

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.

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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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HORIZON Projector – Guest User Guide

Turning On & Off

Plug the projector into the power socket.

Press the Power button on the remote or on top of the projector.

When finished, press Power again to switch off.

Wait a few seconds for the fan to stop before unplugging.

Connecting a Device

Press the Source button on the remote or projector.

Choose the input you need:

- HDMI 1 / HDMI 2 – for laptops, streaming sticks or games consoles
- USB – to play media from a memory stick
- Bluetooth / Wi-Fi – for wireless connection if available

Adjusting the Picture

Use the remote's focus buttons until the image looks sharp.

If the image looks tilted, open the menu → Keystone Correction and adjust.

For brightness, contrast or colour, go to Menu → Image Settings.

Sound

The projector has built-in speakers.

To use Bluetooth speakers or headphones, go to Settings → Bluetooth → Pair new device.

Adjust the volume using the remote.

Watching from a USB

Insert your USB stick into the USB port.

Press Source → USB.

Use the arrow buttons to choose your file and press OK to play.

Wi-Fi & Casting (if available)

Go to Settings → Network → Wi-Fi and select your network.

For screen mirroring, connect your device to the same Wi-Fi and choose Cast / Screen Share from your phone or laptop.

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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.

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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

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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

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