

Ashburnham 2019 Frequently Asked Questions (FAQs)

Who do I ask for further information about the Church Weekend?

Please email ashburnham@stmarksholbrook.org.uk or phone St Mark's Church Office on 01403 261380.

What is the address of Ashburnham Place?

Ashburnham Place, Battle, East Sussex TN33 9NF Tel: 01424 892244 www.ashburnham.org.uk.
Please follow map directions to Ashburnham as satnav directions may send you to the back drive.

Accommodation

Our party will be accommodated in the following buildings: Moore House, Patmos Lodge, Ashbourne House, Penshurst Wing, The Link and Tent Hill House.

What time should I arrive?

Access to the bedrooms is possible from 4.30pm. A hot buffet meal is available from 6.30-8.30pm.

What should I bring to the Church Weekend?

- ❖ Bible, and notebook and pen
- ❖ Hairdryer (unless in en-suite accommodation)
- ❖ Bedding and waterproof undersheet for cots
- ❖ Note that towels are provided in en-suite and standard accommodation

Who do I contact if I have a problem whilst staying at Ashburnham Place?

Whilst at Ashburnham Place, the Reception Desk is open Friday 8.30am – 9.30pm, Saturday 8.30am – 6.30pm, and on Sunday from 8.30am - 4.00pm. Also, please find one of the Organisers who will be pleased to help.

What happens if there is an emergency?

In the event of an emergency during reception opening hours, please advise Reception and they will contact the Duty Manager for you, who will be able to help. Ashburnham Place doesn't have night staff, but a member of the senior team is on call (between 11pm – 7.30am). In case the fire alarm goes off, or if there is a genuine emergency, please call internal extension 16573 (phone by Reception steps).

Who can administer First Aid?

Our First Aider, who has a First Aid kit with them, is to be confirmed. The nearest pharmacy is in Battle and the nearest A&E department is at the Conquest Hospital, The Ridge, Hastings TN37 7RD (01424 755 255).

Where will the group sessions take place?

These will take place in The Great Hall. The Library, the Patmos Lodge Meeting Room, and the John Ashburnham Room will be used for the crèche, children's activities and leisure time.

Where will we eat, and can Ashburnham cater for special diets?

Meals will be served in our own Dining Room. We have been asked to ensure that we are prompt for all mealtimes and refreshment breaks. Please advise one of the Organisers if you need a special diet. High chairs are available.

Will there be tea and coffee making facilities at Ashburnham?

Yes, tea and coffee making facilities are available within each House/each floor.

Is it possible to recycle at Ashburnham?

Ashburnham tries to recycle and reuse where possible. There are recycling points in the main building for guests and there is information in guests' bedrooms including details of the closest recycling point to the bedroom.

Where will I be able to get a drink?

There is a hot drinks and water dispenser in the main house. Bottled water, cans of drinks and confectionery are available in the bookshop.

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What will there be for children and young people to do?

Our 4D age group are encouraged to join in the main teaching sessions. A special feedback group will be available for them after most sessions, so they may share what they are learning and experiencing with each other in their own group.

Children (crèche up to current Year 10) will have their own programme of activities. Please ensure they are supervised at all times by either parents or responsible children's workers.

There is a Games Room in the cellar equipped with table tennis, pool table and a table football game. Each game costs 50p and a £1 deposit is required to hire the equipment. Please ensure that children using this room are supervised at all times. There are also two outside table tennis tables.

An area with swings and a Wendy house is available for children. Parental supervision is required.

What provision will there be for creche aged children?

A Crèche Team will be available – further details to follow.

Does Ashburnham Place have Internet access?

Access is available from 'Ashguest'. A password will be available for the group. The best signal for this is in the Welcome Lounge. Due to Ashburnham's rural location there is a limited service.

What is mobile phone signal coverage like at Ashburnham Place?

Due to Ashburnham Place's rural location in a valley your signal may be weak. Different networks work in differing locations across Ashburnham Place and the mobile providers are updating their coverage all the time.

What if I have forgotten my toothbrush and other essentials?

Personal essentials such as toothpaste, toothbrushes, soap, paracetamol, batteries and camera film are available in the shop, along with snacks, ice creams, confectionery, bottled water and canned drinks.

Where can I sit and relax at Ashburnham Place?

The Welcome Lounge has armchairs and sofas, and is a comfortable area for guests to sit and relax in together. The Conservatory and courtyard also have chairs and tables.

Also, the Orangery Tea room is open to the public (Tuesdays to Sundays from 10.30am to 5pm), and guests can make use of it at any point during their stay. This spectacular building houses delicate plants of many kinds including the oldest camellia in the country. The cost of items in the Orangery is not included in the charge for the weekend.

In order to bless other guests and staff trying to sleep, we are asked to vacate the conference rooms and to be quiet after 11pm. After this time, guests may stay in our meeting rooms, the Prayer Centre or Welcome Lounge, but it would be appreciated if you could remain quiet as you go to your room.

Whilst I am staying at Ashburnham Place, what if I want to go out for the evening?

The front gates are normally closed between 5.30pm and 6.30am (10.30pm on Fridays). No staff are on duty after 11pm. If needed, the gate code can be used to get in the main entrance as long as someone waits in the Front Hall to let the person in.

What other facilities are there at Ashburnham Place?

Ashburnham Place is set in 220 acres of lakes, formal gardens, woodlands and grounds. This provides a setting of great natural beauty at all times of the year and is rich in wildlife. Part of the estate has been designated a Site of Special Scientific Interest (SSSI) by the Nature Conservancy Council because of its valuable flora and fauna. You are welcome to take nature walks and play games in the woods.

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“Be The Word” Christian Bookshop is a large, well-stocked bookshop next to Reception selling bibles, books, CDs, DVDs, drinks, gifts, confectionery and other away-from-home essentials. It is open daily from 9am until one hour before the time that Reception is due to close.

Ashburnham Place is a place of continual prayer. The Prayer Centre, opposite the main car park, is open 24 hours a day for residential guests to enjoy, and the prayer garden and greenhouse are wonderful contemplative spaces.

Are there any sports facilities at Ashburnham Place?

Football nets for ball games are set out on the South Lawn only. Please bring your own balls. Ball games are only permitted in restricted areas. A croquet set is available to hire, and this can be played on the West Lawn.

Up to six residential guests may fish in the Broad Water in season if you carry a rod licence and obtain a permit to fish from Reception.

Can I bring bicycles, scooters, skateboards and roller skates?

Due to the high risk of collision with vehicles and other people walking in the grounds, it is Ashburnham Place’s standard policy **not** to allow guests to use bicycles, scooters, skateboards and skates on site.

May I bring wine or beers to Ashburnham Place?

The consumption of alcohol is not encouraged at Ashburnham Place.

May I smoke at Ashburnham Place?

In the interests of safety, and for the comfort of guests, smoking is not permitted anywhere in the building. There are a couple of outside areas which are suitable – one is outside the main entrance to the building, and the other outside the entrance to Tent Hill House.

Can I bring my dog to Ashburnham Place?

Pets are not allowed at Ashburnham Place, except guide dogs.