



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 check-in. 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 adjusted 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 November 2021

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 or have been told to self-isolate that you do not travel to the Centre and contact us on +44 (0)1584 873882 or +44 (0)7740 029 345 to postpone your stay. Guests cannot self-isolate at the Centre.

We also request that anyone who has recently arrived or returned from any of the countries on the **UK government's red list**, follow the government guidance about testing, self-isolation, and quarantine before travelling to the Centre 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 029 345, and we will be happy to assist you.

If anyone in your party is displaying *any* Covid-19 symptoms when you arrive at the Centre, you will all be asked to leave the premises and we will reschedule your booking.

During Your Stay

The Centre is participating in the NHS Test and Trace program (this is separate from the guest registration form which is a different legal requirement). We are doing this by displaying our QR code on posters at the entrances which you can scan with any device that has the Test and Trace app on it.

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

We politely request that you wear a mask or other face covering when in the communal areas of the Centre unless you are medically exempt.

You can get lateral flow tests from Lloyd's Pharmacy (116-119 Lower Galdeford, SY8 1RU), Ludlow Library (7-9 Parkway, Ludlow SY8 2PG) or Ludlow Leisure Centre (Bromfield Rd, Ludlow SY8 1DR).

If you develop Covid-19 symptoms whilst staying at the Centre, please arrange a PCR test using our address (Lower Galdeford, Ludlow, SY8 1RZ) by visiting www.gov.uk/get-coronavirus-test or calling 119. You will then need to return home, ideally by private transport, to self-isolate. If you are travelling with others, they must also return home to self-isolate.

If, while staying at the Centre, you are contacted by Test & Trace and told to self-isolate, you will need to return home, ideally by private transport, to self-isolate.

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. A key is kept in the lift, please do not remove it. We ask that you use the hand sanitising station 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 (weekdays) or +44 (0)7740 029 344. 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

The refrigerator and microwave in the residents kitchenette are available. As these are shared among all guests, please use the hand sanitising station before using either of these appliances and wipe them down with the provided wipes when you are done using them.

The residents lounge is open. We recommend that you wear masks and socially distance from anyone not in your party who is in the lounge at the same time.

Iron, Ironing Board, & Hair Dryer

An iron, ironing board, and hair-dryer are available in the residents kitchenette. Please return these items to the kitchenette and wipe them down with the provided wipes when you have finished using them.

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.

Courtyard Garden

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

Breakfast

There are a number of places in Ludlow serving breakfast. As they too are adapting to new ways of operating, they might change their opening days/hours with little notice, have reduced menus, 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.

Aragons

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

Bill's Kitchen Ludlow

Ludlow Assembly Rooms, Ludlow, SY8 1AZ
Tel: +44 (0)7887 917756

Cafe V

6 New Road, Ludlow, SY8 2NX
Tel: +44 (0)7835 356186

The Castle Cafe

Ludlow Castle, Ludlow, SY8 1AY
Tel: +44(0)1584 878796

Castle Lodge Buttery

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

Cicchetti Bar Ludlow

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

The Corner House – Ludlow

2-4 Old Street, Ludlow, SY8 1NP
Tel: + (0)1584 318010

Visitor Information

Ludlow's Visitor Information Centre is located in Ludlow Assembly Rooms (Market Square, Ludlow, SY8 1AZ; Tel: +44 (0)1584 875053). It is open Monday-Saturday, 10am-2pm.

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

The Cottage Cafe & Cakery

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

CSONS Ludlow

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

The Granary Cafe

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

Ludlow Kitchen

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

Parkway Restaurant

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

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 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

116-119 Lower Galdeford, Ludlow, SY8 1RU

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.