

Welcome to Longstone Lodge, we trust you find this information useful. If you have any questions we will look forward to assisting you further, just see us at reception. We hope you enjoy your stay..

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Quick Reference

Wifi Password: **Longstone17**

Out of hours emergency hostel contact number: **07818441993**

1. Reception Hours & Emergency Contact

Reception

Longstone Lodge reception is open every day at the following times:

- 8.30am to 10am
- 10am to 5pm staffed from the Café
- 5pm to 6.30pm, except Sundays

Should you need assistance outside of these hours, general enquiries can be made in the Café, however please be aware that lunchtimes particularly can get quite busy.

Emergency Contact

Should you need to contact the manager in an emergency, outside of reception or café hours, you can call: **07818441993**

2. Departures & Return Travel

On departure, please remember to **vacate the property by 9.30am** and to leave the room as you found it. Should you be departing the islands sooner and wish to leave your luggage at reception we offer complimentary left luggage storage.

Luggage: Luggage may be left in reception. Richard Hand Haulage will transport luggage to the Scillonian. Please call 01720 423007 to book or for further information.

Penzance Helicopters: The Island Transfers shuttle bus will collect you on your day of departure. Please follow the arrangements you have made on arrival or call the bus service on 01720 422126 or 07789296218. Alternatively you can email heliportshuttle@outlook.com

Skybus: The Island Transfers minibus will collect you on your day of departure. Please follow the arrangements you have made on arrival or call the bus service on 01720 422126 or 07789296218. For any flight amendments contact the Isles of Scilly Steamship Company, telephone 01736 334220. Please contact them with any queries or for daily travel information.

Scillonian III: Passengers should be on the quayside at least one hour before sailing time. The Steamship Company office is in Hugh Street or call 01736 334220.

3. Cleaning & Changeovers

The Lodge and Apartments due for changeover, are closed for cleaning between **10am and 12.30pm**, although on your day of departure we will endeavour to be as flexible as possible.

4. Onsite facilities

4a. Kitchen

In your apartment you will find a fully equipped kitchenette. There are all the usual kitchen appliances as well as a fridge with small freezer space. Please make every effort to recycle and utilise the correct bins for your waste. If you have any food items left over from your stay, we ask you to please leave these in your apartment, where we will endeavour to offer unused supplies to new guests, recycle, and/or keep the chickens happy! Basic provisions and frozen meal options can be purchased in reception.

4b. Hot Water & Heating

Hot water is centrally controlled and should be available at all times. This is provided via thermal solar panels and immersion heater where necessary. Electric room heating is provided during the cooler months, this is also centrally controlled. Please report any issues or heating requirements to reception.

4c. Drinking Water

Water on Scilly is provided by wells and a desalination plant and is **safe to drink**. Water is precious and we would ask that our guests remember this and use it sensibly.

4d. Laundry & Drying Room

Our washing machine and tumble dryer are available for use with tokens that can be purchased from Reception. These machines are located in the Laundry & Drying Room, accessed from the external kitchen door (and turn right). These are shared with all the guests at the hostel so please check that it is convenient to use them. Alternatively a Laundrette can be found on Porthcressa Beach in Hugh Town. A drying line can also be found in the rear garden area.

4e. TV, Telephone/Mobiles & WiFi

TV: There is a television your apartment lounge area.

Telephone/Mobile: The mobile phone reception and mobile data is not particularly good in all spaces but is fine in the garden adjacent to the Cafe.

WiFi is free and available throughout the property.
Password: Longstone17

4f. Linen & Towels

Linen: Clean sheets, bathroom towels and tea towels are available once a week. Every 7 days please leave your bedding and towels in the hallway ready for collection, and the housekeepers will provide fresh linen for you.

Towels: Bathroom towels are provided. Beach towels are available to hire for the duration of your stay from reception for a small charge.

4g. Children's Equipment

At Longstone Lodge we make every effort to provide a useful range of equipment for you to use to help make your stay as enjoyable as possible (without you having to bring the whole of the nursery in your suitcase!)

The following items can be borrowed from us during your stay, just ask at reception:

- Boxes of toys (help yourself from kitchen dining/lounge area)
- Bed guard
- Infant cot
- Baby bath

Please note that there is also a **bath for children** situated in the shared accessible bathroom at the end of the corridor.

- Children's outdoor play area is available to guests at anytime between 8am and 9pm. Children must be supervised when using the play equipment.

4h. Hire Options & Charges

Beach Bath Towels £2.50 per towel,

Washing Machine Coin meter: £1 per 10 minutes

Tumble Dryer Coin meter: £1 per 10 minutes

Bikes Available via St. Mary's Bike Hire, delivered to Longstone Lodge free of charge. Bookable on their website or by telephone on: 07552 994709

5. Provisions & Food Suppliers

Reception

In reception you will find a range of basic foodstuffs. Here you can buy dairy produce such as milk, butter and eggs, chilled foods and drink and frozen bread and pizza. We also stock a range of frozen meals— just pop them in the microwave for fuss free food!

See the back of this information for a list of what you can purchase at reception and prices,

Co-op

The Co-op in the main street, Hugh Street, is open from 8am until 10pm each weekday and between 10am until 4pm on a Sunday.

Benney's Butchers

Situated just past Hugh Street Cafe towards the Garrison, the butchers offer a good selection of meat along with freshly baked bread and a range of fresh vegetables, dairy produce and food supplies.

Old Town Stores

Just past Old Town Inn is the corner shop at Old Town selling a great range of general produce, frozen goods and fresh fruit and vegetables. Approximately 10--5 minutes walk

Salakee Farm Shop; 'Veg in the Hedge'

Open during the day with honesty box, approximately 15-20 minutes walk. Sell their own farm grown vegetables and salads.

Tanglewood, at the Post Office

Selling fresh fish and a range of other gourmet food and drink choices, also highly recommended for a meal out (book early!)

6. Café

Longstone Café adjoins the Lodge via reception. The Café is open daily from Easter to the end of October from 10am to 4.30pm. The Café is licensed and serves fresh coffee, homemade cakes, snacks and lunches.

Friday Lobster Night Delivery: Longstone Café offers 'Lobster Nights' on a regular basis on Friday evenings from May to October. This is up to a 3 course meal delivered directly to your door. You can sample fresh local lobster and listen online to a talk about shell fishing and stock preservation by local fisherman and Longstone owner Colin Jenkins. See the menu and book at reception or in the Café.

7. Outdoors at Longstone

There is a large area of garden and landscaped grounds for you to enjoy whilst staying with us.

You are welcome to use all of the communal areas to relax and eat, as well as the café patio out of opening hours. We just ask that you leave these areas tidy once you have finished.

For children there is a purpose built play area, a football goal and large areas of grass to just run around.

When using the outside areas please be aware that as these are quiet islands we would respectfully ask our guests to remember the comfort of others and keep noise to a minimum.

Barbecues

Longstone Lodge has a purpose built barbeque area where you can use a disposable barbeque (available at reception). Please use responsibly. Be aware, as a fire hazard, you **must** ensure that the barbeque has cooled sufficiently before disposing in the metal bin provided.

8. Recycling and Green practise

We make every effort here at Longstone to recycle as much as possible, as well as employing rainwater harvesting and composting. We therefore ask for your help to assist in these practises.

Please use the labelled bins provided in your kitchen area to clean and split your waste (I am sure you are used to doing this at home!). We also ask you to put any food waste in the separate labelled bin which is then recycled in our purpose built composter in the vegetable garden onsite.

The main bins are situated at the rear of the hostel kitchen, at the bottom of your external stairs, and are signposted for ease of use.

9. Fire Safety

Upon arrival, please familiarise yourself with the building and exits so, if needs be you can exit safely and swiftly.

If you hear a fire/smoke detector sounding in the premises, identify if there is a fire (can you see or smell smoke or see flames?). If a fire has broken out, alert all others within the property to make their way out of the building. If possible, shut all the doors on your way out. This will help to protect your means of escape and restrict the fire from developing.

Ensure that all guests in your party are safely outside the property.

Call the Fire Service on 999 – informing them of your location and contact number. In the unlikely event of contacting the fire service our full address is: Longstone Lodge and Café, Longstone, St. Mary's, Isles of Scilly TR21 ONW

Advise if everyone is out of the building and the location of the fire (if known). Ensure that everyone is a safe distance away from the building. Stay away from the building, and out of the road and wait for the attendance of the Fire Service, do not re-enter until it is safe to do so.

A Fire blanket can be found on the wall of the kitchen. Fire Extinguishers can be found in the communal kitchen, hallway, laundry and reception.

Detectors are installed throughout the building. Fire alarms will be tested at regular intervals.

Notices regarding procedure in the event of a fire can be found just inside the bedroom door.

The use of personal electrical appliances is permitted on the understanding that they are turned off at night or when the building is unoccupied and that the utmost care is taken to ensure they are used responsibly and in good condition. This includes, phones, tablets, laptops, games machine chargers, hair straighteners, e-cigarette chargers etc. Unfortunately, e-bikes & e-scooters are not permitted inside the property.

No smoking is permitted in the property of any kind, including e-cigarettes. Smoking is restricted to the garden (or external areas), please remove all smoking debris, and ensure all cigarettes are fully extinguished.

We would be grateful if you would minimise the chance of fire by not using candles, observing the no-smoking policy, and keeping doors closed.

10. Advice for your stay

Tourist Information

In our reception area will find many leaflets concerning places to visit and things to do on the islands and if you have any questions please do ask our friendly receptionist who will do their best to help.

The Tourist Information Centre can be found on Porthcressa Bank, near the back of the Town Hall, for further information.

Boating

Pleasure launches leave the Quay for the off-islands at 10.15am and 2pm and return lunchtime or at approx. 4.45 & 5.45pm. Many different trips are available; tickets and information are available on the quay or at the Tourist Information Centre.

Transport Hire

Taxis:	Toots Taxi	07570 624669
	DJ Cabs	07717 121101

Scilly Carts: Hires electric 'golf buggy' style carts from their base at Porthmellon Industrial Estate on St. Mary's. Options for daily, 3 days and weekly hire available with sizes of carts ranging from 2-8 seater. Contact phone number: 01720 422121

Bikes: St. Mary's bike hire offer a range of bikes, children's trailers and electric bikes, which can either be delivered to Longstone for you or you can visit the shop on the Strand in town. To book see reception or call direct on: 07552 994709

Sunburn

We do hope that the weather is good for your holiday – if so, do protect yourself with a high factor sun cream, the air is very clear and consequently the ultra-violet rays are very strong.

Newspapers

Newspapers are available from Mumfords, the Paper Shop in the 'High Street'. As these are flown in they are subject to delay in adverse weather conditions, and, unless there is a Sunday sailing of the Scillonian, the Sunday papers do not come until Monday.

Banks

The Post Office can be found in Hugh Street and can handle transactions for most bank.. The Co-op offers a 'cash back' opportunity and a cashpoint/ATM can be found outside the old Lloyds Bank: soon to be relocated at the Post Office. Please be aware that not all restaurants and shops accept credit or debit cards.

Shopping

Basic food shops can be found in town. Prices are slightly higher than the mainland to cover freight (or so they tell us!). The chemist 'Douglas' can be found at the end of town near the quay, the Pharmacist is at the Health Centre where you may wish to purchase travel calming tablets for the Scillonian. There are three Hairdressers; 'Parade Hair and Beauty', opposite Bourdeaux's shop and 'Cut Loose' and dedicated barbers at Unit 2 situated opposite the Public Library at Porthcressa. Gift Shops and Galleries abound on St. Mary's and the off-islands.

Doctor

The Health Centre and Hospital are situated between Hugh Town and Old Town on St. Mary's.

Telephone:

Doctor 01720 422628

Hospital 01720 422392

Dentist 01720 624001

Pharmacy 01720 422021

Smoking

We are a smoke-free establishment, and would ask that should you smoke, that to protect our property, you do this in the garden areas.

Re-Booking at Longstone Lodge

If you would like to re-book for next year, please let us know, you will of course be most welcome! If you have booked with an agent, you may like to book with us directly next year, or you can book online at any time through our website: www.longstonelodge.co.uk

We try very hard to make sure you enjoy your holiday on the Isles of Scilly. We aim to maintain a standard and keep our tariff to an acceptable level. Please let us know if there is any way that we can make your stay more comfortable.

We would appreciate your feedback through social media if you have a moment. You can find us on TripAdvisor, Facebook, Twitter and Instagram.



11. Eating Out (St. Mary's)

There are several restaurants and cafes on St. Mary's, the public houses and Hotels also provide meals. It is advisable to book for evening meals; last orders are often at 9pm. Please check beforehand if you wish to use a credit card, as these are not always accepted.

Cafes

- Carn Vean Pelistry
- Dibble & Grub Porthcressa Beach
- Gig Shed Cafe Porthmellon Beach
- Hugh Street Cafe Hugh Town
- Juliet's Garden Porthloo/Seaways
- Kavorna Hugh Town
- Longstone Café Here!
- Old Town Café Old Town

Restaurants:

- Dibble & Grub 01720 423719 (bookable online)
- Golf Clubhouse Bistro 01720 422692
- Pom's Thai Kitchen 01720 844505
- Tanglewood Kitchen 01720 422454
- The Hall 01720 422316 (bookable online)

Pubs & Bars:

- Atlantic 01720 422417
- Jack's Micro Bar 07775 451649
- Mermaid 01720 422701
- Scillonian Club 01720 422720
- Old Town Inn 01720 422301

Evening Take Away:

- Hortons Takeaway Holgates green
- Lollipops Baked Potatoes Porthcressa bank
- Paella Porthcressa bank (pop up stall)
- Pimms & Crepes Porthcressa bank (pop up stall)
- Pom's Thai takeaway Garrison Hill
- Scilly Fish Porthcressa bank
- SC17 Porth Mellon/Old Quay
- The Galley Hugh Street
- The Grub Hut Porthcressa bank
- Longstone Café Lobster Delivery (ask at reception)

Hotels

- Tregarthens 01720 422540
- Star Castle 01720 422317
- St Mary's Hall 01720 422316
- Bell Rock 01720 422575
- Atlantic 01720 422417

Eating Out (Off Islands)

In the evening it is well worth a trip 'abroad' for food as half the fun is getting there! It is advisable to have an evening return boat booked in advance.

- Adam's Fish & Chips St Martins
- Coastguards Lookout St Agnes
- Island Fish Bryher
- Olivias Kitchen Bryher
- The Crab Shack Bryher
- The New Inn Tresco
- The Ruin Tresco
- The Sevenstones St Martins
- Turks Head St Agnes

12. Useful and Emergency Contact Numbers

Longstone Lodge & Café	01720 422410 /emergency out of hours: 07818441993
Police Station	01720 422444
Doctor	01720 422628
Hospital	01720 422392
Dentist	01720 624001
Pharmacy	01720 422021
Isles of Scilly Travel	01736 334220
Tourist Information Centre	01720 620600
Richard Hand Haulage (luggage transport)	01720 423007

13. Access Statement

Introduction

Longstone Lodge is situated 400m from the main circular road of St. Mary's, almost central to the island, between Parting Carn and Sunnyside, 300m from Carreg Dhu Gardens and from the opposite direction Holy Vale. To access the property there is 200m of unmade road (ram) with sloping access to the car park and main entrance to both the Lodge and Café.

Letting rooms are all situated on the ground floor. Apartments are on the first floor via external metal stairs, there is also an additional external access pathway. Direct access to the hostel is via sloped access (1:10) from the car park in front of the café building.

Longstone Lodge (hostel) includes an accessible shower room/WC and accessible letting room.

Pre-Arrival

- If arriving at St Mary's airport by Skybus or Helicopter, you will be met by a Minibus taxi and brought to the door, with your luggage; your return pick-up time will also be confirmed with them. There is a small charge.
- If arriving by The Scillonian III, the hostel is approximately 20-25 minutes walk from the quay - luggage labelled is delivered separately by Richard Hand Haulage shortly after arrival - the cost is approximately €1.50 per case which should be settled directly with the provider. A taxi can be booked to meet the Scillonian if required, and the same operates in reverse on leaving.
- We do not accommodate pets in the hostel, One apartment allows dogs.
- The Lodge is non-smoking in all rooms and public areas.
- Our website www.longstonelodge.co.uk provides pictures of our reception, kitchen, adjoining lounge/dining room, bedrooms, outside area and café. Also further information about services we provide.
- Brochures and Menus can be provided in large print if needed. We regret we do not have facilities to prepare documents in Braille.
- You can contact us by telephone and email. Please see "Contact Information" on our website for full details.
- The 3 company owners and 6 staff intend to make your stay with us restful, relaxing and enjoyable.

Arrival & Car Parking Facilities

- Access to your room or apartment is usually from 12.30pm.
- Sometimes rooms or apartments are available earlier by arrangement.
- Luggage can be left and the hostel facilities used at any time.
- We offer assistance with luggage.
- It is highly unlikely that you will be bringing a car to the islands, however should you choose to hire a golf buggy there is plenty of car parking space available as well as 2x electric charging sockets.

Main Entrance & Reception

- From the car park and road there is sloped access with steps or level access across the cafe terrace and a small step through the front door.
- The front door is open from 8:30am and locked at 6:30pm. All guests are provided with a front door key.

Hostel Public Areas - General (Internal)

- The Reception office is normally manned from 8:30am-10.30am, 12.30-2pm and 5.00pm - 6:30pm.
- Out of reception hours the manager can be contacted in emergencies via telephone on: 07818441993
- Following the corridor straight ahead, up a slope (1:10) you will find the kitchen/lounge/diner.
- The kitchen is for guest use and includes an electric range cooker with 5 ring hob, a further 4 ring hob, double commercial sized sink, upright freestanding fridge and freezer, microwave, 2 kettles and 2 toasters. The kitchen also contains a wide range of common utensils and crockery. Storage crates are available for use to store personal food. Bins are provided for recycling and waste. The centre of the room hosts a large dining table for food preparation and eating which can seat 6-8 persons.
- The lounge/dining area can seat approximately 25 people. This area contains built in seating, large tables, shelving for entertainment equipment and a television with Freeview.
- The hostel has a full licence - guests can purchase drinks anytime the café or reception is open, alcoholic and non-alcoholic.
- Books are available for guests' enjoyment and a small selection of board games, playing cards and magazines are also available in the dining area.
- Turning right up a slope before the kitchen door you will find the corridor from which all the bedrooms and accessible Shower/WC can be accessed.

Public Areas - WC

- An accessible gender neutral WC can be found at the end of the communal corridor passed the letting rooms. This WC also includes a shower with seat, baby change and children's bath.

Cafe

- From the reception there is a left hand door to access the Café (open 10.00am-4.30pm).
- The Café seats approximately 30 people. The internal café space is approx 23 feet x 38 feet, with laminate floor, various paintings and wall lights and windows that look out to Porth Hellick.
- Dietary requests - Please talk to the café staff regarding your needs and we will endeavour to accommodate you.

Laundry

- Turning right out of the external kitchen door is our laundry and drying room.
- This room contains a washing machine and tumble dryer (tokens are required to be purchased from reception), and a sink. It also has a shoe and drying rack.

Shop

- The nearest shops are in Hugh Town, approximately 2km. However basic provisions can be purchased from reception.

Leisure/Outdoor Facilities

- Children's Play Area: Access is available from 8am to 9pm via the garden in front of the café, through a wooden gate. The rules of this area are posted next to the gate. Guests use this area at their own risk. Children under 12 should not be left unattended.
- Garden areas can be used by guests as well as the café patio area. All areas must be left as found.

Conference & Meeting Rooms, Banqueting, Clubs, Entertainment

- Not Available

Bedrooms

- The hostel has 9 bedrooms.
- 8 rooms have shower rooms/WC/washbasin.
- One bedroom (family 5) uses the accessible shower/WC as a shared facility.
- Room 1, Twin beds, 3.6mx5.1m (including ensuite shower/WC), private decking a picnic table through patio doors, some views over Porth Hellick
- Room 2, 4 person room, 3.9mx5.4m (including ensuite shower/WC), with built in bunk beds and twin beds. rear garden view through windows.
- Room 3, Twin beds, 3.6mx5.1m (including ensuite shower/WC), private decking an picnic table through patio doors, some views over Porth Hellick
- Room 4, Single bed, 2.4mx5.4m (including ensuite shower/WC), rear garden view through windows.
- Room 5, Twin beds, 3.6mx5.1m (including ensuite shower/WC), private decking an picnic table through patio doors, some views over Porth Hellick
- Room 6, Dormitory room, 4.5mx5.4m (including shared ensuite shower/WC),, 3x sets of built in 3ft bunk beds with privacy curtains, rear garden view through windows.
- Room 7, Twin beds, 3.6mx5.1m (including ensuite shower/WC), private decking an picnic table through patio doors, some views over Porth Hellick
- Room 8, Single bed, 2mx5.4m (including ensuite shower/WC), rear garden view through windows.
- Room 9, Double bed with built in 3ft over bunk, set of built in 3ft bunk beds, 4.5mx4.5m, private decking, a picnic table through patio doors, some views over Porth Hellick. Accessible bathroom is adjacent to this room and shared with other residents who may require these facilities.
- All bedrooms have electric wall heaters with thermostats which are centrally controlled.
- Each bathroom has hand soap and toilet roll. Towels are available to hire from reception.
- * Each bedroom includes a spare blanket per person, one hairdryer and a non-slip shower mat.
- Pillows are synthetic. Our beds are made with duvets.
- There is a hanging rack, bedside tables with lamp and a table with additional seating.
- A television point is in each room.
- A folder in each bedroom contains information about the hostel, details of emergency contacts, including doctors and hospitals. Also the facilities available on the islands: shops, restaurants, boating, tours, entertainments etc.

Apartments

- All bedrooms and lounge areas have electric wall heaters with thermostats which are centrally controlled.
- Each bathroom has towels, hand soap and toilet roll. Beach towels are available to hire from reception.
- * Each bedroom includes a spare blanket per person, one hairdryer and a non-slip shower mat.
- Pillows are synthetic. Our beds are made with duvets.
- There is a wardrobe and bedside tables with lamp.
- A television is located in the lounge area along with seating for all guests.
- There is a fully equipped kitchenette and dining table for all guests.
- A folder in each apartment lounge area contains information about the hostel, details of emergency contacts, including doctors and hospitals. Also the facilities available on the islands: shops, restaurants, boating, tours, entertainments etc.

Additional Information

- Fire extinguishers are in obvious places around the hostel and apartments. A full fire detection (smoke) system is fitted in each room and apartment. In the event of a fire, alarm bells will ring continuously - please follow the exit signs to evacuate the property. The alarm bell system is tested weekly
- The system was newly installed in 2018 and is to the latest specification.
- All fire escape routes are clearly marked and lit.
- The tap water is of perfect quality to drink.
- Mobile Phones - reception varies on the island. Vodafone is good almost everywhere and EE are the next best. The others vary and some will work in some places and not others so please check with your provider.
- WiFi – Internet access is free throughout the hostel and can be accessed using password: Longstone17

Contact Information

- Address: Longstone Lodge & Café, St. Mary's, Isles of Scilly TR21 0NW
- Telephone: 01720 422410
- Email: longstonelodge@yahoo.com
- Website: www.longstonelodge.co.uk
- Hours of operation for enquiries: 8.30am to 6.30pm
- Emergency number: There is an emergency only night number on reception and in all bedrooms for contacting a member of staff.

Future Plans

- We have a constant rolling program of upgrading the garden areas and maintaining the bedrooms, with updates if required

If you require further details or have any comments about the services we provide do not hesitate to contact us.

LONGSTONE

Lodge

RECEPTION PROVISIONS MENU

Please note this is our usual menu, however this may change seasonally or dependant on availability

DRY GOODS

Baked Beans
Basmati Rice
Cereal Portion-Paks
Dairy Milk Freddo
Digestive Biscuits
Eggs
Fruit Pastilles
Instant Coffee
Marmalade
Mayonnaise
Olive Oil
Strawberry Jam
Pasta
Peeled Plum Tomatoes
Crisps
Squash
Tea Bags
Tomato Ketchup

FREEZER GOODS

Frozen Homecooked Meals - See
Freezer for choice and prices

Pizzas
Pork Sausages
Unsmoked Back Bacon
White/Wholegrain Loaf
Gluten Free Bread

TOILETRIES & WASHING

Fairy Non Bio Washing Capsules
Pocket Tissues
Earplugs
Shower Gel
Toothbrushes
Toothpaste

FRIDGE GOODS

Coke/Diet Coke/Fanta/7up Can
Soft drink bottles
Margarine
Butter
Cheddar Cheese
Milk
Soya Milk
Orange Juice
Still Spring Water
Ales of Scilly
Bottled Cider
Bottled/Cans Lager

WINE

Chenin Blanc
Pinot Grigio
Merlot
Tempranillo