



# Residents Guide Ludlow Mascall Centre



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LudlowMascallCentre

Lower Galdeford • Ludlow • SY8 1RZ

[www.ludlowmascallcentre.co.uk](http://www.ludlowmascallcentre.co.uk)

[info@ludlowmascallcentre.co.uk](mailto:info@ludlowmascallcentre.co.uk)

## **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 many businesses, we have decided to keep in place some of the changes we made in response to Covid. This PDF Residents Guide is a replacement for the hard-copy information book that we used to provide in our guest rooms. It supplements the information card that you will find in your room and includes as much information as we think you will need to have for your visit. 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 make the check-in process more efficient. 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.

If there is anything else that you would like to know, please **e-mail us** or phone +44 (0)1584 873882. We constantly monitor and update how we operate, so do not hesitate to contact us via either of the aforementioned methods if you have a suggestion for how to improve our service.

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)

## Table of Contents

Safety Measures .....	4
Coming & Going .....	4
Parking .....	4
Bicycle Storage .....	4
Lift .....	4
Housekeeping .....	4
Wi-Fi .....	4
Smoking & Noise .....	5
Kitchen & Dining Area .....	5
Residents Lounge .....	5
Iron, Ironing Board, & Hair Dryer .....	5
Climate Control .....	5
Courtyard Garden .....	5
Athena Greek Taverna & Café .....	5
Breakfast .....	6
Visitor Information .....	6
Checking Out .....	6
Feedback Form .....	7
Local Services .....	7
Emergency .....	7
Non-Emergency .....	7
Transportation .....	7
Health .....	7
Banks/ATMs .....	7
Post Office .....	8
Public Library .....	8
Supermarkets .....	8
Fire Notice .....	8
History of the Ludlow Mascall Centre .....	9

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 businesses may need to temporarily adjust their hours at short notice. 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](mailto:marketing@ludlowmascallcentre.co.uk).

Revised June 2022

## **Safety Measures**

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

We politely request that if you are displaying symptoms of Covid-19, have had a positive for Covid, 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 reschedule your stay. Guests cannot self-isolate at the Centre.

## **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. The same code unlocks the door to the residents lounge and kitchen area.

There is no guest curfew, but please be mindful of other guests when returning to your room late at night and keep noise to a minimum.

## **Parking**

As part of our online guest registration form, you 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. The key is kept in the lift, please do not remove it.

## **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 extra toilet rolls, towels, and cleaning materials, if needed. Extra tea, coffee, milk, and sugar can be found in the residents kitchen.

## **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, but please be considerate of other guests who are out there at the same time. 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.

### **Kitchen & Dining Area**

There is a fully equipped kitchen, including a tumble dryer, and dining area on the ground floor. As this space is shared among all guests, please be considerate of others and leave the areas as you would like to find them.

### **Residents Lounge**

You are welcome to use the residents lounge, but please excuse its appearance while we finish our refurbishment.

### **Iron, Ironing Board, & Hair Dryer**

At the bottom of the stairs going up to the guest rooms there are an iron, ironing board, and hair-dryer. Please return these items when you have finished using them so that other guests may use them.

### **Climate Control**

All of our rooms have oscillating fans, thermostatically controlled radiators, and opening windows. The rooms can get hot 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.

### **Athena Greek Taverna and Café**

Athena Taverna, located at the Mascal Centre, serves delicious continental and traditional English breakfasts and authentic Greek dishes for lunch, lite bites, and evening meals. Everything is home-made using a mix of local and Greek ingredients. They are open Monday to Saturday from 9am. We recommend you book ahead by calling 01584 875023 or e-mailing [bookings@athenagreektaverna.co.uk](mailto:bookings@athenagreektaverna.co.uk).

## Breakfast

In addition to Athena Taverna (above), there are a number of places in Ludlow serving breakfast. As they too have adapted 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

### Bakers of Tower Street

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

### 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: +44 (0)1584 318010

### 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

### Kin Kitchen

5 Old Street, Ludlow, SY8 1PD  
Tel: +44 (0)1584 879888

### 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

## Visitor Information

Ludlow's Visitor Information Centre is located in Ludlow Assembly Rooms (Market Square, Ludlow, SY8 1AZ; Tel: +44 (0)1584 875053 ).

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

The Ludlow Guide, [www.theludlowguide.co.uk](http://www.theludlowguide.co.uk)  
The Ludlow Website, [www.ludlow.org.uk](http://www.ludlow.org.uk)

Let's Go Ludlow, [www.letsgoludlow.com](http://www.letsgoludlow.com)  
Visit Shropshire, [www.visitshropshire.co.uk](http://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) should be deposited in the box outside the entrance to the accommodation corridor on the first floor. 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

To ensure you have a taxi when needed, we recommend booking one in advance.

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

National Rail Enquiries

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

Tel: 03457 484950

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

Wolfcar Private Hire: +44 (0)1584 856690

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

### 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 are also ATMs outside of the One Stop Shop on Tower Street and Tesco.

### Post Office

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

### Ludlow Public Library

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

### Supermarkets

Aldi  
Station Drive, Ludlow, SY8 1DA

Sainsbury's  
Duncow Rd, Rocks Green, Ludlow, SY8 2EY

Co-Op  
Foldgate Ln, Ludlow, SY8 1LS

Tesco  
Station Drive, Ludlow, SY8 2PQ.

### 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 five 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, including the creation of 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, 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. We have five rooms of different sizes ideal for training sessions, meetings, residential courses, and celebratory events. Three of these rooms are also licensed for weddings. In 2022 we remodelled and expanded our co-working space and launched WorkPlace, a co-working community with a variety of workspaces. All combined, the Mascall Centre is a unique place to meet, learn, celebrate, and stay in the heart of Ludlow.