



Residents Guide Ludlow Mascall Centre



Welcome to the Ludlow Mascall Centre! Whether you are a repeat visitor or staying with us for the first time, the whole team would like to wish you a warm welcome.

This online Residents Guide is a replacement for the hard-copy information book that we used to provide in our guest rooms. It supplements the information card that you will find in your room and includes as much information as we think you will need to have for your visit. You are welcome to save the guide to your smartphone or other electronic device that you will have with you during your stay. A hard copy of the guide is in the residents lounge.

We have also replaced the paper guest registration form with an **online registration form** in order to make the check-in process more efficient. If you have not already filled it out and submitted it, please do so prior to your arrival at the Centre. One person in your party can complete the form on behalf of everybody else.

If there is anything else that you would like to know, please **e-mail us** or phone +44 (0)1584 873882. We constantly monitor and update how we operate, so do not hesitate to contact us via either of the aforementioned methods if you have a suggestion for how to improve our service.

Thank you for choosing the Ludlow Mascall Centre: a unique place to meet, learn, celebrate, and stay. We hope you have a pleasant time here.

Tina Healy
Centre Director

Customer Service Charter

We guarantee a warm welcome and a professional service from friendly staff.

We provide a high-quality service from initial enquiry to departure.

We value our customers, respect diversity, and treat everyone equitably.

We strive to ensure our customers' comfort and expect consideration by all, for all.

We deal with comments, suggestions and complaints positively.

Important Telephone Numbers

+44 (0)7740 029 345 (to be used before or during your stay)

+44 (0)7740 029 344 (to be used on your day of arrival and during your stay)

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The information in this guide was correct at the time of publication. You should check with the individual establishments for current services offered and opening hours, as businesses may need to temporarily adjust their hours at short notice. If you find missing or incorrect information or think that there's something we need to add, please e-mail it to marketing@ludlowmascallcentre.co.uk.

Revised August 2023

Coming & Going

Please use the Evening & Weekend Guest Reception entrance at all times. For your safety and that of our other guests, please lock the guest reception entrance door when you enter or leave the Centre. Your room key also locks/unlocks this door.

The key-code for the door at the top of the stairs that leads to the accommodation corridor is on your room key fob, as is the name of your room. The same code unlocks the door to the residents lounge and kitchen area.

There is no guest curfew, but please be mindful of other guests when returning to your room late at night and keep noise to a minimum.

Parking

As part of our online guest registration form, you need to provide the number plate details for all vehicles in your party. Once these details and the dates of your stay are on our parking monitoring system, you will not need to re-register. The car park is accessible 24 hours a day. All vehicles are parked at the vehicle owner's risk. Please park only in marked spaces. On the day of your departure, you can leave your vehicle in the car park until 5pm should you wish to spend some more time in Ludlow.

Bicycle & E-bikes

If you would like to make use of our secure bicycle storage area during your stay, please let us know in advance so that we can have a key ready for you. The storage area is accessible 24 hours a day. All bicycles are stored at the bicycle owner's risk.

There is an outlet in the courtyard garden (to the left of the glass entrance door) where you can charge your e-bike or e-bike battery. In the interest of everyone's safety, do not charge bikes or batteries inside the building. All charging is done at the e-bike owner's risk.

Lift

All of our guest rooms are on the first floor and accessible by lift, which is key-operated. The key is kept in the lift, please do not remove it.

Housekeeping

The housekeeping team will not enter your room during your stay. If you have specific requests, you can contact a member of staff on +44 (0)1584 873882 (weekdays) or +44 (0)7740 029 344. At the bottom of the stairs leading up to the guest rooms you will find extra toilet rolls, towels, and cleaning materials, if needed. Extra tea, coffee, milk, and sugar can be found in the residents kitchen.

Wi-Fi

There is free Wi-Fi throughout the Centre.
Network Name: Ludlow_Mascall_Centre
Password: LMCWiFiKey

Residents Kitchen, Dining Area, & Lounge

There is a fully equipped kitchen, including a tumble dryer, a dining area, and a residents lounge on the ground floor. You will need the code on the back of your key fob to access this area. As this space is shared among all guests, please be considerate of others and leave it as you would like to find it.

Iron, Ironing Board, & Hair Dryer

You will find an iron, ironing board, and hair-dryer at the bottom of the stairs going up to the guest rooms. Please return these items when you have finished using them so that other guests may use them.

Smoking & Noise

Smoking and vaping are not permitted anywhere in the Centre nor in any of the exterior doorways. You can smoke and vape in the courtyard garden, but please be considerate of other guests who are out there at the same time. Anyone found to be smoking or vaping indoors will be asked to leave.

Please be respectful of other guests and keep noise to a minimum, especially if returning to your room late at night or departing early in the morning.

Climate Control

All of our rooms have oscillating fans, thermostatically controlled radiators, and opening windows. Because the rooms can get hot in the summer, we recommend that you draw the curtains when you go out for the day.

Courtyard Garden

You are welcome to enjoy the courtyard garden, but we ask you to be respectful of our other guests and neighbours.

Visitor Information

Ludlow's Visitor Information Centre is located in Ludlow Assembly Rooms (Market Square, Ludlow, SY8 1AZ; Tel: +44 (0)1584 875053).

Useful websites listing places to eat, things to do, and other local information:

The Ludlow Guide, www.theludlowguide.co.uk
The Ludlow Website, www.ludlow.org.uk

Let's Go Ludlow, www.letsgoludlow.com
Visit Shropshire, www.visitshropshire.co.uk

Our staff are also happy to give you recommendations and advice.

Athena Greek Taverna and Café

Athena Taverna, located at the Centre, serves delicious continental and traditional English breakfasts and authentic Greek dishes for lunch, lite bites, and evening meals. Everything is home-made using a mix of local and Greek ingredients. They are open Tuesday through Saturday, as well as on Mondays during the summer season. Breakfasts must be pre-ordered and we recommend you book ahead for lunch or dinner. All bookings and pre-orders can be made by calling +44 (0)1584 875023 or +44 (0)7769 505837 or e-mailing bookings@athenagreektaverna.co.uk.

Breakfast

In addition to Athena Taverna at the Centre (above), there are a number of places in Ludlow serving breakfast. We recommend that you either phone ahead or check the social media sites of any place where you wish to eat regarding opening hours or if reservations are necessary.

The Angel

1 The Angel, Broad Street, Ludlow, SY8 1LT
Tel: +44 (0)1584 877062

Aragons

5 Church Street, Ludlow, SY8 1AP
Tel: +44 (0)1584 873282

Bakers of Tower Street

6 Tower Street, Ludlow, SY8 1RL
Tel: +44 (0)1584 877330

Bill's Kitchen Ludlow

Ludlow Assembly Rooms, Ludlow, SY8 1AZ
Tel: +44 (0)7887 917756

Cafe V

6 New Road, Ludlow, SY8 2NX
Tel: +44 (0)7835 356186

Castle Lodge Buttery

Castle Square, Ludlow, SY8 1AY
Tel: +44 (0)1584 873628

Chapter 66

Ludlow Castle, Ludlow, SY8 1AY
Tel: +44(0)1584 878796

The Corner House – Ludlow

2-4 Old Street, Ludlow, SY8 1NP
Tel: +44 (0)1584 318010

The Cottage Cafe & Cakery

2 Attorneys Walk, (off Corve Street)
Ludlow, SY8 1AA
Tel: +44 (0)1584 878780

CSONS Ludlow

Mill on the Green, Ludlow, SY8 1EG
Tel: +44 (0)1584 879872

Kin Kitchen

5 Old Street, Ludlow, SY8 1PD
Tel: +44 (0)1584 879888

Ludlow Kitchen

Bromfield, Ludlow, SY8 2JR
Tel: +44 (0)1584 856020

Parkway Restaurant

6 Parkway (off Corve Street), Ludlow, SY8 2PG
Tel: +44 (0)1584 873130

The Squirrel

Foldgate Lane, Ludlow SY8 1LS
Tel: +44 (0)1584 879940

Checking Out

Please vacate your room by 10am on the final day of your stay. You are, however, welcome to leave your vehicle in our car park until 5pm. On checking out please open your windows to ventilate your room. Keys (including bicycle storage keys) should be deposited in the box outside the entrance to the accommodation corridor on the first floor. Any lost key will result in a £30 charge.

We apologise but we are unable to provide a left luggage facility at this time.

Feedback Form

On the last day of your stay, we will e-mail you with a link to our online feedback form. We would greatly appreciate it if you would fill it out. It is anonymous and will help us to evaluate our service and make improvements where needed. If, however, there is something you wish to discuss during your stay, do not hesitate to contact us.

Local Services

Emergency

Tel: 999 or 112 (Police, Fire, and Ambulance Services)

What3words

What3words divides the world into three-metre squares and gives each one a unique three-word address in order for people to be easily found in emergencies. The locator for the courtyard entrance is [custard.templates.dean](#).

AED (automated external defibrillator)

There is an AED on the exterior of the building, to the left as you enter the car park and past Athena Taverna. The emergency services would provide you with the access details for the AED box. The What3words locator for the AED is [trespass.shuffle.leopard](#).

Non-emergency

Tel: 101 (Police Service only)

Tel: 111 (National Health Service only)

Transportation

To ensure you have a taxi when needed, we recommend booking one in advance.

Annette's Taxis: +44 (0)1584 878787

National Rail Enquiries

<https://www.nationalrail.co.uk/>

Tel: 03457 484950

Teaky's Taxis: +44 (0)1584 879478

Wolfcar Private Hire: +44 (0)1584 856690

Traveline Midlands (buses and trains)

<http://www.travelinemidlands.co.uk>

Health

Doctors

Portcullis Surgery

Portcullis Lane, Ludlow, SY8 1GT

Tel: +44 (0)1584 872939

Station Drive Surgery

Station Drive, Ludlow, SY8 2AB

Tel: +44 (0)1584 872461

Hospital

Ludlow Community Hospital and Minor Injuries Unit

Gravel Hill, Ludlow, SY8 1QX

Tel: +44 (0)1584 872201

Chemists

Boots

34 Bull Ring, Ludlow, SY8 1AA

Tel: +44 (0)1584 872548

Lunt's Pharmacy

116-119 Lower Galdeford, Ludlow, SY8 1RU

Tel: +44 (0)1584 872230

Brown & Francis

49 Bull Ring, Ludlow, SY8 1AB

Tel: +44 (0)1584 872910

Banks/ATMs

Lloyds

16 Broad Street, Ludlow, SY8 1NQ

Tel: 0845 3000 000

NatWest

15 Bull Ring, Ludlow, SY8 1AG

Tel: 0845 301 9765

Nationwide Building Society

2 Bull Ring, Ludlow, SY8 1AD

Tel: 0845 266 1293

There are also ATMs outside of the One Stop Shop on Tower Street and Tesco.

Post Office

9 Tower Street (inside the One Stop Shop), Ludlow, SY8 1RL
Tel: +44 (0)1584 872356

Ludlow Public Library

7-9 Parkway, Ludlow, SY8 2PG
Tel: +44 (0)1743 250510

Supermarkets

Aldi
Station Drive, Ludlow, SY8 1DA

Spar
1 Castle Street, Ludlow SY8 1AS

Co-Op
Foldgate Lane, Ludlow, SY8 1LS

Tesco
Station Drive, Ludlow, SY8 2PQ.

Sainsbury's
Duncow Road, Rocks Green, Ludlow, SY8 2EY

Electric Vehicle Charging Points

The closest EVs to the Centre are located on the top level of the Upper Galdeford Car Park (postcode SY8 1QF), at The Squirrel pub (postcode SY8 1LP), and on Mill Street (postcode SY8 1BG).

Fire Notice

Residential groups must identify a responsible person within their group to act as a Fire Marshall.

On discovering a fire

Operate the nearest **FIRE ALARM**.
CALL THE FIRE BRIGADE ON 999.

On hearing the fire alarm

During the day:

- Make your way to the nearest safe exit and go to the **ASSEMBLY POINT**, shutting all doors and windows as you go.

During the evening:

- Put on a dressing gown or coat, and shoes. Do not stop to dress fully.
- Wake up the other people in your room.
- Make your way to the nearest safe exit and go to the **ASSEMBLY POINT**, shutting all doors and windows as you go.

The **ASSEMBLY POINT** is at the front of the Centre, to the right of the main gate as you face the road (NOT under the horse chestnut tree).

At all times

ACT QUIETLY.

DO NOT STOP to collect personal belongings.

WALK, do not run.

DO NOT ATTEMPT TO PASS OTHERS on your way to the Assembly Point.

DO NOT RETURN TO THE BUILDING until permission is given.

History of the Mascall Centre

The Ludlow Mascall Centre is a formally registered educational charity overseen by a board of trustees and managed on a day-to-day basis by a full-time director with the support of five part-time staff.

The oldest part of the Centre was opened in 1857 as Ludlow National School. It was designed by Thomas Nicholson, the architect of the Diocese of Hereford, to accommodate 500 pupils (150 boys, 150 girls and 200 infants). In 1930 it became Lower Galdeford Senior School. Around 1978, the school was taken over by the Diocese of Hereford and later renamed the Bishop Mascall Centre with an ethos of learning for everyone in the community.

The residential wing opened in 1982 and the Fletcher Wing, which is where our main entrance and reception area are located, opened five years later. Our residential wing has undergone many changes, including the creation of the all en-suite guest accommodation on the first floor and housing for Keele University medical students doing placements at local GP surgeries on the ground floor. The Keele partnership, which gives students experience in the practice of rural medicine, is the only project of its kind in Europe.

Although we still carry the name of Robert Mascall, a medieval Carmelite friar who was born in Ludlow and served as the Bishop of Hereford from 1404 until his death in 1416, the Centre no longer belongs to the Church of England. The Diocese of Hereford, however, remains a frequent user of our facilities and we are home to one of its resource centres. We have five rooms of different sizes ideal for training sessions, meetings, residential courses, and celebratory events. Three of these rooms are also licensed for weddings. In 2022 we remodelled and expanded our co-working space and launched WorkPlace, a co-working community with a variety of workspaces. The same year we opened an art gallery, featuring changing exhibitions by local artists.

All combined, the Mascall Centre is a unique place to meet, learn, celebrate, and stay in the heart of Ludlow.