



Residents Guide Ludlow Mascall Centre



Welcome to the Ludlow Mascall Centre! Whether you are a repeat visitor or staying with us for the first time, the whole team would like to wish you a warm welcome.

Like all businesses, we have had to find new ways of doing things that minimise the risks of Covid-19 to our guests and our staff. This PDF Residents Guide is just one of them. It includes as much information as we think you will need to have for your visit, and is a replacement for the hard-copy information book that we used to provide in our guest rooms. We recommend that you save the guide to your smartphone or other electronic device that you will have with you during your stay.

We have also replaced the paper guest registration form with an **online registration form** in order to minimise person-to-person contact at reception. If you have not already filled it out and submitted it, please do so prior to your arrival at the Centre. One person in your party can complete the form on behalf of everybody else.

These are just two of many measures that we have introduced to put everyone's health and well-being at the forefront. The full list of measures, as well as our risk assessment, are on our **website**. These have been developed in line with Government, public health, and tourism industry guidelines. We will be constantly monitoring and updating them, so do not hesitate to contact us if you have a suggestion for how to improve our service.

If there is anything else that you would like to know, please **e-mail us** or phone +44 (0)1584 873882.

Thank you for choosing the Ludlow Mascall Centre: a unique place to meet, learn, celebrate, and stay. We hope you have a pleasant time here.

Tina Healy
Centre Director

Customer Service Charter

We guarantee a warm welcome and a professional service from friendly staff.

We provide a high-quality service from initial enquiry to departure.

We value our customers, respect diversity, and treat everyone equitably.

We strive to ensure our customers' comfort and expect consideration by all, for all.

We deal with comments, suggestions and complaints positively.

Important Telephone Numbers

+44 (0)7740 029 345 (to be used before or during your stay)

+44 (0)7740 029 344 (to be used on your day of arrival and during your stay)

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The information in this guide was correct at the time of publication. You should check with the individual establishments for current services offered and opening hours, as many businesses have temporarily reduced their hours. If you find missing or incorrect information or think that there's something we need to add, please e-mail it to marketing@ludlowmascallcentre.co.uk.

Revised December 2020

Safety Measures

To ensure the safety of our guests and staff, we ask that all guests adhere to the following guidelines:

Pre- Check-in

We politely request that if you are displaying *any* symptoms of Covid-19 that you do not travel to the Centre and contact us on +44 (0)1584 873882 or +44 (0)7740 029 344 to postpone your stay.

We also request that anyone who has recently returned from any of the countries NOT on the **UK government's travel corridors list** to please refrain from visiting the Centre for 10 days after arrival in the UK to ensure that you are healthy. If this means you will need to postpone your visit, please contact us on +44 (0)1584 873882 or +44 (0)7740 029 344, and we will be happy to assist you.

When you arrive at the Centre, everyone in your party will have to have their temperature taken before entering the building. If anyone in your party has a fever or is displaying *any* Covid-19 symptoms, you will all be asked to leave the premises and we will reschedule your booking. If anyone in your party refuses to have their temperature taken, they will not be allowed to enter the Centre.

During Your Stay

Hand sanitising stations are located at the Centre entrance, exit and other areas for you to use. Please ensure that you use them before entering the Centre and when you come and go during your stay at the Centre.

You must wear a mask or other face covering when in the communal areas of the Centre unless you are medically exempt.

If you develop Covid-19 symptoms whilst staying at the Centre, please arrange a test using our address (Lower Galdeford, Ludlow, SY8 1RZ). You can order a test from www.nhs.uk/coronavirus or call 119. You **MUST** notify the Centre immediately that you have developed symptoms and need to self-isolate. If you are travelling with others, they must also self-isolate and take appropriate action based on your test result.

If, while staying at the Centre, you are contacted by Test & Trace and asked to self isolate, you **MUST** notify us immediately that you have been contacted by them.

If you are well enough to return home by private transportation then please do so and self-isolate at home. Do not use public transport.

For further guidance on what to do if you feel unwell while on holiday in England, visit <https://www.visitengland.com/planning-holiday-in-england>.

Coming & Going

Please use the Evening & Weekend Guest Reception entrance at all times. For your safety and that of our other guests, please lock the guest reception entrance door when you enter or leave the Centre. Your room key also locks/unlocks this door.

The key-code for the door at the top of the stairs that leads to the accommodation corridor is on your room keyring, as is the name of your room.

Parking

As part of our online guest registration form, you will need to provide the number plate details for all vehicles in your party. Once these details and the dates of your stay are on our parking monitoring system, you will not need to re-register. The car park is accessible 24 hours a day. All vehicles are parked at the vehicle owner's risk. Please park only in marked spaces. On the day of your departure, you can leave your vehicle in the car park until 5pm should you wish to spend some more time in Ludlow.

Bicycle Storage

If you would like to make use of our secure bicycle storage area during your stay, please let us know in advance so that we can have a key ready for you. The storage area is accessible 24 hours a day. All bicycles are stored at the bicycle owner's risk.

Lift

All of our guest rooms are on the first floor and accessible by lift, which is key-operated. If you require use of the lift, please let us know in advance so that we can have a lift key ready for you. Please use the hand sanitising stations before using the lift.

Housekeeping

The housekeeping team will not enter your room during your stay. If you have specific requests, you can contact a member of staff on +44 (0)1584 873882. At the bottom of the stairs leading up to the guest rooms you will find a replacement station, where you can replenish bedroom supplies such as toilet rolls, towels, tea, coffee, etc., and a sanitation station, where you can access cleaning materials, if needed.

Wi-Fi

There is free Wi-Fi throughout the Centre.
Network Name: Ludlow_Mascall_Centre
Password: LMCWiFiKey

Smoking & Noise

Smoking and vaping are not permitted anywhere in the Centre nor in any of the exterior doorways. You can smoke and vape in the courtyard garden. Anyone found to be smoking or vaping indoors will be asked to leave.

Please be respectful of other guests and keep noise to a minimum, especially if returning to your room late at night or departing early in the morning.

Kitchenette & Residents Lounge

We apologise but we have had to remove the microwave oven and tea and coffee station from the residents kitchenette to minimise the risk of Covid-19 transmission. The residents lounge is not accessible for the same reason. The refrigerator can still be used, but please use the hand sanitising station before opening the door.

Iron, Ironing Board, & Hair Dryer

We have also removed the communal iron, ironing board, and hair-dryer that were available in the residents kitchenette.

Climate Control

All of our rooms have oscillating fans, thermostatically controlled radiators, and opening windows. The rooms can get warm in the summer. We recommend that you draw the curtains when you go out for the day. For security reasons, your windows should be firmly closed when you are not in your room.

Courtyard Garden

You are welcome to enjoy the courtyard garden, but we ask you to be respectful of our other guests and neighbours.

Bill's Kitchen at the Ludlow Mascall Centre

Bill's Kitchen serves delicious home-made food, including veggie, vegan, and GF options, as well as dishes with locally sourced meat. They are open Tuesday to Saturday, from 8am to 3pm for a breakfast, a simple daily-changing menu of lunch, and beautiful coffee and cakes. If you fancy a glass of wine please BYO – no corkage. To book a table, please e-mail manager@billskitchenludlow.uk or call +44 (0)7887 917756.

Alongside the café, Bill's Kitchen also offers 'click and collect'. If you'd like to see the current week's menu, go to their [online order form](#), where you can place your order for collection. Centre residents are welcome to enjoy their meal in the courtyard garden.

To be added to the Bill's Kitchen mailing list, e-mail bill@billskitchen.uk.

Breakfast

There are a number of places in Ludlow serving breakfast, and we have included details where available. As they too are adapting to new ways of operating, they might change their opening days/hours with little notice, have reduced menus, start offering dining in, or require advance booking. We recommend that you either phone ahead or check the social media sites of any place where you wish to eat.

Bill's Kitchen

Ludlow Mascall Centre
Tel: +44 (0)7887 917756

CSONS Ludlow

Mill on the Green, Ludlow, SY8 1EG
Tel: +44 (0)1584 879872

Aragons

5 Church Street, Ludlow, SY8 1AP
Tel: +44 (0)1584 873282

The Granary Cafe

Portcullis Lane (in the old Marston's Mill building),
Ludlow, SY8 1PZ
Tel: +44 (0)1584 879006

Bakers of Tower Street

6 Tower Street, SY8 1RL
Tel: +44 (0)1584 877330

Ludlow Kitchen

Bromfield, Ludlow, SY8 2JR
Tel: +44 (0)1584 856020

Castle Lodge Buttery

Castle Square, Ludlow, SY8 1AY
Tel: +44 (0)1584 873628

Parkway Restaurant

6 Parkway (off Corve Street), Ludlow, SY8 2PG
Tel: +44 (0)1584 873130

Cicchetti Bar Ludlow

10 Broad Street, Ludlow, SY8 1NG
Tel: +44 (0)7890 412873

The Cottage Cafe & Cakery

2 Attorneys Walk, (off Corve Street)
Ludlow, SY8 1AA
Tel: +44 (0)1584 878780

Visitor Information

Ludlow's Visitor Information Centre is temporarily located in Ludlow Library.
7-9 Parkway, Ludlow, SY8 2PG
Tel: +44 (0)7950 226146

Useful websites listing places to eat, things to do, and other local information:

The Ludlow Guide, www.theludlowguide.co.uk
The Ludlow Website, www.ludlow.org.uk

Let's Go Ludlow, www.letsgoludlow.com
Visit Shropshire, www.visitshropshire.co.uk

Checking Out

Please vacate your room by 10am on the final day of your stay. On leaving please open your windows to ventilate your room. Keys (including lift and bicycle storage keys) must be deposited in the box outside the entrance to the accommodation corridor on the first floor in order to limit person-to-person contact. Any lost key will result in a £30 charge.

We apologise but we are unable to provide a left luggage facility at this time.

Feedback Form

On the last day of your stay, we will e-mail you with a link to our online feedback form. We would greatly appreciate it if you would fill it out. It is anonymous and will help us to evaluate our service and make improvements where needed. If, however, there is something you wish to discuss during your stay, do not hesitate to contact us.

Local Services

Emergency

Tel: 999 or 112 (Police, Fire, and Ambulance Services)

Non-emergency

Tel: 101 (Police Service only)

Tel: 111 (National Health Service only)

Transportation

Annette's Taxis: +44 (0)1584 878787

Teaky's Taxis: +44 (0)1584 879478

National Rail Enquiries

<https://www.nationalrail.co.uk/>

Tel: 03457 484950

Traveline Midlands (buses and trains)

<http://www.travelinemidlands.co.uk>

Health

Doctors

Portcullis Surgery

Portcullis Lane, Ludlow, SY8 1GT

Tel: +44 (0)1584 872939

Station Drive Surgery

Station Drive, Ludlow, SY8 2AB

Tel: +44 (0)1584 872461

Hospital

Ludlow Community Hospital and Minor Injuries Unit

Gravel Hill, Ludlow, SY8 1QX

Tel: +44 (0)1584 872201

MIU open seven days a week, 8am to 10pm.

Chemists

Boots

34 Bull Ring, Ludlow, SY8 1AA
Tel: +44 (0)1584 872548

Lloyd's Pharmacy

1-2 Upper Galdeford, Ludlow, SY8 1QB
Tel: +44 (0)1584 872230

Brown & Francis

49 Bull Ring, Ludlow, SY8 1AB
Tel: +44 (0)1584 872910

Banks/ATMs

Barclays

3 King Street, Ludlow, SY8 1AJ
Tel: 0845 755 5555

Nationwide Building Society

2 Bull Ring, Ludlow, SY8 1AD
Tel: 0845 266 1293

Lloyds

16 Broad Street, Ludlow, SY8 1NQ
Tel: 0845 3000 000

NatWest

15 Bull Ring, Ludlow, SY8 1AG
Tel: 0845 301 9765

There is also an ATM outside of the One Stop Shop on Tower Street.

Post Office

9 Tower Street (inside the One Stop Shop), Ludlow, SY8 1RL
Tel: +44 (0)1584 872356

Ludlow Library

7-9 Parkway, Ludlow, SY8 2PG
Tel: +44 (0)1743 250510

Supermarkets

Aldi

Station Drive, Ludlow, SY8 1DA
Tel: 0844 406 8800

Tesco

Station Drive, Ludlow, SY8 2PQ.
Tel: 0845 6779444

Fire Notice

Residential groups must identify a responsible person within their group to act as a Fire Marshall.

On discovering a fire

Operate the nearest **FIRE ALARM**.

CALL THE FIRE BRIGADE ON 999.

On hearing the fire alarm

During the day:

- Go to the **ASSEMBLY POINT**, shutting all doors and windows as you go. You do not need to maintain the one-way system in the building and should make your way to the nearest safe exit.

During the evening:

- Put on a dressing gown or coat, and shoes. Do not stop to dress fully.
- Wake up the other people in your room.
- Go to the **ASSEMBLY POINT**, shutting all doors and windows as you go. You do not need to maintain the one-way system in the building and should make your way to the nearest safe exit.

The **ASSEMBLY POINT** is at the front of the Centre, to the right of the main gate as you face the road (NOT under the horse chestnut tree).

At all times

ACT QUIETLY.

DO NOT STOP to collect personal belongings.

WALK, do not run.

DO NOT ATTEMPT TO PASS OTHERS on your way to the Assembly Point.

DO NOT RETURN TO THE BUILDING until permission is given.

History of the Mascall Centre

The Ludlow Mascall Centre is a formally registered educational charity overseen by a board of trustees and managed on a day-to-day basis by a full-time director with the support of 8 part-time staff.

The oldest part of the Centre was opened in 1857 as Ludlow National School. It was designed by Thomas Nicholson, the architect of the Diocese of Hereford, to accommodate 500 pupils (150 boys, 150 girls and 200 infants). In 1930 it became Lower Galdeford Senior School. Around 1978, the school was taken over by the Diocese of Hereford and later renamed the Bishop Mascall Centre with an ethos of learning for everyone in the community.

The residential wing opened in 1982 and the Fletcher Wing, which is where our main entrance and reception area are located, opened five years later. Our residential wing has undergone many changes, the most recent of which created the all en-suite guest accommodation on the first floor and housing for Keele University medical students doing placements at local GP surgeries on the ground floor. The Keele partnership, which gives students experience in the practice of rural medicine, is the only project of its kind in Europe.

Although we still carry the name of Robert Mascall, who was a medieval Carmelite friar who was born in Ludlow and served as the Bishop of Hereford from 1404 until his death in 1416, the Centre no longer belongs to the Church of England. The Diocese of Hereford, however, remains a frequent user of our facilities and we are home to one of its resource centres. In addition, we have five rooms of different sizes ideal for meetings, training sessions, residential courses, and celebratory events. Three of these rooms are also licensed for weddings. All combined, the Mascall Centre is a unique place to meet, learn, celebrate, and stay in the heart of Ludlow.