



# SUGNALL HALL

**BOOK OF KNOWLEDGE**

## A welcome to Sugnall Hall

Welcome to Sugnall Hall, the heart of a traditional rural estate which extends to around 1,300 acres of gardens, parkland and farmland. Six generations of my family have enjoyed and improved the estate.

This 'Book of Knowledge' expands upon the 'Plan your Stay' section of the website, describing how the hall is serviced and how to use it.

Relax, unwind and enjoy this little bit of Staffordshire's finest!

Best wishes,

Dr David Jacques

December 2023

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## Important Contact Details

### **Dr David Jacques (Owner)**

01785 851711

07785 564668

[reservations@sugnall.co.uk](mailto:reservations@sugnall.co.uk)

### **Felicity Jacques-Diwani (Booking and Marketing Manager)**

07480 065192

[felicity@sugnall.co.uk](mailto:felicity@sugnall.co.uk)

### **Liz Gee (House Manager)**

07948 239717

[admin@sugnall.co.uk](mailto:admin@sugnall.co.uk)

### **Chemist**

Eccleshall Pharmacy

8 High Street

Eccleshall

ST21 6BZ

Open 9am-6pm Mon-Thur, 9am-5.30pm Fri,

9am-1pm Sat, Sun, Closed

01785 850057

### **Out of Hours**

Sainsbury's in Stafford (Lloyds Pharmacy)

Sainsbury's

Chell Road

ST16 2TF

01785 252664

### **Doctor**

Crown Surgery

23 High Street

Eccleshall

ST21 6BW

9am-5.30pm Mon-Fri, Closed Sat-Sun

01785 850226

### **Hospital**

County Hospital

Weston Rd

Stafford

ST16 3SA

A&E Open 8.00 – 22.00 hrs, Minor Injuries

01785 257731

### **Dentist**

Eccleshall Dental Clinic

6 Castle Street

Eccleshall

ST21 6DF

01785 850199

### **Nearest Vet**

Shires Veterinary

Stone Road

Eccleshall  
ST21 6DL

01785 850057

## Directions

### If coming by motorway

Junction 14 on the M6 (Stafford) is 8 miles away, and Junction 15 (Stoke-on-Trent) is about 12 miles away. In either case take the signs to Eccleshall off the roundabouts.

### From the South via Eccleshall

Take the B5026 along Eccleshall High Street heading north, passing the Church on the right. After approximately 2½ miles, you will see a sign to the Walled Kitchen Garden on the left. Take the second *right* hand turn in front of a large brick farmhouse. Continue down the lane for approximately 200 yards, then take the first drive on the left which is the front drive to Sugnall Hall.

### From the North via Loggerheads

Head south on B5026 towards Eccleshall. Pass through the village of Croxton and after approximately one mile, you will see a sign for the Sugnall Estate, advertising Sugnall Business Centre and Walled Garden. The road bends to the left; take the first left hand turn towards Little Sugnall. Continue down the lane for approximately 200 yards, taking the first drive on the left which is the front drive to Sugnall Hall.

### Parking

The main driveway can take about 5 cars. Car Parking is also provided in the paddock.

Cones to direct traffic anti-clockwise around the grass oval are there to encourage parking in the paddock.

### Train and air

If you are arriving by train, the nearest and easier station is Stafford, 10 miles away. There are taxis at the station, and Uber runs in Stafford. There are also good stations at Stoke-on-Trent and Crewe, though each is significantly further for your taxi.

If you are coming to Britain by air, the nearest airports are Manchester and Birmingham International, each about 50 minutes away by road. There are trains from Birmingham International to Stafford, changing in Birmingham.

## Principal Guest Responsibilities

### Before Arriving

If you need to get in contact with the Hall Manager, Liz, can be contacted on: **07948 239717** or via email: [admin@sugnall.co.uk](mailto:admin@sugnall.co.uk) .

### Fire Safety

There is a comprehensive smoke detection system throughout the hall. If for any reason the alarms are activated **ALL** present must evacuate. The fire assembly point is on the oval at the front of the hall. All upstairs rooms have a fire escape route plan displayed. We ask that you familiarise yourself

with these. Emergency lighting lines the corridors to guide the way to emergency exits. Once activated an alarm call will be placed to our monitoring service who will in turn alert the emergency services for immediate response. In the event of an accidental trigger the House Manager or Owner can abort the call, please notify either immediately. We ask that guests numbers are updates as they fluctuate throughout your stay for fire protection purposes.

Naked Flames e.g. candles are prohibited. Smoking/vaping is permitted outdoors only. Sand pot ash trays are provided.

All fire exits and routes must be kept free from obstruction.

Please turn all electrical items off at the wall switch when not in use.

## Checking-in and checking-out

The person who undertook the booking becomes the Principal Guest and is responsible for the safety of their guests, their actions and the repercussions of these, the hall itself and its contents during the stay.

**Check in time is 4pm and check out is 10am.**

Either the Owner or the House Manager will be present to welcome you to Sugnall Hall and show you around. They will explain where to find the various rooms and facilities, and how to operate the heating and other services. The Principal Guest should arrive in advance of the other guests and allow half an hour to be 'briefed' about the hall, how it works, and safety matters. The list of guests should be confirmed at check-in. Other guests will not be admitted until this is complete.

Upon arrival the following will be explained:

- Location of fire signs (in each bedroom and the main kitchen)
- How the fire alarm is activated
- What happens when the fire alarm is activated
- What to do on discovering a fire
- What to do on hearing the fire alarm
- Where the fire extinguishers are located
- The escape routes from the building
- The location of assembly points
- The importance of good housekeeping and the dangers associated with obstructing fire resisting doors
- Four keys will be left for guest use.

Before check-out, please ensure that any cookers, work surfaces, crockery, cutlery, the barbeque and any other items that may have become dirty during your stay are left in a clean condition. Everything should have been returned to where and how you found it.

Should you have noticed any items which have become damaged during your stay, please notify us during or at the end of your stay.

Beds do not need to be stripped.

Please be aware that final departure from the property cannot take place until the Principal Guest has met the House Manager and returned the keys.

## Services

### Inclusive services

A Continental Breakfast is provided, consisting of a selection of cereals, fruit, bread for toast, butter and preserves. Tea and coffee are also provided. Sufficient provisions will be left in the main kitchen storage cupboards for the duration of your stay. We do not cater for individual dietary requirements.

In the fully equipped kitchen we provide a wide range of equipment, crockery, cutlery and utensils – see page 11.

Provided in bedrooms and bathrooms are:

- Bed configurations as requested, and bed linen
- towels
- handwash, shower gel and toilet rolls (the bottles are re-usable, so please do not remove)
- room service to make beds and tidy up bathrooms as an extra at an additional cost

Elsewhere:

- Sunday newspapers
- Free Wi-Fi throughout the house with a high-speed connection – password: welcome2
- Logs in the large log baskets by each fire (with further logs available), kindling, firelighters and matches
- Smart televisions in many rooms, including the Boudoir (private sitting room)
- Sonos smart speakers in the Old Billiard Room and the Withdrawing room
- Filling the hot tub prior to the stay if requested, and thereafter checking of the chemical balance at 8am and 4pm every day
- Tables and chairs set up in preferred layout for functions and dinners in the Old Billiard Room; tablecloths are provided.

### Catering

You may wish to book on-site services additional to those included in your booking, for example catering if you are planning a special meal.

A list of some local P.L.I. approved caterers is available via [admin@sugnall.co.uk](mailto:admin@sugnall.co.uk). Larger parties should give advanced warning. Tel no: 01785 851556.

## House Rules

### Damage

The cost of repairing any damage caused during your stay will be deducted from your security deposit. The same applies for loss of keys or theft of items belonging to the Hall. Deductions will be at the discretion of the Owner. Examples of chargeable ‘mishaps’ in the past have been:

- The wearing of *stiletto heels* as these cause damage to wooden floors and carpets
- Taking the hood completely off *the Jacuzzi* – directions for proper use are set out below
- Misuse of *bedroom gowns and towels* – ones for Jacuzzi users are provided separately
- Staining from *makeup and self-tanning lotions* on sheets and pillowcases
- Fingering the *Chinese wallpaper* in the Drawing Room
- *Water marks* from cups and glasses – disposable coasters are available throughout the reception rooms
- Use of *marker pens*, as the cleaning/replacement of tablecloths etc can be expensive.

## Jacuzzi

Our 7-seat Jacuzzi hot tub can be prepared for the duration of your stay at an additional charge.

### When using the hot tub, please:

- ensure that the cover is down when not in use – this maintains the temperature and lessens changes to the chemical balance of the water. When in use, the cover should be folded over the bar and then the bar brought to an upright position
- enter the hot tub clean – please shower to wash off suntan lotions, spray tans or skin creams before entering.
- do not exceed 7 people in the hot tub at any time
- seek medical advice if pregnant, have health problems or are immune-suppressed
- limit immersion to 15 minutes at a time, and keep your head above the water
- do not use the hot tub after a heavy meal, or under the influence of alcohol or sedatives.
- do not take glass into the hot tub; polycarbonate glasses are provided in the drawing room cupboard which should be used instead
- do not allow children under 4 years of age, or those unable to keep their head above the water level when sitting, to enter the hot tub. Children are to be supervised by a parent/guardian
- do not allow children to stand on the cover

The principal guest will be instructed on the use of the hot tub during check in.

We test the hot tub water twice daily at 8am and 4pm unless otherwise agreed. Please refrain from use for the following hour. Should you have any queries or concerns, please contact the Hall Manager on 07948 239 717.

## Noise

The hall is intended to be a restful place. We would ask that loud noise is not created after 10pm.

## Dogs and other pets

Dogs (max. two) should be kept at ground floor level, and not allowed on chairs and sofas or upstairs. There are many options for walking them on a lead in the garden and around the estate; maps are available in the hallway. Their sleeping accommodation will be the back kitchen at the rear of the hall. Charges will be made for non-compliance with rulings. Owners will be held responsible for clearing pet waste.

Should you wish to bring a dog or other pet, please notify us at the time of booking.

## Children

Responsibility for the safety of children rests with their parents or guardian. We recommend that children are always supervised, particularly around the hot tub and on stairways.

Sugnall Hall is an older house and has several features which may not be familiar to those used to more modern ones. Some of the windows have fairly low sills, and parents with children are requested to bear this in mind when opening them. They are of sash construction, and it is possible that some may drop back when raised; they need to be treated with caution.

For younger children we have a cot, an inflatable bed and a highchair. Children are free to run around the garden where they will find many places of interest.

There are board games, a games table and a large screen available around the hall.



## Garden

The 4-acre garden is available for guest use.

A charcoal barbecue is provided and to be found in the Flower Passage (limited charcoal provided). This should only be lit and used outdoors. Outdoor seating and tables are available around the gardens.

Please do not light fires except in the metal fire pit outside the Drawing Room. The use of fireworks, Chinese lanterns and helium filled balloons are not permitted as these are hazardous to local farm animals and crops.

Guests staying on weekdays should be aware staff will be carrying out their duties in as discreet a manner as possible.

The Summerhouse located by the main lawn contains a croquet set, skittles and other lawn games. You are welcome to play these on the main lawn, but please do not damage the turf.

The Little House is a Tudor cottage located at the far end of the garden. You are welcome to admire it from the outside but we regret that we are presently unable to open it up for guests.

## Key Information

The 'Staying in the Hall' section of the website [www.sugnall.co.uk](http://www.sugnall.co.uk) provides some information about the rooms and facilities at Sugnall Hall. These notes supplement the website with more detailed facts about equipment, the contents of cupboards and other matters. It should help you familiarise yourself with the hall and make the most of your stay.

## Wi-fi

There is a Guest network throughout most of the hall. The password is 'welcome2'. No landlines are provided for the use of guests.

## Drawing Room

There is a Sonos speaker for the guests' use in the drawing room (there is another in the Old Billiard Room). You will need to download the Sonos app to operate it. A "how to guide" will be available with each device.

## Dining Room

The table can comfortably seat 12. The china in the display cabinet is not for use. A full set of crockery and cutlery is to be found in the kitchen. Dining and banqueting can also be held in the Old Billiard Room (see below).

## Kitchen

The Kitchen is fully equipped for self-catering parties up to 30. It has an American-style fridge/freezer, induction range with 2 ovens and a grill. Basics such as salt and pepper, cooking oil are provided.

Bins for recyclable material (glass, metal, plastic) are in the kitchen unit next to the black pedal bin, and glass should be separated out. Please take bags to the commercial-size bins to be found outside

the Old Billiard Room: one for general waste, one for co-mixed recycling, and the blue domestic sized one for glass.

The large Back Kitchen has a sink, extra fridges for cooling drinks, and work surfaces for use by external caterers. A games table (table tennis, pool) stands at the centre. There is a washing machine available for guest use in the back kitchen. A drying rack is to be found by the drinks fridges.

## Old Billiard Room

Tables and banqueting chairs can be set up in the Old Billiard Room for meals. When special events are organised, the room can accommodate up to 40 place settings, though crockery and cutlery will need to be supplemented. Please note that we do not provide a billiard table.

## Toilets

As well as toilets in the bedroom bathrooms there is a cloakroom at the rear of the hall on the ground floor. There are two additional toilets off the Old Billiard Room.

Sugnall Hall is not on a mains sewer and its sewage system can become blocked with sanitary products flushed down lavatories. The Principal Guest is asked to discourage other guests from doing this; bins are provided. Nappy bins are available upon request and should be emptied into the large general waste bins located outside the Old Billiard Room.

## Open fires

Open fires can be lit in the Drawing Room and the Old Billiard Room. Logs and lighters are provided.

## Bedrooms

All bedding is feather filled, there is a limited amount of anti-allergenic bedding available upon request. Bed changes can be arranged at an additional cost during your stay.

Bath/shower gel is provided in refillable bottles, if these are removed the cost of replacing them will be deducted from your deposit.

The white cotton towels should not be used for the removal of heavy make-up or oils, face cloths are provided. Hot tub towels are available in the top floor landing cupboard.

There are ten hair dryers in the master suite, for its occupants to distribute to other guests. Please collect them back at the end of the stay.

Cotton bathrobes are provided in the three bedrooms that share the family bathroom.

Some curtains have pull-cord mechanisms – if so, please use these rather than draw by hand.

If guests find that it is too hot or too cold the radiators can be adjusted manually.

## Vacuuming, ironing, mirrors

A vacuum for the use of guests is in the back kitchen. An iron and ironing board can be found in the top floor landing cupboard.

## Energy Conservation

During your stay please be mindful of the many small ways we can all help to reduce energy use, e.g.:

- Closing the curtains will reduce the need to increase radiator temperature

- Turn off room lights when not in use
- Keep external doors closed and the curtains drawn to keep out draughts
- Ensure the dishwasher and washing machine is properly filled before turning on
- Use the drying rack provided for laundry and wet weather gear
- Make use of open fires – turn radiators down
- Replace hot tub lid when not in use

## Coronavirus

**Please discourage anyone attending who has tested positive or displays symptoms.** We are taking these measures to help you reduce risk:

- hand sanitizer dispensers in the hall and kitchen
- paper towels provided as an alternative to cotton ones

We have minimised direct contact between your party and our team. The only occasions for contact are the check-in by the principal guest half an hour before other guests arrive, and check-out at the end. Other measures to reduce risk will be down to you. Since your group will probably be from more than two households, you are advised to be aware of risks and take appropriate measures.

## Occupants – owner's copy

### ROOM ALLOCATION

As the principal guest, I confirm that I understand the fire procedures and take responsibility for ensuring that all guests are aware of them.

I agreed to the Terms and Conditions available online. I agree to the safety tour and take responsibility for handing back the keys.

<b>PRINCIPAL GUEST NAME:</b>	
<b>DATE:</b>	
<b>PLEASE INDICATE PREFERENCE</b>	
Master Suite	Double
Summer Suite	Double
Royal Suite	Double
Green Room	Double <input type="checkbox"/> or twin <input type="checkbox"/>
Print Room	Double
Old Day Nursery	Double
Housekeeper's Room	Double <input type="checkbox"/> or twin <input type="checkbox"/>

Eccleshall Room	Double <input type="checkbox"/> or twin <input type="checkbox"/>
Offley Room	Double <input type="checkbox"/> or twin <input type="checkbox"/>
Wrekin Room	Double
Ashley Room	Double
Velvet Suite	Double
Swinnerton Room	Double
Pershall Room	Double <input type="checkbox"/> or twin <input type="checkbox"/>

October 2023