

THE POLICE TREATMENT CENTRES



BED & BREAKFAST GUIDE

WELCOME TO ST ANDREWS, HARROGATE



WELCOME TO THE POLICE TREATMENT CENTRES

Dear Guest

Welcome to the Police Treatment Centres and thank you for booking your stay with us this weekend. We sincerely hope you enjoy your visit to Harrogate.

As you know, St Andrews is primarily a Centre where Police Family Members receive treatment following injury or illness and therefore you may not find everything that you would in a hotel. However, we are sure you will not be disappointed.

There are lots of things to do in the local area and further afield. If you are stuck for ideas, there is an excellent Tourist Information Office in central Harrogate or do ask Reception.

The Town Centre is a 15 minute easy walk down through the picturesque Valley Gardens – if you need directions please ask at Reception or refer to the map in this guide.

Thank you for choosing to stay at The Police Treatment Centres. By doing so you are helping us to continue to provide expert Police specific treatment to Serving and Retired Officers. The revenue raised from B&B goes straight back into the Charity, enabling us to upgrade existing facilities and services.

Following your stay, we would welcome your feedback, you will receive an automated email from FreeToBook (on online booking providers). If you enjoy your stay, please also tell your friends from within the Police Family and encourage them to book. We are also now including all Emergency Services in the Blue Light Family in our B&B eligibility. Additionally, please consider posting a review on our Facebook page - www.facebook.com/ThePoliceTreatmentCentres

We hope that you will choose to book a B&B weekend again with us in the future, either here or at Castlebrae. Our calendar of availability is located within the hospitality pages of our website www.thepolicetreatmentcentres.org

Best wishes for your stay.

Patrick Cairns
Chief Executive
The Police Treatment Centres

PS. If you would like to help us further, please consider signing up to our Lottery or visit the fundraising pages on our website.

On Arrival

Reception

Reception is available 24 hours a day.

When you leave the Centre please sign out and hand your key in to Reception, remembering to sign back in on your return. Signing in and out is particularly important in respect of fire safety and evacuation procedures and at the end of your stay with us.

Parking

On arrival, vehicle details should be recorded at Reception. Disabled parking bays are clearly marked as are the electric charging bays. Although regular checks are made by Security Staff, security cameras are in operation and the front gates are closed at certain times, your vehicle is parked at your own risk.

Electric Car Charging Points

The cost of the charging points are 0.35 GBP / kWh. Please see Useful Information section from page 14 onwards for full instructions.

Motorcycles: There are designated motorcycle parking areas, however, these are not covered so bring your own cover if you have one.

Pedal cycles: Owners are responsible for their own property and cycles are brought at the owner/user's own risk. Cycles can be stored in the bike shed but must not be stored in bedrooms.

Catering

Breakfast is served in the dining room at **8.45am** on Saturday and Sunday.

Additional breakfasts are available when pre-ordered by **5.00pm** the night prior at an additional cost of **£10** per person.

We can also offer dinner at an additional **£15** per person. Dinners need to be pre-booked with Reception the night prior.

Please make the Reception and Catering team aware of any food allergies or special requirements you may have as they will be happy to discuss your requirements with you.

Bedrooms

Bedrooms are cleaned between 8.45am and 12noon. If you require any additional housekeeping, please speak to our Reception Team.

WiFi

WiFi is available throughout the Centre free of charge. Please ask at Reception for further details.

Check Out

On the day of departure, please vacate your room by **1030**.

Centre Information

Alcohol

The Centre is an alcohol-free zone and we kindly ask that you abide by this. Please note, any damage or additional cleaning required due to alcohol or inappropriate guest behaviour will be charged for.

Conduct

The Charity's employees are entitled to work in a pleasant and safe environment without experiencing fear of inappropriate conduct; verbal abuse; or harassment of any kind. The Charity considers such behaviour totally unacceptable and will support its employees should this occur. The person(s) responsible may be asked to leave the Charity's Treatment Centres whether their stay has ended or not.

Cottage Hire

Both Centres have self catering cottages that are available for rental on weekends.

Priority is given to The Police Children's Charity and Patients.

For more information and availability please contact our Booking Team on 01764 664 369 / enquiries@thepolicechildrenscharity.org

Facilities

A hot drinks machine is available in the Patient Cafe. As there is no charge for hot drinks, please consider a small donation for this provision and place in the PTC collecting tin by the drinks machine. A water cooler and a soft drinks and confectionery vending machine are also located in the patients' lounge/café area on the ground floor. Additional water coolers can be found by the Blue Lounge.

Within the Centres, we have lounges and snooker, pool and darts facilities that you can use.

Within the grounds of the Centre we have a lovely pond area with sensory gardens for guests to enjoy and relax in.

Guests are not permitted to use the pool and fitness areas as these are rehabilitation areas for patients only.

Feedback

We are really interested to know what you think of your stay with us. Previous feedback has provided the opportunity to change or improve the services and facilities we offer. It allows us to consider in a more informed way, your views, comments and requirements. Therefore would you please take time to complete a feedback form, which will be sent by email following your stay.

The Police Treatment Centres also has a Facebook page '**The Police Treatment Centres**', where you can leave a review of your stay, as well as a Twitter account **@PTCentres**.

There may be occasions when you feel unhappy about a facility, quality of service or more importantly, about a member of staff. In order to address your concerns speedily and allow us the opportunity to gain more information from you, please feel free to raise your complaint with Reception during your stay, or the Centre Manager, at the earliest opportunity.

Fundraising

Each year it costs £6.5 million to run both of our treatment Centres. However, only around 90% of our income is generated by Officer donations from Police Family Members. The Police Treatment Centres have to raise the rest of the income to ensure that it can continue to provide class leading treatment and that we continually develop and progress. The remainder of the income is generated by the lottery, hospitality, donations, legacies and fundraisers...like you! If you would like more information about how you could help, please email fundraising@thepolicetreatmentcentres.org

Heating

The heating at St Andrews is controlled by a building management system which monitors the temperature throughout the building and activates the heating system accordingly. If you find your room is too warm or too cool, in the first instance please check the thermostatic valve on your radiator to see if it is on or off and adjust it according to your preference. This valve gives you control over the temperature of your radiator when the heating system is active. Should you have any issues, please speak to Reception.

Meeting Room Hire

At both Centres we can offer cost effective meeting venues that are easily accessible by road and public transport. By booking the Police Treatment Centres for your meeting you will be helping us to provide expert Police specific treatment to injured and ill eligible Police roles.

The facilities include:

- Smart Board which enables you to connect a laptop or upload a presentation
- Smart pen with which to draw on documents
- DVD player
- Board room seating for 20
- Air-conditioning
- Free Parking
- Catering available (Breakfast / Lunch / Dinner/ Refreshments)

To find out more and check our availability then please contact the DRCE Team on **01423 504448** or email fundraising@thepolicetreatmentcentres.org

Noise

Please be considerate of others and keep noise to a minimum. Please remember that some of our Patients may be staying during the weekend and may be vulnerable during their stay. If you have any concerns, please inform the Duty Nurse, or at night, the Security Guard.

If you are disturbed or have a concern, please phone Reception or the security mobile phone so they can deal with the issue promptly rather than waiting until morning.

All lounges are locked at midnight and we ask that if you are using a TV in your room to please be considerate to your neighbours.

Payments

Payments for shop purchases, donations and other items can be made by credit/debit card or cash, at Reception. Please note, the credit card payment option does not offer a 'cash back' facility and we do not accept American Express (AMEX).

Should you need access to a cash-point, the nearest one is at the Co-op on Otley Road.

Security - Guests and Visitors

Security staff are on duty each evening from **7.30pm to 7.30am** every day. They are employed to ensure the safety and security of Guests and premises. You will of course realise the necessity for strict security. If you require the assistance of the Security Team they can be contacted on **07884270822 / 01423 504448**.

Any person visiting the premises must sign in at Reception and should be accompanied by a resident or member of staff. Visitors are not permitted to be in the Centre after 11.00pm and under no circumstances should visitors be invited or allowed to remain in the Centre overnight, unless by prior arrangement.

The main doors to the Centre are locked at **midnight** and all guests are required to be in by this time.

Self Catering Accommodation Hire - £250 per weekend

St Georges House is situated behind St Andrews in Harrogate. With 3 bedrooms and a sofa bed, the house can sleep up to 7 people. The house has a fully equipped kitchen with dining area, children's play room / gardens to the front and rear with garden furniture and Free WIFI.

Smoking

Smoking (including the use of electronic smoking devices) is not allowed anywhere inside the Centre (including bedrooms). There is a designated smoking area in the wooden Gazebo to the left on the grass at the front of the building, and ashtrays are in place within the grounds. Please consider others and avoid smoking near open windows, patio doors and on the steps at the front of the building.

Takeaway meals: Please do not bring takeaway meals into the Centre and please do not take any food out of the dining room.



The Police Treatment Centres

Bed & Breakfast



Beautiful setting: gardens and birdsong wonderful. Townspeople welcoming, too. Shops good. Lots of good eating places

The staff are friendly, helpful and knowledgeable about the area. Auchterarder and the surrounding area is beautiful - with many lovely walks and areas to explore.

The shopping in Auchterarder for ladies is exceptional. I always come away with one or two fabulous outfits!



Discounts off Green fees at both Auchterarder Golf Course & Crieff Golf Course

	Peak Dates (April, June, July, August, September & December)		Off - Peak Dates (February, March, May, October & November)	
	Double Occupancy	Single Occupancy	Double Occupancy	Single Occupancy
St Andrews	£190	£170	£140	£120
Castlebrae	£150	£130	£120	£100

Friday & Saturday night inclusive T&Cs apply

To find out more:

www.thepolicetreatmentcentres.org or call

01764 664 369

All dates are provisional - please check before booking

FIRE INSTRUCTIONS

The risk of fire is always present and should it occur there could be a large number of people within the Centre who would be unfamiliar with their surroundings. All Patients and visitors are therefore asked to read this notice and the Fire safety notice in all rooms carefully.

Fire Precautions

Please:

- Be conscious of fire risks at all times
- Do not smoke
- Ensure all fire doors are not PROPPED open
- Report any smell of smoke or burning to the nearest member of Centre Staff, or the main reception area

Action in the event of a fire:

- Should you discover a fire raise the alarm immediately
- Only attempt to extinguish the fire if you are competent in the use of fire extinguishers and it is safe to do so
- On hearing the alarm, you should leave the building by the nearest safe route
- Close all windows and doors
- Make your way to the designated assembly point opposite the main entrance
- Please listen to the roll call carefully . If you do not hear your name please inform the person carrying out the roll call
- If you had difficulty leaving the building during an evacuation, please inform the Centre's staff

PLEASE MAKE YOURSELF FAMILIAR WITH FIRE EXITS AND FIRE EQUIPMENT ON YOUR ARRIVAL.

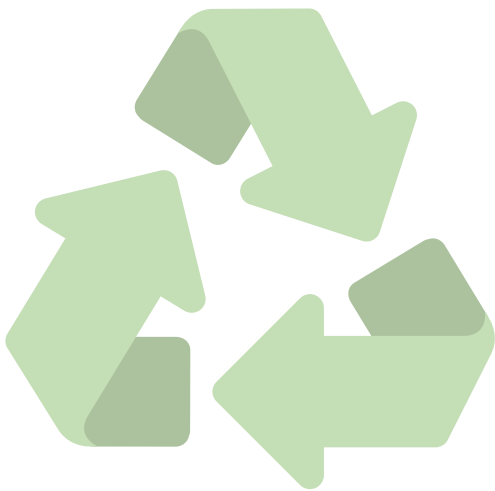
IF YOU SEE ANY FIRE RISK, PLEASE REPORT THIS TO RECEPTION.



ENERGY ACTION PLAN:

These are all things Patients can do to save ENERGY:

1. Switch off lights in bedrooms and lounges upon leaving room.
2. Switch off electrical items (including chargers) in bedrooms and lounges upon leaving room.
3. Do not open windows in warm rooms when radiator on. Turn down thermostat first.
4. Recycle newspapers and scrap paper. Give to Housekeeping or Security Assistants.
5. Towels needing to be changed, to be put in shower tray in bedrooms.
6. Give used batteries to Reception for recycling.
7. Give used printer cartridges to Reception for recycling.
8. Report any maintenance issues to Reception.



Electric Car Charging Points



To Start Charging :

Either Scan the QR Code (located on the charger or scan the ones below)

Follow the app instructions

Charger 1



Charger 2



Charger 3



Alternatively you can download the Monta EV Charging App from the App Store



Things to see and do in the Harrogate area

Welcome to Harrogate – a Victorian spa town and rural district that contains the medieval city of Ripon, a designated Area of Outstanding Natural Beauty and four charming but very different market towns; Boroughbridge, Knaresborough, Masham and Pateley Bridge

In the heart of Yorkshire this is your perfect base for a weekend away. With such a varied range of events in Harrogate you will find there is always something taking place to capture your interest. Breathe the freshest Yorkshire air as you step outside and explore the various different landscapes that surround Harrogate.

Walkers and cyclists will find a route to suit all tastes, from flat accessible leg stretches to challenging climbs that offer breath-taking views as a reward.

Free Walking Tour of Harrogate - 10:30 / 12:00 / 13:30 / 15:00 - Tours begin at the War Memorial outside Bettys Tearoom, Parliament Street.

The gardens of the Harrogate District are rightly famous for their year round floral beauty. As well as the formal gardens and parks, the towns all excel in their own floral displays throughout the seasons. The many historical buildings and stately homes across the district have traditional and modern gardens, both floral and landscape that will amaze and inspire in equal measure. We have Pinewoods and Valley Gardens within a few minutes walk from the Centre just off Harlow Moor Lane.

Pinewoods is a popular walking link to RHS Garden Harlow Carr. Harlow Carr is one of five public gardens run by the Royal Horticultural Society. Very much part of the Yorkshire countryside, Harlow Carr is a delight in every season. Bettys also has a 2nd café based here.

Cambridge Street and Oxford Street are the main high streets. Parliament Street, Montpellier and James Street offer designer shopping and upmarket department stores. Victoria Shopping Centre houses a number of major chains.

There are lots of restaurants to choose from around the Conference Centre and Montpellier area as well as John Street (situated between James Street and Raglan Street).

The World famous Bettys tea room in Harrogate opened its doors over 100 years ago. Much has changed since 1919 but at least two things remain the same: the treats are just as delicious and their welcome is just as warm. Although Bettys don't take reservations in the café, they do take reservations for Afternoon Tea in the Imperial Room every Friday, Saturday and Sunday from 12.30pm. To make a reservation call 01423 814043

Harrogate has 2 cinemas (Odeon & Everyman), a Theatre, the Royal Hall and also the Harrogate International Centre where they host a number of different events that may interest you during your visit.

With Harrogate being a spa town we have lots of lovely spas to visit in the area. The most famous in Harrogate is the Harrogate Turkish Baths & Health Spa. With the pace of life today, it's more important than ever to take time out to unwind and devote time to the serious business of relaxing. At the Turkish Baths Harrogate you can immerse yourself in Britain's most fully restored Victorian Turkish Baths and enjoy a unique regime of relaxation and rejuvenation, enhanced by friendly, yet unobtrusive attention. To book a session call 01423 556746.

Cycle Route Information

Details supplied by:

Prologue , 3/4 Wellington House, Cold Bath Road, Harrogate, HG2 0NA

01423 503000; info@prologuecycling.co.uk; <http://prologuecycling.co.uk/rides>

View on the Prologue website for further information including route maps.

38 MILE CYCLING ROUTE: HARROGATE, SICKLINGHALL, THORNER, SHADWELL, ECCUP, BECKWITHSHAW

40 MILE CYCLING ROUTE: HARROGATE, POOL, MENSTON, IKLEY, ASKWITH, SWINSTY, NORWOOD LANE

49 mile cycling route > Harrogate > Ilkley > Bolton Abbey > Appletreewick > Duck Street > Penny Pot Lane

37 mile cycling route: Harrogate > Brimham > Galphay > Studley > Burnt Yates > Hampsthwaite

38 mile cycling route: Harrogate > Ripley > Brimham Rocks > Pateley Bridge > Blubberhouses > Beckwithshaw > Harrogate

35 mile cycling route: Harrogate > Long Marston > Tockwith > Knaresborough

37 mile cycling route: Harrogate > Knaresborough > Wetherby > Pool > Norwood > withshaw

30 mile cycling route: Harrogate > Beckwithshaw > North Rigton > Pool > Otley > Askwith

41 mile cycling route: Harrogate > Knaresborough > Boroughbridge > Brafferton > Alne > Arkendale > Harrogate

38 mile cycling route: Harrogate > Brimham Rocks > Galphay > Fountains Abbey > Ripley

37 mile cycling route from Harrogate > Wetherby > Pool > Harrogate

This Harrogate cycling route avoids nasty main roads by take the flat country lanes through surrounding villages such as Spofforth. The scenic roads continue past Wetherby and Sicklinghall to Pool-in-wharefdale. Before heading back to Harrogate there is one testing climb up Norwood Edge to make sure you leave nothing out on the road.

Harrogate > Pool > Otley > Askwith > Blubberhouses > Birstwith

50 mile cycling route: Harrogate > Masham > Ripon > Harrogate

This 50-mile cycling route from Harrogate takes in Fountains Abbey before heading along country roads through local villages such as Bishop Thornton and Kirkby Malzeard before hitting Masham. The route then heads back to Harrogate via West Tanfield, Ripon and Knaresborough avoiding all the main roads.

Flat 37-mile ride from Harrogate to Wetherby, Whixley, Arkendale, Knaresborough This relatively flat cycling route sets out from Harrogate to Wetherby, avoiding the major roads, then loops back on a scenic ride via local villages including Whixley, Little Ouseburn, Marton Cum Grafton and Arkendale before finishing the ride through Knaresborough and back to Harrogate.

HOW YOU CAN SUPPORT THE POLICE TREATMENT CENTRES



Lottery

For just £1 per month you can purchase a lottery ticket and be in with the chance to win £1000.



Fundraising

Would you like to fundraise for the Charity and get involved with events we organise?



Conferencing

Book a meeting room or facilities at our Centres for your next meeting or training day.



Hospitality

Book a weekend away at either Harrogate or Castlebrae. Find out about our self catering cottages.



Wellbeing Weekends

We can host Force wellbeing days / weekends



Legacy Giving

Your legacy, their safe haven. Find out more about how you can leave a gift in your will.



THE POLICE TREATMENT CENTRES



A FORCE FOR PROMOTING AND IMPROVING HEALTH & WELLBEING



RESIDENTIAL &
REMOTE
PHYSIOTHERAPY



PSYCHOLOGICAL
WELLBEING



FITNESS
CLASSES



COUNSELLING



HYDROTHERAPY
POOL



SUPPORT CLASSES
& WORKSHOPS



SWIMMING
POOL



COMPLEMENTARY
THERAPY



TENNIS
COURTS



NURSING



ACCOMMODATION



CATERING

01423 504448 or 01764 664369

@PTCentres

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www.thepolicetreatmentcentres.org