

Eco Cabin

FAQS

Welcome to Mad Swans

We're delighted to welcome you to Mad Swans in the Mendips where comfort, adventure, and a touch of the unexpected come together in our beautiful countryside setting.

Whether you're here to unwind in your cabin, explore the great outdoors, or make the most of our activities, or delicious dining, we hope your stay is memorable for all the right reasons.

If there's anything you can't find here, our friendly team at Reception will be happy to help.

Check-in & Check-out

Check-in: From 15:00

Check-out: By 11:00 on the day of departure

Early check-in or late check-out may be available depending on occupancy. Please speak to our reception team ahead of your visit or at check-in if you'd like to arrange this.

Wi-Fi

All cabin guests enjoy complimentary Wi-Fi.

Network: Madswans_Guest

Parking

Free parking is available to all cabin guests in the main car park for the duration of your stay.

Extra Beds & Cots

There's no capacity for extra beds in the cabins.

A travel cot is available for babies upon request, for a small additional fee.

Eco Cabin

FAQS

Cabin Heating

Each cabin has its own heating system. You'll find the control pad near your main door.

1. Wake the thermostat: Touch the screen to activate it.
2. Adjust temperature: Press the temperature value on the screen and use the arrows to decrease or increase the setting.
3. Access menus: Press the desired item on the screen to open its menu.
4. Confirm changes: Press the confirmation icon (often in the top right) to save settings.
5. Cancel changes: Press the back arrow (top left) to return to the previous screen without saving.

Heated towel rails:

Use the button on the lower left-hand side to turn on or off, or set a 2-hour or a 4-hour timer. Please note: they can get hot!

OPAL One Coffee Machine

1. Prepare the Machine
 - Fill the water tank via the lid on top or by removing it at the back.
 - Turn on the machine using the power button.
 - Wait until the lights stop flashing - this means it's ready to brew.
2. Brew Your Coffee
 - Insert your chosen OPAL One pod.
 - Lower the handle firmly to secure.
 - Select your preferred brew size using one of the three buttons.
3. Finish & Eject
 - The machine stops automatically when your coffee is ready.
 - Lift the handle to eject the used pod into the bin.

Eco Cabin

FAQS

Using your Projector

You'll find your projector in one of the following locations:

- **Double Cabins:** in the cupboard above the sink
- **Twin & accessible double cabins:** above the beds

The controls are located:

- **Double Cabins:** on the side of the bedside desk closest to the door
- **Twin lodges:** on the wall next to the bed closest to the door

To get started:

1. Use the silver remote to turn the projector on - Point it directly at the projector.
2. Once the home screen appears, switch to the small black Roku remote
3. Press the Home button at the top of the remote (house icon)
4. On the login screen, enter your check-out date.
5. Log in to access apps and enjoy TV and movies during your stay.

Your details and login information will be automatically deleted on your check-out date.

Eco Cabin

FAQS

Food & Drink

Breakfast is served daily in The Potting Shed from 07:30 – 10:00

Children's menu is available in the Potting Shed.

If you have any dietary requirements, please inform our team, and we will do our best to accommodate them.

The Potting Shed

- Monday–Saturday: Breakfast 7:30 – 10 | Lunch 12:00 – 15:00 | Dinner 18:00 - 21:00
- Sunday: Breakfast 7:30 – 10 | Food served all day from 12:00 – 20:00

Fancy a drink or a delicious, sweet treat? Our cozy Nest bar area is open all day for you to relax and unwind.

The Hangout

- Monday–Sunday: Food served 12:00–21:00
- Bar and games open until 23:00pm

Room Service

You're welcome to purchase food and drinks from The Potting Shed or The Hangout to enjoy in your cabin, however, room service isn't currently available.

Little things, sorted

If you've left your toothbrush behind or need to borrow an iron and ironing board, please don't hesitate to contact the team at Cabins In & Out Reception, or send us a WhatsApp - we'll be more than happy to bring them over to your cabin.

Fancy a game?

We have a selection Game Hampers available at reception for our cabin guests to enjoy, filled with firm favourites including Pass the Pigs, Patchwork and Uno. If you'd like to borrow one, simply pop by Cabins In & Out Reception or send us a WhatsApp and we'll happily deliver one straight to your cabin.

Eco Cabin

FAQS

Activities & Booking

There's plenty to enjoy during your stay! From golf and Padel to Pickleball, the Putt Patch, and the Swing Barn. To book, send us a WhatsApp message or pop into The Shop, and our team will be happy to help.

Private Lessons

Private golf, pickle, or padel lessons may be available - please ask our activities team for details and pricing.

Gym & Shop

Gym Access: Guests have complimentary access. Please check in at The Shop before using the gym. Kindly note that fitness classes incur a small additional charge.

Opening Hours

- Monday–Thursday: 06:30 – 21:30
- Friday: 06:30 – 21:00
- Saturday–Sunday: 08:00 – 18:00

Fitness Classes

Classes may be available during your stay. Please speak with our reception team for the easiest way to join and to check the class timetable and availability. Kindly note that fitness classes incur a small additional charge.

Equipment Hire

- Pickle & Padel: Quality racquets available to hire or bring your own.
- Golf: Clubs available to hire from the Golf Office (charges apply). Some spare clubs are also available for the Swing Barn – free of charge

Eco Cabin

FAQS

Are you dog friendly?

Yes! We love dogs here at Mad Swans!

Dogs are welcome in:

- The Potting Shed
- The Hangout
- The Swing Barn
- The Golf Course

Please keep them on a lead, under control, and never left unattended in cabins. Dogs are not permitted on the padel or pickleball courts, or on the putting patch.

Pop into The Shop for a lovely range of dog toys, treats, and goodies!

Children & Activities

No age restrictions, after all Tiger Woods played 9 holes in 48 shots at the age of 3!

Walks & Maps

Visit Reception for local walking maps and please feel free to borrow a pair of wellies (available in various sizes).

E-Bike Hire

Explore the Mendips and the surrounding area on one of our e-bikes, available to rent for a half day or full day.

- Half day: £35
- Full day: £60

To hire an e-bike, please contact our reception team, who will be happy to assist.

We hope you feel relaxed, inspired, and at home throughout your stay. If there's anything we can do to make your visit even more special, please don't hesitate to let us know.

With warm wishes,
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The Mad Swans Team