



BENTLEY COPSE ACTIVITY CENTRE

PALMER HOUSE INFORMATION



Bentley Copse Activity Centre, Hound House Road, Shere, Surrey, GU5 9JH
Office : 01483 202424 | bookings@bentleycopse.org.uk

Welcome To Palmer House

Welcome to Palmer House. This pack provides you the information you need to enjoy your stay.



Building Use

With sleeping capacity for thirty-eight, a large communal hall, a commercial grade kitchen and dedicated toilets and showers it can serve as the central hub for residential stays or events.

Common uses include:

- Residential visits of up thirty-eight people, all sleeping in dormitories.
- Combination visits, with some or most of your group camping outside.
- School residential visits, making use of the thirty-eight beds or our high-capacity camping village.
- Central catering and logistics hub for large events.



Contacting the Bentley Copse team

Should you have any queries or concerns during your stay, please call or WhatsApp **07563 044 832** to speak to the duty manager.

Must only be used for urgent queries after 6pm and before 8am.



Briefing your team

Please ensure the adults within your group are familiar with the facilities within Palmer House.

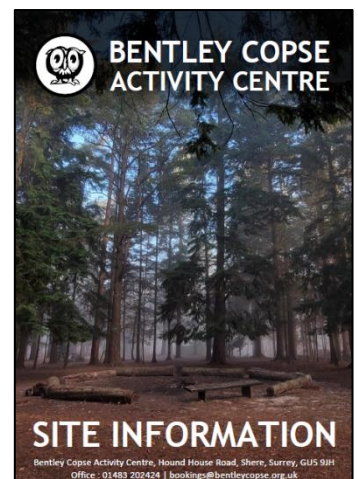


Site information and rules

Our website contains our *Site Information* document that covers Bentley Copse facilities, activities and rules.

Familiarising yourself with our site information documents to minimise questions when you arrive.

It will also avoid misunderstandings on what facilities are available for your use as well as the rules that all groups must follow.



Arrival



Check-In

Your arrival time will be detailed in your booking receipt.

Please confirm your arrival time with us on the morning of your arrival by calling 01483 202424, 07563 044 832 or emailing bookings@bentleycopse.org.uk

Reception is often staffed 9am to 5pm. Call **07563 044 832** to speak to the duty manager if reception is closed.



Equipment audit

While we aim to provide you with a full inventory of items as here, it is your responsibility to notify us of missing items upon arrival.

Items missing items upon departure will be charged at replacement cost.



Cleaning

Palmer House and its facilities will have been handed to you in a clean and organised condition. Should there be any issues then please do let us know.

You are required to leave Palmer House in a clean and organised condition, following the instructions within this document.

Failure to leave the facilities clean will result in cleaning charges of £25 per hour being made.



Camping

Camping space is available close to Palmer House. This must be booked in advance.

Camping fees are not included in the building hire cost.



Keys

You will be provided with a set of keys that allow you to secure Palmer House. The site washrooms are available for your use when you lock Palmer House.

Facilities



Kitchen

The kitchen in Palmer House is a commercial grade kitchen equipped with facilities to cater for large groups. Crockery and utensils are provided to cater for fifty.

Do let us know at the time of booking if you wish hire additional equipment.

You will need to bring your own t-towels, and supplies for hand-cleaning kitchen items not suitable for the commercial dishwasher.

The catering cookware may **not** be used outside of Palmer House.

Please bring your own water bottles or beakers if you wish to provide drinks to your group while accessing other parts of Bentley Copse.

The kitchen includes the following items. See the equipment checklist for a fully itemised list:

12 Ring gas hob

Electric water boiler

Dual ovens

Large metal cookware

Microwave

Cooking utensils

Pop-up toaster

Commercial dishwasher

Conveyor toaster



Bunk Rooms

There are two bunk rooms sleeping 16 in each. The adult bunk room off the main hall sleeps 6. The 16+16 bed layout for the large bunk rooms may be configured as 14+18. Please advise before arrival if you need a specific layout.



Bedding

You must provide you own bedding; either a single sheet and duvet/pillow or sleeping bag/ pillow.

We do not have any bedding to loan or hire.



Walkway and Indoor shoes

The covered walkway provides space for muddy footwear and allows you to minimise your departure cleaning of the floors.

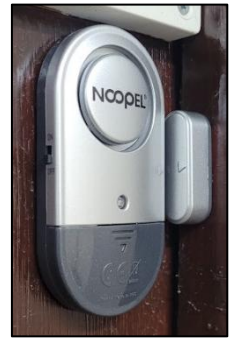
Please bring *indoor shoes* for use inside Palmer House and keep the forest outside.



Bunk Room Fire Exits

There is a push to open fire exit in each 16 bed dorm room. These are equipped with audio alert devices you may activate. When switched to the “on” position a loud alert will notify others in the dorm the door has been opened.

These are purely to provide audible notice the door has been opened. They do not activate the fire alarm, or cause other alert devices to sound.



Hall

The hall is equipped with folding tables and benches for groups of fifty. Do let us know at the time of booking if you wish hire additional tables or benches.

The tables and benches may **not** be taken outside of the building. If you wish to dine outside, you must bring your own tables and benches./



Toilets

Palmer House has its own male and female toilets for your exclusive use. The centre also has two main toilets blocks with separate facilities for young people and adults. Please help to keep them clean and report any damage to the duty manager.

Access to the adult toilets within the main block is controlled using a coded lock, the number of which is C1982.



Accessibility

We advise all hirers of Parker Lodge to discuss their accessibility needs with us before booking. Our woodland location combined with the age of our buildings means they may pre-date recent accessibility standards.

- Palmer House : One male & One female accessible toilets
- Main Toilet Block : Standard amenities
- Parker Lodge Toilets : One accessible toilet
- Little Lodge Exterior Toilets : One accessible toilet
- Little Lodge Interior Wet Room : Accessible toilet & shower



Showers

Palmer House has its own shower facilities and additional showers are located within the main toilets blocks with separate facilities for young people and adults. Please help to keep them clean and report any damage to the duty manager.

Please allow time for standing water to drain before back-to-back showering.



Cleaning

Palmer House should be swept, mopped and clear of rubbish before departure.

Cleaning products and supplies such as hand soap and toilet paper are available in the cleaning cupboard (in the male washroom).



Heating

The heating operates on a set schedule. We ask all users to be mindful of energy use.

Radiators are individually controllable via thermostatic valves. You may adjust these if necessary.



Energy Use

We do not recommend bringing and using high draw catering equipment (such as fryers). The supply to Palmer House is limited, and overloading the circuits could result in you losing all ability to cater.

You may power personal or group devices (EG phones, laptops, radios, projectors) but you **may not** power high drain items without **written or emailed permission** from Bentley Copse. This includes but is not limited to : *Heaters, Water Boilers, Electric cars, E-Bikes, Tumble dryers, Power tools, External items including inflatables.*



Wi-Fi

Internet is available within Palmer House. The access details are available in the *red folder* by the door within Palmer House.

Do not allow under 18s to access the Wi-Fi.



Projector Screen

A large pull-down screen is available for your use. *A projector may be hired.*



Repairs and Maintenance

Please alert us to any maintenance issue. These will be dealt with as soon as possible.

If calling us *Out of hours* please do consider the urgency of the issue:

- “Blocked” toilets are invariably due to children being overzealous with paper usage. You may be able to resolve these yourself with a bucket of water.
- Ovens and hobs that “Do not light” may need a little longer than at home for the gas to flow from the external tanks to the appliance.
- Please wait for daytime hours to notify us of non-urgent issues that do not require immediate attention.



Spiders

You may see cobwebs. As we clear them the spiders put up new ones. It’s an eternal struggle.

Safety



Fire Safety

Palmer House is equipped with a fire alarm and fire extinguishers. Please familiarise your group with their locations and of the fire exits.



Fire Assembly Points

There are two signed fire assembly points. These are marked on the site map.

- Adjacent to the flagpole on the field.
- North of the *Parker* campfire circle.

You should identify the closest fire assembly point to your visit and communicate its use to your group.

Should the closest point be unsuitable, such as being close to the source of fire, the alternative point should be used – *Or follow directions from Bentley Copse staff.*



Fire Drills and Building Evacuations

All groups are responsible for performing their own fire drills and preparing evacuation plans specific to their group.

Assistance is available from Bentley Copse staff should you wish to perform a realistic fire-drill.



Hazards and Risks

Read our *General Site Risk Assessment*, *Building Risk Assessments* and other documents on our downloads page. These will contain essential information.

<https://www.bentleycopse.org.uk/booking/downloads>



Risk Assessments

All groups are required to complete their own risk assessment for their visit to Bentley Copse and communicate / manage the risks with their group.

We advise all groups to visit the site to assist in preparing your risk assessments and procedures.

To assist you with this a full range of Risk assessments for our activities, site and buildings can be found on our website:

<https://www.bentleycopse.org.uk/booking/downloads/>

Departure



Empty accommodation

Your departure time will be on your booking receipt. Please ensure you have sufficient time to clean.

Do check for lost-property. A full sweep of all areas / rooms / tents is recommended.



Rubbish

All waste should be put in the large blue bins located in the main car park



Cleaning

The facilities should be cleaned following the instructions within this document.

Use the photographs in the kitchen to replace items where they live.

Use the equipment list to count items.



Check-Out

Please check-out with us before departure arrival. Reception is often staffed 9am to 5pm. Call **07563 044 832** to speak to the duty manager if reception is closed.

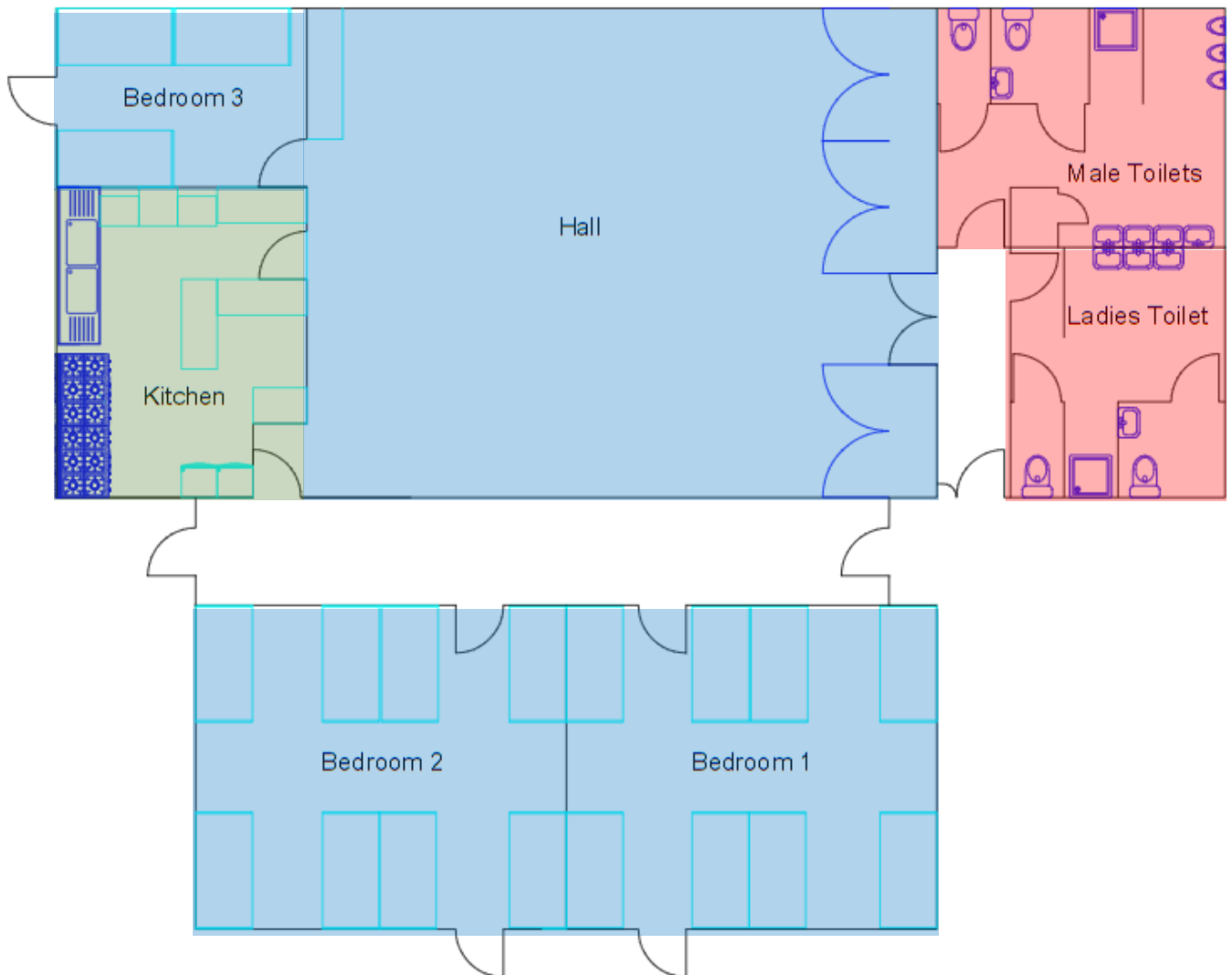
Layout



Building Layout and Mop Colour Zones

Note the colouring on this layout diagram : It matches the mop colours that may be used in each zone.

To avoid cross-contamination do not use a mop outside of its zone.



Cleaning Supplies

The secure cleaning cupboard is located within the boys washroom.

Do contact us if you run out of cleaning supplies.

Palmer House Photographs

Photographs, especially in the kitchen, are used to assist you during your arrival and departure. It is important to reference these when arriving and departing so that you can locate any misplaced items.

We strongly recommend going through the equipment check-list when you first arrive and alerting us if anything is missing or damaged.



Main Hall



Bedroom



Kitchen



Kitchen

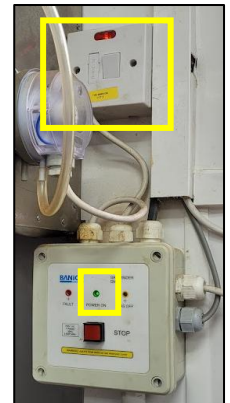
Cooker Instructions



Propane Gas

The cookers are fed from an external gas tank.

1. Check the *Gas supply cut off point is not activated*
2. Switch on the extractor using the power switch.
3. Verify the green POWER ON light is illuminated.



Lighting The Cooker

1. Set the burner to the desired level by rotating the control and holding it in.
2. Light the burner using a lighter or match. If using a piezo ignitor, click it as many times as required to ignite.



Lighting The Oven

1. Set the oven control to the desired gas mark by rotating the control and holding it in
2. Press the red ignitor switch, repeat if needed.
3. Visually check the oven for ignition.



Difficulty in lighting the oven?

Before you call us to tell you cannot light the oven follow these steps:

1. Check you have switched on the gas supply (see above)
2. It can take a few seconds for gas to flow from the external tank. Wait before pressing the red ignition button.



Power Requirements

The cooker, while operating on gas, will not function in there is a power failure.

Dishwasher Instructions

The pass through SH55EBT dishwasher in Palmer House is capable of high volume washing for your group. It is not a magic solution to burned on food – you will likely need to clean heavily soiled items manually.



The dishwasher uses a lot of power to operate.

Please use it efficiently, switch off when not being used and consider washing small loads manually.

Preparation:

1. Install the white plastic filter plug and metal plate above it (See lower photograph)
2. Switch on the dishwasher using the power switch on the blue control panel.
3. Close the lid. The tank will start to fill and the dishwasher will start to heat up.
4. Once at temperature, the tank *Temperature* light will go ON.



Operation

Ensure that the dishwasher is on Cycle 2 before starting.

1. Use the sink and pre-rinse sprayer to remove food debris before loading trays from the left side of the dishwasher.
2. Stand items vertically as you load them into the trays and use the cutlery tray to prevent small items falling through.
3. Slide the tray to the right and close the lid.
4. Green light : Ready to wash
5. Blue light : Washing cycle has been completed.
6. Once the light has gone green, open the lid and slide the tray to the right.
7. Leave items to drip dry or dry with tea towel.
8. Turn off the dishwasher.

End of day cleaning

It's important to leave the dishwasher clean at the end of each day. You will need to ensure the lower section drains fully.

1. Run a cleaning cycle while empty.
2. Remove the white plastic filter plug and metal plates above it (See lower photograph)
3. Turn off dishwasher and Leave the lid open to let it air dry.



Video Instructions

Scan this QR code, or visit this URL for video instructions.

<https://www.youtube.com/watch?v=sGQ3GBGq8sk>

Heated Cupboard



Overview

The heated cupboard can be used to pre-heat crockery or dished / plated meals.



Specification

Size: 2m wide x .7m deep x .9m high.

Temperature : +30 to +90°C

Weight : 175kg



Operation

Maintain 10cm clearance at rear

Plug into a 13A socket

Stir or rotate food containers periodically for even heat.



Recommended temperatures

Plate warming : 60-70°C

Hot food holding: 70-90°C

High-Volume service: 80-90°C

Kitchen Equipment

Kitchen - Utensil Rack

2	Tongs	2	Pasta Spoon	4	Serving Spoon
2	Potato Masher	4	Draining spoon	4	Spatula (Not for non-stick)
2	Ladle				

Kitchen - Utensils Drawer

2	Wooden Spoon	2	Vegetable Peeler	1	Ice Cream Scoop	2	Tin Opener
1	Whisk	2	Pizza Wheel	2	Scissors		

Kitchen - Oven Tray Shelf

2	Non Stick Tray	2	Metal Tray (Large)	2	Baking Pan (Medium)
2	Metal Tray (Medium)	2	Baking Pan (Large)	2	Roasting Tin

Kitchen - Small Pans and Cutting Boards

6	Cutting Boards (6 Colours)	3	Non Stick Frying Pan	2	Pan (Long Handle)
2	Cutting Board Rack			1	Pan (Dual Handle)

Kitchen - Serving Hatch Area

1	Burco Boiler (Electric)	1	Thermos water flask	1	Plastic Crate for Glasses
1	Kettle	50	Glasses		

Kitchen - Wire Shelving

1	Microwave	6	Large cooking pot	2	Cheese Grater
1	Digital Scales	2	Colander (Hemisphere)	2	Knife Block (5 Knives)
1	Stack of bowls and Lids (4)	2	Metal Water Jug	2	Cooking pot lid
2	Measuring Jug	1	Toaster (Four slot)	1	Colander (Cone)

Kitchen - Stove Area

1	Gas Lighter
---	-------------

Kitchen - Cleaning Area

3	Washing Up Bowl	1	Cleaning Trug (Grey)	Bowl	Cleaning Supplies	1	Green mop and bucket
---	-----------------	---	----------------------	------	-------------------	---	----------------------

Kitchen - Dishwasher

4	Tray	1	Cutlery Basket
---	------	---	----------------

You may wish to bring...

Palmer House **does** not come equipped as standard with the following.

Washing up Liquid, Pan Scourers, Tea towels, Plastic plates, bowls and beakers, Oven gloves, Rolling Pin, Kitchen Roll, Kitchen Timer, Tin Foil, Food bags, Cling Film, Ice Cube Tray.

Hall Equipment

Hall - Corner Cupboard

50	Plates	50	Bowls	50	Mugs	2	Cutlery Tray
50	Knives	50	Forks	50	Spoons	50	Teaspoons

Hall - Stainless Steel Trolley

1	Conveyor Toaster	4	Drinks Jugs	50	Plastic Beaker	1	Tray
---	------------------	---	-------------	----	----------------	---	------

Hall - Furniture

12	Table	19	Bench	15	Chair
----	-------	----	-------	----	-------

Cleaning Cupboard - Dispensable Stock

4+	Toilet Roll
----	-------------

Cleaning Cupboard Contents

Cleaning Cupboard - Toilet & Washroom Cleaning

1	Hand soap refill	Pack	Large gloves	1	Toilet Cleaner	Box	Urinal Block
Stack	Red hand wipes	Pack	Medium gloves				

Cleaning Cupboard - Kitchen

1	Sponges	1	Ultrabac Spray	2	Black bin bags	Stack	Green hand wipes
---	---------	---	----------------	---	----------------	-------	------------------

Cleaning Cupboard - Miscellaneous

Stack	Black bin bags	1	Henry Vacuum cleaner	1	Blue Mop & Bucket : For Hall
Stack	Yellow hand wipes	1	Henry Attachments	1	Red Mop & Bucket : For Toilets
2	Sponges	1	Dustpan and Brush	1	Green Mop & Bucket : For kitchen
				1	Wet floor sign

Cleaning Instructions

Please return Palmer House in a clean and tidy condition, by scheduling cleaning time into your departure day itinerary.

Please liaise with Bentley Copse staff so you may return the keys and your completed departure checklist at a mutually convenient time.

Kitchen

The kitchen should be cleaned with *Kitchen Cleaner & Sanitiser* or *Ultra bac*. *Do not use your own cleaning products or bleach as they will damage our water treatment facilities.*

- Clean sinks and draining board.
- Drain and clean dishwasher (See instruction sheet)
- Clean all utensils and hang in correct place*
- Clean all cooking equipment and store correctly*
- Clean all crockery and store correctly*
- Clean all kitchen supplies and store correctly*
- Clean cooker hobs – These must be free of grease and burned on food.
- Clean cooker ovens and grills – These must be free of grease and burned on food.
- Clean all work surfaces
- Clean oven : Inside and out
- Clean microwave : Inside and out
- Clean fridge and freezer : Inside and out
- Empty and clean bin
- Sweep floor
- Mop floor (Use the **green** mop and **green** bucket)

* Use photographs as a reference.

Bunkrooms

- Wipe down mattresses
- Open curtains
- Vacuum carpet
- Wipe down window sills
- Check for lost property

Walkway

- Sweep floor
- Check for lost property

Main hall

- Clean tables and store in cupboard.
- Clean all benches and store in cupboard
- Stack chairs
- Open curtains
- Wipe down windowsills
- Clean stainless steel trolley
- Sweep floor
- Mop floor (Use the **blue** mop and **blue** bucket)
- Clean work surface above cupboard
- Leave door to entrance way hooked open

Bathrooms

The wet room should be cleaned with *Ultra Bac*. *Do not use your own cleaning products or beach as they will damage our water treatment facilities*

- Wipe toilet seats, basins and back of toilets
- Wipe basins and taps with cleaner and rinse
- Put urinal blocks in urinals and toilet cleaner in toilets.
- Clean and polish mirrors
- Check toilet rolls – replenish if required.
- Wipe down shower cubicles
- Sweep floor
- Clean shower edges and drain of debris
- Mop floor (Use the **red** mop and **red** bucket)
- Empty bins

Front Door Entrance Area

- Sweep floor
- Mop floor (Use the **blue** mop and **blue** bucket)

Departure Checklist

Please use this checklist before you depart.

- You will be liable for replacement or making good costs on all losses and damages.
- You will be charged for any cleaning required after departure.
- You may be charged an hourly surcharge for late departure.

Kitchen is clean, tidy and mopped. All surfaces wiped with spray cleaner.	
Cooker hob has tin-foil removed and hob & oven are clean	
Dishwasher has had a cleaning cycle run, filter removed and cleaned. Door is	
Toaster(s) are clean and crumb tray(s) empty	
Hot cupboard is empty, clean and door runners clear of debris	
Fridge and freezer are clean and switched on	
Microwave is clean and switched off.	
Dishwasher has been cleaned and left open to dry.	
Hall is clean, tidy and mopped. Windowsills wiped.	
Bunk room 1 (16 beds) is clean, tidy and mopped. Mattresses wiped.	
Bunk room 2 (16 beds) is clean, tidy and mopped. Mattresses wiped.	
Bunk room 3 (6 beds) is clean, tidy and vacuumed. Mattresses wiped.	
Male washroom is clean, tidy and mopped.	
Female washroom is clean, tidy and mopped.	
All lights are switched off : Check bunk rooms.	
All windows are closed and curtains are open.	
Mops and buckets rinsed and returned.	
Fire exits are secure (4 doors)	
Cleaning cupboard is locked	
Walkway door is locked	
Front door is locked	
Key has been returned	