

Cabin FAQS

Welcome to Mad Swans

We're delighted to welcome you to Mad Swans in the South Downs 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.

To help with your packing...

Please find below a handy list of everything you can expect to find in your room:

- Hairdryer
- Bath robe
- Full length mirror
- Towels & linen
- Bramley toiletries
- Steamer
- Projector/TV
- Kettle, tea, coffee machine & fresh milk
- Belu Water



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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 can 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.



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Using your Projector

You'll find your projector above and behind your bed.
Your controls are located on the side of the bedside desk 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.
4. On the login screen, enter your check-out date.
5. Log in to access all of your usual apps to enjoy during your stay.

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

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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.

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Food & Drink

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

Our 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 8 – 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–Saturday: Food served 12:00–21:00
- Sunday: Food served 12:00–20:00
- Bar and games open until late

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.

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Activities & Booking

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

Equipment Hire

- Pickle & Padel: Racquets available to hire from The Shop (charges apply).
- Golf: Clubs available to hire from The Shop (charges apply).

Private Lessons

Private Golf, Pickle, or Padel lessons may be on offer, subject to availability - please ask our activities team for details and pricing.

Opening Hours

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

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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

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: £20
- Full day: £33

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