate is not always guaranteed.

If you require other taxi companies to pick you up from the station then please see:

<http://www.britinfo.net/taxis/TCJVP28050.htm>

Private Doctors and Hospital

The closest private hospital to our house is:

BMI Woodlands Hospital
Morton Park,
Darlington,
County Durham,
DL1 4PL

Tel: 01325 341700

www.woodlandshealthcare.com

For a list of private doctors and health clinic close by please consult the following website:

<http://www.118.com/search?what=Private%20Health%20Clinics&where=Middleham>

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NHS Doctors

The nearest doctor to our house is:

Leyburn Medical Practice
Brentwood
Leyburn
DL8 5EP

Tel: 01969 622391

Alternatively to find out options, please consult the following website.

<http://www.nhs.uk/Service-Search/GP/Middleham/Results/4/-1.807/54.285/4/14330?distance=25>

Bellow are two close by NHS hospitals:

The Friarage Hospital
Bullamoor Road
Northallerton
DL6 1JG

Tel: 01609 779911

www.southtees.nhs.uk

[Duchess Of Kent Hospital](#) (12.6km)

Duchess Of Kent Barracks
Horne Road
Catterick Garrison
North Yorkshire
DL9 4DF

For more hospital options, please visit:

<http://www.haringeyindependent.co.uk/li/hospitals.in.Middleham,%20Leyburn,%20North%20Yorkshire/>

Dentist

The nearest dentist to our house is:

Dr D Madley

Wensley Road

Leyburn

North Yorkshire

DL8 5BN

Tel: 01969 622132

Alternatively to find out options, please consult the following website. Put in our post code to search for the nearest dentist – DL8 4PG.

<http://www.bda-findadentist.org.uk>

Tips to staff

Tips are much welcome but it is entirely up to you whether you decide to leave staff any tips. If you do wish to leave it to an individual then you are welcome to give this to him or her personally. However, if you wish this to be shared by the team then please leave your tips in an envelope and address it to the Middleham House keeping team.

Breakages

We would much appreciate it if you could let us know whether any items were broken during your stay. This way it gives us sufficient time to replace missing items before our next guests arrive. Your honesty and help is much appreciated.

Our house manager check through the house making sure that there is no breakages identified prior to your arrival. However, sometime she may overlook an item. We recommend that you report any breakages you identified on arrival immediately to the house manager so that this can be reported and charged to the right person.

Visitor book

To mark your memorable stay forever, please scribble a few words in our visitor books both at the house as well as online. We are told that it is unlucky not sign the visitor book after staying at the manor house:

<http://themiddlehamhouse.com/guestbook/>

Feedbacks

Your feedback is really important for us as we would like to improve continuously. Therefore, it would be much appreciated if you could let us know what you think about the bellow services after your stay **by e-mail**. If you can give us your comments and rating against 'Sufficient', 'Good' or 'Excellent' against the bellow then that would be great.

1. Housekeeping
2. Atmosphere
3. Comfort
4. Facilities
5. Linen
6. Garden
7. Any recommendations

Please send your feedbacks and feedback forms to:
info@themiddlehamhouse.com

Refundable deposit

Please can you provide us with your bank details after your stay so that we can transfer your deposit back to you as soon as possible.

Return and Referrals

We offer all returning guests a 5% discount on any future rental pending on availability. This is not applicable during high seasons such as Christmas and New Year, Easter, August bank holidays or special

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occasions. This offer is time bound so please check with us before booking.

You can also choose to have the amount paid to you or your can pass the discount onto a family member or friend. Payment is made once full rental fee is paid.

The recommendation fee is only offered guests who have stayed at the house before. Please do let your guests know of this offer.

Emergency contact Route

In case of emergency, please follow the following emergency contact route:

1. House manager
2. House keeper
3. Owner
4. Electrician
5. Gardener

Key contacts and price lists

Services	Costs	Units
Logs and coals	£25	Per basket (excl. labour)
Linen	£28	Kingsize set (excl. labour)
	£22	Single set (excl. labour)
	£10	Per dressing gown
	£15	Set of cotton napkins
Early check-in and delayed check out	£100	Minimum charge first hour
	£50	Per hour, up to 4pm latest. Full day

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		charges if stay later
Split beds	£15 per bed	8 rooms max
Additional bed	£50	Maximum 1 additional bed per stay
Cot bed	£0	2 available at the house
Pets	£25	Per stay (2 max)
	£10	Per incident
Housekeeping	£18	Per hour (bank holiday £25 per hour)
Babysitting	£18 - £25	Per hour (bank holiday £25 per hour)
Childcare (daytime)	£25	Per hour
Taxi	£35-45	Per trip to/ from North Allerton (estimated price)
Beautician	Price on request	
Private cook	£12	Breakfast per head (estimated price)
	£30-40	Dinner per head (estimated price)
	£25	Per hour (additional services if required)

Who	Name	E-mail	Contact numbers
House Manager	Julie Nicols	julie@thewhitebeddingco.com	01969623699/ 07801720155
Housekeeper	Kim and Tony Mckenna	woolpack.mckenna@gmail.com	07554939544/ 07847923599
Owner	Debrah/Charlie Craven	info@themiddlehamhouse.com	02077335716/ 07918196936

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			07918196936
Private cook	Lady G	g.anderson@samander sonfinefurniture.co.uk	07957144467
Beautician	Anne		01969622857
Gardener	Steve		07598136480
Taxi services	A2B		01609775252
Electrician	Kent		07764288873
Plumber	Andy		07762471429
Middleham House			01969623219