



# Welcome to Patteson Lodge



**Please take a few minutes to review the information in this document.**

**A paper copy is also available in the lodge**

## **On arrival - summary**

- 1) Turn on hot water in the kitchen (above the hand basin), and turn on the water boiler.
- 2) Ensure you are familiar with how to lock the doors at night and how to secure the building when you leave - including how the alarm system works.
- 3) Carry out a fire drill as soon as possible after your group arrives, and log the details in the folder hanging beneath the fire bell at the bottom of the stairs.
- 4) If the building is cold, turn the thermostats up, and the heating will kick in on a timer.

## **On departure - summary**

- 1) Ensure all furniture is left where it was on arrival.
- 2) Clean the building thoroughly before leaving. Additional charges could be made to you, if cleaning is required after your visit.
- 3) Turn off the hot water and water boiler in the kitchen.
- 4) Leave cash tin, keys, and feedback form on table in cosy corner
- 5) Turn off all lights, ensure the corridor light has been turned off night mode. Turn thermostats back down as low as they will go.
- 6) Close all windows and all hall blinds. Check external doors are all closed and locked.
- 7) Finally, lock the front door, and return the key to key safe.

**Thank you, we hope you enjoy your stay**



Patteson Lodge Activity Centre  
14 Great Hautbois Road, Coltishall  
Norwich, Norfolk, NR12 7JN

Office: 01603 737996  
Email: [pl@girlguidingnorfolk.org.uk](mailto:pl@girlguidingnorfolk.org.uk)



### Emergency contact numbers

**In an emergency, dial 999**

**What3words reference [///bogus.unity.limits](https://www.what3words.com/)**

#### **Local GP Surgery**

Coltishall Surgery, 3 St John's Close,

Coltishall, NR12 7HA

**01603 737593**

#### **NHS Direct**

Can give medical advice if  
you are not sure what to do

**111**

#### **Norwich Walk-in Centre**

Rouen Road, Norwich, NR1 1RB

7am-9pm Mon-Sun

**01603 677500**

#### **Norfolk and Norwich Hospital**

Colney Lane, Norwich, NR4 7UY

24 hour A&E department

**01603 286286**

#### **Cromer Minor Injuries Unit**

Mill Road, Cromer, NR27 0BQ 8am -7.45pm Mon-Sun

(via N&N Switchboard)

**01603 286286**

#### **Non-emergency Police Number**

**101**



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### **Useful Contact Numbers**

If you need urgent help during your stay,  
please contact us via

**01603 737996**

This number will divert to the duty mobile phone. If the  
problem is not urgent, please email  
[pl@girlguidingnorfolk.org.uk](mailto:pl@girlguidingnorfolk.org.uk)

Suggestions for improvements to the lodge or site are also  
welcome via email or the suggestion box.

### **Hautbois Shop**

**Mon-Thur 10-5**

**Sat - 10-4**

**01603 739694**

You can also contact them by email or place your order in advance  
[shop@hautbois.org.uk](mailto:shop@hautbois.org.uk)

Updated March 2026



## **Fire Procedure/Plan**



**All groups are required to perform a fire drill as soon as practical after arrival, and record these in the fire drill log book.**

### **Evacuation Procedures:**

**Upon the discovery of a fire, activate the fire alarm by breaking one of the break-glasses;**

- Main Corridor
- Entrance Hall
- Main Hall
- Kitchen
- Indaba Room

### **In case of an actual fire, dial 999 and evacuate.**

- **One leader should phone 999, and proceed to the main gate to liaise with the fire service when they arrive.**
- **Remaining leaders ensure all persons have left the building.**
- **Check all rooms to ensure nobody is left behind and assisting anyone with reduced mobility.**
- **Collect the roll call lists of all people on site, from your exit point.**
- **Close all doors behind you as you evacuate.**
- **Assemble at the HMS Patteson boat and check your register.**
- **Do not re-enter the building until advised it is safe to do so by the Fire Service.**

**All groups are responsible for familiarising themselves with the location of ALL fire escapes.**



## Central heating and hot water



The heating and hot water will be pre-set for your visit and on a timer. They will come on twice a day (morning and evening) subject to the thermostats being turned up.

Should you need to boost the heating or hot water, you can press the boost button on the wall which will override the timer and give an extra hour of heating.



**Additional instructions for kitchen equipment is towards the end of this book**



## Internet Connection



Patteson lodge has Wi-Fi internet available for you to use.

Wi-Fi Name: **BTB-2ZF2ZG-Guest**

Wi-Fi Password: **Patteson1982**

Please ensure you adhere to Girlguiding Online Safety Guidelines, or the relevant guidelines for your organisation.

[Online safety quiz | Girlguiding](#)

[Online safety | Girlguiding](#)



## Departure Checklist



Please ensure the following tasks are completed before you depart.

### Kitchen

- Fridge - ensure it is left empty and clean
- Cooker - clean the hob and inside of any food spills
- Dishwasher - ensure left empty, and any food debris emptied.
- Empty all bins - place rubbish into the correct outside bin.
- Worktops & sink - wipe down with warm soapy water
- Check all appliances are off, and hot water is turned off
- Check all doors are locked.

### Main Hall

- Tidy and vacuum the carpeted area.
- Replace all tables into cupboard, and stack chairs to the sides
- Check all external doors and windows are closed and locked.
- Sweep floor and close blinds

### Dormitories and bedrooms

- Leave any Patteson Lodge bedding on beds in storage bags, unless used.
- Empty waste paper bins and vacuum floors
- Check windows are closed, and close curtains.

### Washrooms

- Clean showers, sinks, and toilets.
- Empty bins and sweep floors.

Please leave the keys and cash tin on the coffee table, and ensure the door is correctly locked.



## Patteson Lodge Shop



The shop is situated in a locked cupboard in the main hall. Everything we sell is to raise funds for Patteson lodge and campsite. If you have any suggestions, please make us aware.

The cupboard can be wheeled to the location you wish to use, and then opened and locked to form a secure shelving unit. Each type of item is in a basket, so you can easily remove any items you do not want to sell.

**Adult supervision is required**, and all monies should be placed into the cash tin, the key for which is on the main keyring.

All items are priced, and a stock and price list can also be found in the cash tin.

It would be very helpful if you could complete the stock list, with the items sold and the total cash amount for your visit.



## Lighting



In order to save energy, some of our lights are automatic, and will come on when they detect motion.

Currently, the following lights are automatic:

- Entrance hall
- Landing
- Main washroom and toilets
- Upstairs toilet
- Freezer cupboard
- Dormatory corridor.

The dormatory corridor has a 'day/night' switch, which will override the automatic sensor, and instead put a 'nightlight' on solidly.

Dormitories have a small window above the door so that some light from the corridor will shine into the rooms.



## Rubbish and Recycling.



All bins should be emptied on your departure – and placed into the correct bin on the driveway. There is a bin for refuse, and a bin for recycling.

### What **can** I put in the Recycling bin?

- Paper and cardboard
- All types of magazines and catalogues
- Clean wrapping paper (without sellotape)
- Rinsed food and drink can
- Empty aerosol cans
- Clean, empty, plastic bottles.
- Clean plastic food pots, tubs & trays inc. yoghurt pots, margarine tubs ect.
- Clean glass bottles and jars
- Food and drink cartons
- Aluminium foil and trays
- Shredded paper and envelopes



## Kitchen Health and Hygiene



Due to Health and Safety Regulations, it is recommended that a daily diary be kept to ensure that proper health and hygiene processes are being followed.

Daily opening and closing checks should be completed and recorded in the kitchen diary - located in the kitchen information folder.

Please ensure the kitchen folder should be read by anyone responsible for catering during your stay. They should complete the daily opening and closing check and record in the diary in the file.

Please make sure any feedback from the kitchen checks is passed on and included in the overall feedback given at the end of your stay.

On arrival check if the Lincat boiler has been turned on, this will give you access to instant hot water negating the need to boil a kettle.



## Dishwasher Instructions



Turn on the main switch - LARGE RED KNOB on the wall above the dishwasher. Press ON button on the machine. When the green light stops flashing it is ready to use. This can take up to 30 mins.

**To Use:**

- 1) Rinse dirty items and place them into the washing rack Put the rack into the machine and close the door.
- 2) Press button for the desired programme - (1) for short or (2) for standard.
- 3) The LED light will flash during the programme. Once it stops flashing, the programme is complete.
- 4) Open the door and take out the rack - allow dishes to dry in the rack before putting them away. Continue to use until your dishes are complete.

**Programme 1 - Glasses and Drinkware - 2 minutes**

**Programme 2 - Plates, dishes, cutlery, or mixed - 3.5 minutes.**

**After each use:**

- 1) Empty the machine and close the door.
- 2) Push and hold (min. 3 seconds) the DRAIN button.
- 3) The machine will drain and the green light will flash.
- 4) When it is finished, it will turn itself off, switch off the main wall switch
- 5) Remove the strainers and filter (pull up) to remove food residue, and rinse under the tap. Replace the filter and strainers.

<b>On/Off</b>	<b>Programme 1</b>	<b>Programme 2</b>	<b>Drain</b>
Switch on to heat up 30 mins before use. The machine will switch itself off after draining.	Select for use if washing pre-rinsed glasses or drinkware	Select for use if washing pre-rinsed plates, cutlery ect.	Press and hold for a minimum of 3 seconds after you have finished using the machine. Then remove, rinse, and replace the strainers.

**Safe use of dishwasher:**

Only to be loaded/unloaded by an adult due to weight of racks. Please be aware of hazard warnings on detergent bottles



## Oven Instructions



### Oven Lighting

1. Turn the FUSE switch on (right hand side of the cooker)
2. Turn key to ON (ensure the fan switch is at 3 minimum)
3. Open the oven doors, and turn the oven temp knob up and hold in.
4. Press the oven igniter knob (black button in the bottom centre of the oven).
5. Once the burner is alight, continue to HOLD the thermostat for a further 10 seconds, and then release.

**If the burner goes out, repeat the steps from the beginning.**

6. Close the oven doors, adjust the oven temp. to your desired level, and allow the oven to pre-heat.
7. Begin cooking.

### Hob Lighting

1. Turn the appropriate knob and hold.
2. Light burner using either a flame or spark clicker.
3. Continue to hold the knob for 10 seconds.

**If gas flow is stopped due to the fan, turn key off and then on again.**

**To Turn OFF** - Turn all oven knobs to off, turn the key to off, and turn fuse switch off.

**If it is windy and gas cuts out, turn the fan key up beyond 3.**



## Kitchen daily checks



### Opening checks

- Fridges/Freezers are working, and at correct temperatures.
- Oven is working properly
- Staff are well and wearing suitable clothes.
- Food preparation surfaces and equipment are clean.
- There are sufficient hand washing and cleaning provisions.
- There is a kitchen First Aid kit available.
- Any allergies have been notified to the kitchen and catered for accordingly.

### Closing checks

- No food is left out, without being covered.
- Expired food has been correctly disposed of.
- Dirty cleaning cloths have been removed and replaced with clean ones.
- Waste has been removed, and new bags put into the bins.
- Surfaces and equipment have been cleaned.

Completion of these checkers should be recorded in the diary, and initialled by the person responsible for catering.



## Friends of Patteson Lodge and Millefleur gardeners



- Have you enjoyed a stay at Patteson Lodge?
- Would you like to join us to help raise additional funds?
- Or are you a keen gardener?

Friends of Patteson lodge are a group who have held many fundraising events over the history of the building. Their fundraising has helped to pay towards many additional maintenance projects.

Millefleur started in 2000, with the aim of restoring some of the original plants from when Beth and Pippa Patteson donated this land to Girlguiding Norfolk.

You can find out more about both of these groups, and the history of Patteson lodge on the website.



## Challenge badges



**Hippy the Hippo** – our original garden animal. A county competition provided the design. 2026 will see a new challenge badge.

**Girlguideasurus** – part of a design challenge for Break! Our dino now resides here. Badges available in the shop.

**Agnes Kusafari** – a second Break! Challenge, which also inspired our Gogo safari challenge and badges are in the shop.

**Parachute challenge** badge – limited badges remaining.

Each of these challenges are available on the Patteson lodge website. If you have an idea for a future challenge, we would love to hear from you!