

welcome

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welcome

Dear Guest,
Welcome to Melksham and Well House Manor. You'll find many answers in the following pages, but if you prefer to ask any staff member, then please don't hesitate to do so.

Well House Manor is a small, high tech business hotel and conference centre. Our facilities, and the atmosphere that we provide, are designed for the businessman and businesswoman visiting Melksham and surrounding towns. That means that we provide a quiet environment in which you can work and relax in the evening, an early breakfast in the morning, a wide range of communications options, and a selection of lounges and meeting rooms if you require them.

**Come as a student,
leave as a friend**

So say the proprietors, Lisa and Graham Ellis, who run Open Source training courses at Well House Manor. Whether or not you're here

on one of our courses, we extend that invite to become a friend. That means you're very welcome to walk around the gardens, to help yourself to a cup of coffee when you would like one, and borrow books from the shelves in the library. Bring a takeaway into the dining room in the evening; we even leave plates, glasses, knives, forks and a bottle opener to hand for you to use.

Melksham is a spirited little town, with many hidden gems; a wide range of services are available too, if you know where to go. Wiltshire, our county, has some of the most beautiful countryside in southern England, dotted with towns and villages with a variety of tourist attractions both mainstream and specialist.

If you can't find what you're looking for in this folder, there are various leaflets around and you can look on-



line (there's a public PC to use in the library if you don't have your own laptop with you), or ask us or any member of staff for assistance.

Making business a pleasure

Whatever brings you to Melksham, we hope to be able to make your stay at Well House Manor a pleasurable one – an experience you'll look forward to repeating time and again.

Enjoy your stay!



*Proprietors Lisa and Graham Ellis
welcome you to Melksham*

*We think our staff are the best
because they take pride in their work
and enjoy what they do.
We know it because it not only shows,
but guests frequently tell us too!*



Sarah has been with us for a number of years - initially joining us part time while she studied, before becoming full time. Sarah is responsible for our inventory and ordering; somehow supplies are quietly in place as they're needed, all credit to her in making a difficult job look easy. When not on duty you'll find Sarah taking part in Autograss racing, in which she's currently a national ladies' champion; our team aren't just hotel staff - they're all rather special.



Rachel joined us for just a few hours each week for a few weeks in the autumn of 2010 ... or so she thought. She rapidly became a key member of our team. She's taken two in-work apprenticeships in the two years in the hospitality business, learning for us too and helping us get our hotel service spot on. Rachel, our breakfast specialist - it's always good for our guests to see a cheery face early in the morning, and to help them with their onward journey plans, and she also oversees our day to day maintenance.



Heather is ace with our weekend guests - she's lived in Melksham for many years, and brought up her family here. If she doesn't know something, she'll know someone who does. Joining us for just one shift per week in the autumn of 2010 in addition to her full time job as a fully qualified nursery school teacher, Heather found working with the team at Well House Manor so fulfilling that she went full time when the opportunity arose. She's now responsible for checking in and looking after our leisure guests.



Leeanne is usually to be found at Well House Manor running the Saturday morning shift - she finds it a refreshing change from her regular job as a graphic designer, when she's looking after the first breakfast for weekend guests who arrived on Friday night. Sometimes this is a quiet shift and, like all of our team, Leeanne doubles up with other work - in her case putting her technical mind to work in correcting Well House blog articles for the week.



Heather, Rachel, Sarah and Leeanne all take full responsibility for running Well House Manor during their shifts, and can help you with anything from local information to advise about where to eat in the evening, and they can all book your next stay for you too.



Poppy and **Elle** are the most recent additions to our team, working on holidays, weekends and very occasionally in the evening to provide an extra pair of hands when we're busy. When on duty, you'll find them helping out with many of the tasks round the hotel; we take a great pride in helping new members of our team learn about the hospitality business, and we're delighted when they rise to the challenge.



If you need additional supplies – if we can help with anything – please ask us. Our team know our rooms, and our area, well. They have access to a far wider range of supplies than we can display in each room.

To turn on the power for the lights in your room, place your room card in the power-saver unit on the wall just inside the door. Most of the power is supplied through this unit, and if you remove the card as you leave the room, the television, fan and most lights will switch off after about 5 minutes. There are dedicated sockets at the desk and around the room which remain on, so you can still charge your mobile phone or keep your laptop plugged in if you've gone out and removed the card.

Room amenities

A hospitality tray, hairdryer and ironing board are provided in every room for your use. Also included are wooden hangers, a cork screw and hot water bottle. If you'd like to use



an umbrella, these are located by the front entrance in the coat stand.

The minibridge is provided for your use, and the bottles of water are supplied with our compliments.

Your 27-inch flat-screen TV has more than 50 Freeview® channels. The remote is powered by batteries, replacements for which can be provided by a member of staff.

Your in-room safe is provided for the safekeeping of your laptop computer and other valuables.

Bathroom supplies

All our bedrooms are en suite; some contain just a shower and others have a bath/shower combination, but all come with two sets of extra large bath sheets, bath towels, hand towels and face cloths. Also included are Neutrogena® bath products.

Connecting to the Internet

The Internet connection at Well House Manor is free for customers to use, subject to our Acceptable User Policy. It runs at a super-fast 120 Mbit per second and can be accessed throughout the building and bedrooms. Simply connect either by wired or wireless, and you'll automatically be allocated an address for your computer using our DHCP server. If you're using our wireless network, you'll need to connect to the network called "Well House Main" using the



current WiFi password which is on display in reception.

Adjusting the temperature

Your heating is adjusted using the knob on the end of the radiator. Please note that this is a thermostat valve that's designed to maintain your selected temperature, so you won't need to keep making adjustments.

Underfloor heating and heated mirrors provide extra convenience and comfort in your bathroom. The master switch to control them is in a locked cupboard; please ask a member of staff if you want to turn this on or off.





Hopefully we've covered everything you'd like to know in this guide. Here is a summary of the items we get asked most about.

Accounts Please settle your room and event accounts in full on departure unless prior arrangements have been made. For stays in excess of seven days, we may present an account weekly. Payment may be made by debit or credit cards, or in cash.

Alarm Calls Each room has a clock radio with an alarm for you to use. The clocks are linked to a satellite, and automatically adjust when the clocks go forward in the spring and back in the autumn. Please ask if you would like us to knock on your door in addition to the alarm clock.

Animals We accept dogs; we ask that you keep your dogs off the furniture, and don't bring

dog. Other pets may be accepted by prior arrangement.

Assistance Please ask a member of our staff if you require anything, and we'll do our best to help. If there is no member of staff easily to hand, please dial 0800 043 8225 (freephone) or press the doorbell button. This way you'll reach whoever's on duty at any time of day or night. If you require the emergency services, please call them first by dialling 999.

Bedding and Towels Bedding is routinely changed twice a week during your stay; if you want it changed more often, please leave out the "change me" card, or ask our team in the morning to change it during the day. If you would like towels changed, please leave them on the bathroom floor.

Breakfast A Continental breakfast buffet is available from 7 a.m. to 9

library or on the patio during Spring and Summer. An alternative choice is available during the colder months.

Cancellation Policy You may cancel up to 11 a.m. on the day you are due to arrive without penalty. If you are checking out a day or more early, let us know by 11 a.m. on or before the day before you depart; otherwise you may be charged for an extra night.

Car Parking Free for guests and their visitors during their stay. You may leave your car on checkout if you're working in Melksham that day before driving to your next destination.

CCTV Webcams are located only in the public areas and are provided for security, helping us keep an efficient eye on Well House Manor.

Check in and out You may check in at any time from 3 p.m. Many of our guests arrive with us at the end of an intercontinental journey, and are welcome to arrive much earlier; or very late, with prior notice. We ask that you check out by 11 a.m. unless you have asked to extend beyond that time, which is often possible.

Chemist The nearest chemist is at Gifford's Surgery - turn right out of our gate, and it is just beyond our premises.

Children You are welcome to bring children to the museum and café. We do not offer overnight accommodation for guests under the age of 14.

Currency All prices are in UK pounds. We are able to accept payment in other currencies, but the exchange rate we have to offer is poor



them into the breakfast room. They are welcome to run in our rear garden, which is enclosed, and you'll find a water bowl at the end of the patio. Please clean up after your

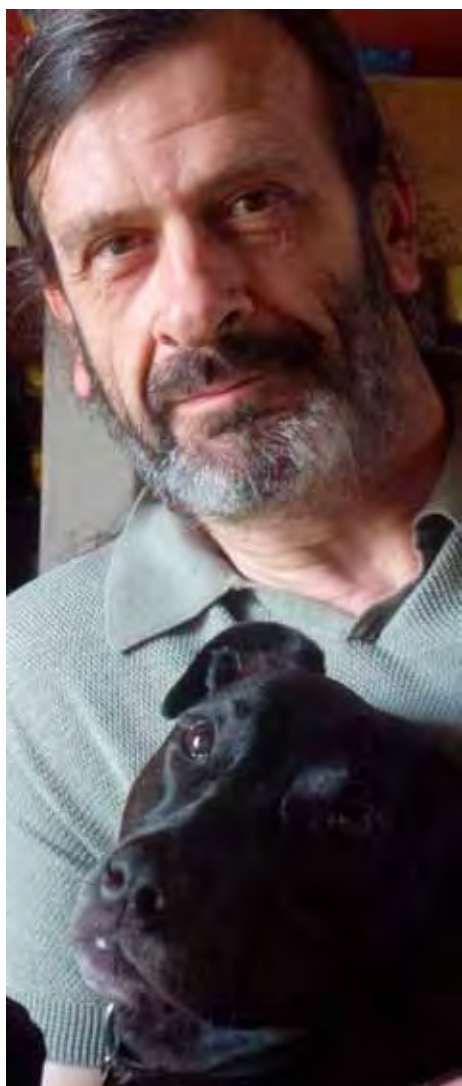
a.m. (Monday to Friday) and 8 a.m to 10 a.m. (Saturday and Sunday). If you let us know the evening before, we can extend these hours.

Cafe Cream teas are available every afternoon in the breakfast room, in the

as we do very little currency exchange, and you are strongly recommended to convert your cash at a local bank prior to checkout, or to pay on debit or credit card.

Cycles, Motor Bikes We have a lockable garage in which you are welcome to park your bike while you're staying at Well House Manor:

Diet If you have a special dietary requirement, please give us good notice and we'll do our best to help. We are familiar with many of the more frequent requirements, but cannot guar-



antee to be able to meet less common requests, especially at short notice.

Doctor/Dentist Turn right out of our gate and Gifford's surgery is about 200 yards. Turn left out of our gate, and The Regency Dental practice is 200 yards on your left. In an emergency, use the 999 service.

Dogs Are welcome – see "Animals"

Drinks We are not licensed to sell alcoholic drinks. However, we provide bottle openers in the rooms, and you are welcome to purchase drinks elsewhere and bring them in. The nearest is the Spar/Texaco garage just three doors up the road.

Please help yourself to soft drinks, teas, coffees, and filtered water, which are available for our residents to consume at Well House Manor with our compliments. These can be found in the lounge area next to the breakfast room. Also in the refrigerator is fresh milk, if you would prefer to use this instead of the milk provided in the guest rooms.

Electricity In the UK, electricity is 230v, 50 Hz. We have a selection of plug adaptors available at reception if you have brought your non-UK equipment with you, freely available on loan, but you should check before you

plug your equipment in that it will not be damaged by this voltage.

Emergency exits We have four: front door, breakfast room, library and Wilts conference room.

Events We offer two conference rooms - the Wilts and the Berks. The Wilts has a capacity of up to 50 theatre-style, or up to 24 around a conference table. Both rooms are fitted with projectors and whiteboard walls, and trip-free power and Internet services at each table place.

Extending your stay If you want to stay with us longer than originally booked, please ask at reception and we'll do our best to accommodate you. But please note that sometimes we're fully booked, so we may not be able to offer you an extension. If you need to shorten your stay, please note our "cancellation policy".

Faxing/printing/copying/scanning We have a multi-function printer available in the library. This printer can also print from hand-held devices with the HP ePrint software. Please ask for assistance if you're using the machine for the first time.

Fire alarms On hearing the alarms, please leave the building immediately and go to the assembly point by our

If you don't see it, forgot to bring it, can't figure it out, or would rather have different, please ask! We'll do our best to find it, explain it or replace it.



garage. A member of our staff will advise you when it's safe to re-enter the building. Fire alarms are tested regularly, and guests will be pre-warned if a test is due. **If you have not been pre-warned and hear the alarm, please leave the building immediately.**

Garden You are welcome to walk in our gardens. Please close the gates between the front and rear gardens behind you, as the rear garden is an enclosed area in which guests exercise their dogs.

Hospital There are minor injury units in Chippenham and Trowbridge; please ask for directions from our team. Melksham hospital does not offer a walk-in service. If in doubt, please dial 999 and do not try to drive anyone with a serious medical problem to a hospital yourself. All of our full time hotel staff have current emergency first aid training.

Internet Our high speed internet is available to all guests - see page 5.

Library Our library comprises some

700 technical IT books, and many other more general books and resources. Please feel free to use these resources while you're with us.

Lost Property If you lose something please let us know. If you find something that you suspect someone else has lost, please hand it to a member of staff. If we find something that you didn't mean to leave here after you've checked out, we'll send you an email to let you know. Smaller items can be posted to your chosen address; larger items on a case-by-case basis.

Luggage We are happy to help with luggage (up to 30kgs per bag), and can store your bags securely for up to 24 hours after checkout.

Maps Copies of the map in this folder are available at reception for you to take with you, and we have a selection of other more detailed maps and specialist maps available for you to borrow. You are also welcome to print maps from online mapping services on our printer.

Museum The Well House Collection is open to the public every afternoon from 2 to 5 p.m. Hotel guests are welcome to browse the museum, which features a rotating aspect of the history of Melksham, at any time that our staff are on site - just ask.

Messages Messages may be left with our staff for delivery to guests, any time from 07:30 to 21:00 daily. In an emergency, please call 0800 043 8225 where the duty manager will be able to help you.

Newspapers A selection of national

daily papers are provided at breakfast for our guests to share. If you have a particular paper that you like to read, please let our staff know the previous evening. The Wiltshire Times is available weekly, and the Melksham Independent News, published every fortnight, is in each guest room.

Pharmacy - see *Chemist*

Pictures The pictures that hang on the wall in the bedrooms at Well House Manor are all pictures taken in the Melksham area by members of our team.

Places of Worship

St Michael's Church - Canon Square (Church of England)

St Anthony Of Padua - West End (Roman Catholic)

United Church - High Street (Methodist and United Reform)

Muslim Meeting House - King Street

Ebenezer Chapel - Union Street (Baptist)

Power Saver - see page 5

Public Internet Access We have a public-access computer in the library connected to the Internet if you didn't bring your own computer with you.

Public Transport If you're arriving in Melksham by train or on the National Express Coach, let us know and we can arrange for you to be collected from the station/coach stop. On departure, we can arrange rides to Melksham station or to the coach. Local and regional buses stop outside Well House Manor, and in the Market Place, and are covered more fully on page 18.

Room Rate £95 (double occupancy)



or £85 (single occupancy) per room per night, throughout the year. This rate includes a Continental breakfast for each guest each morning, complimentary beverages throughout your stay, Internet access and 20% VAT. Course delegates, Melksham Chamber of Commerce members, and stays of 10 days or longer are available at a delegate rate.

Security The safety and security is paramount. Please help us by reporting anything suspicious. We reserve the right to take whatever steps we feel necessary to ensure the safety of our staff, customers and hotel.

Shops – see page 12

Smoking Well House Manor is non-smoking throughout the building. This

is a legal requirement in England. You may, however, smoke in our garden bothy (*pictured above*).

Taxes All of our prices are subject to VAT (Value Added Tax). We will provide you with a VAT receipt on payment. There is no additional tax on hotel rooms in the UK, nor is there a local sales tax.

Taxis Please ask us to arrange taxis for you, giving us as much notice as you can. You are welcome to arrange your own, but our team has local knowledge and know who's likely to have a driver available at a good price at busy times.

Telephones Most of our guests have mobile phones, use Skype or Internet phones, and all of which can be used

from your room. If you wish to make a call from our house phone, please ask a member of staff. If your friends want to call you while you're at Well House Manor; they can do so on +44 (0) 1225 793803. Please let us know if you're expecting a call and where we may find you. This incoming guest phone is located in the library.

Tourist Information We have leaflets describing attractions in the area in reception; please help yourself. Also ask a member of our team; we all live in Melksham, and we make it our business to know what's around. Melksham has a Tourist Information Centre near the Post Office, which is open during the week and on Saturday mornings.

Trains If you're leaving Melksham on the 07:20 (Monday to Friday) or 09:20 (Saturday) train, let us know; we can arrange an earlier breakfast, and arrange a lift to the station – about a mile from the hotel – for you.

Umbrellas Available for your use in the coat stand in reception. Please return them after use, or leave open in the porch if they're soaking wet.

Vet The nearest vet is Beeches Veterinary Practise, on 01225 793335.

Weather The weather in the UK can vary from one day to the next, which is why the British are always talking about it. You'll find frequent weather forecasts on TV (BBC News 24), or <http://melksham/weather> online for a local forecast.

Wake up Calls Please use the clock radio provided. We can also knock on your door if we know well in advance.



Our breakfast buffet is available from 07:00 to 09:00, Monday to Friday, and from 08:00 to 10:00 at the weekend. If you let us know by the evening before, we can extend these hours for you, or have a quick snack ready for you to take with you if you have an early flight.

Start with a glass of freshly squeezed orange juice using our juicer. Choose from fresh fruit, yoghurt and a selection of well known cereals.

Move on to a selection of croissants, pastries and rolls which we bake fresh every morning, and other breads, with meats and cheeses. Our ham is local, sourced from Homegrown Pigs in Rowde, others are Continental cuts. The cheese selection is also local, such as Brie from Somerset.

Follow with brown and white bread, which you can toast to your taste, with butter or an alternative spread, jam, marmalade, honey or Marmite. Perhaps you might like to finish with a Danish pastry or other patisserie.

Teas and Coffees

Our coffee machine is bean-to-cup on demand, and dispenses piping hot

water for tea. The beverage centre is available for your free use at breakfast, as indeed it is for residents throughout your stay at Well House Manor.

For a freshly brewed black or white coffee, cappuccino or espresso, simply place a mug in the machine, press the button, and stand back to watch it grind and brew. It's that easy.

Please ask if you would prefer decaffeinated coffee.

Our selection of teas include English Breakfast, Assam, Darjeeling or



Newspapers

We provide a selection of newspapers each morning for our guests to share; if there is a particular newspaper you would like to read, please ask.

Seating

Our table seats 8 at one time to encourage our guests to interact with each other. We often have solo guests who quite soon learn they have much in common; making their business trip more enjoyable.

Would you like...?

If there is anything you're missing at breakfast, or if you would like more of something, please ask one of our team. As food is freshly served each morning, we look to reduce waste by serving about the right amount; we'll top up and keep an eye on supplies during breakfast, and be available if you'd like any more.

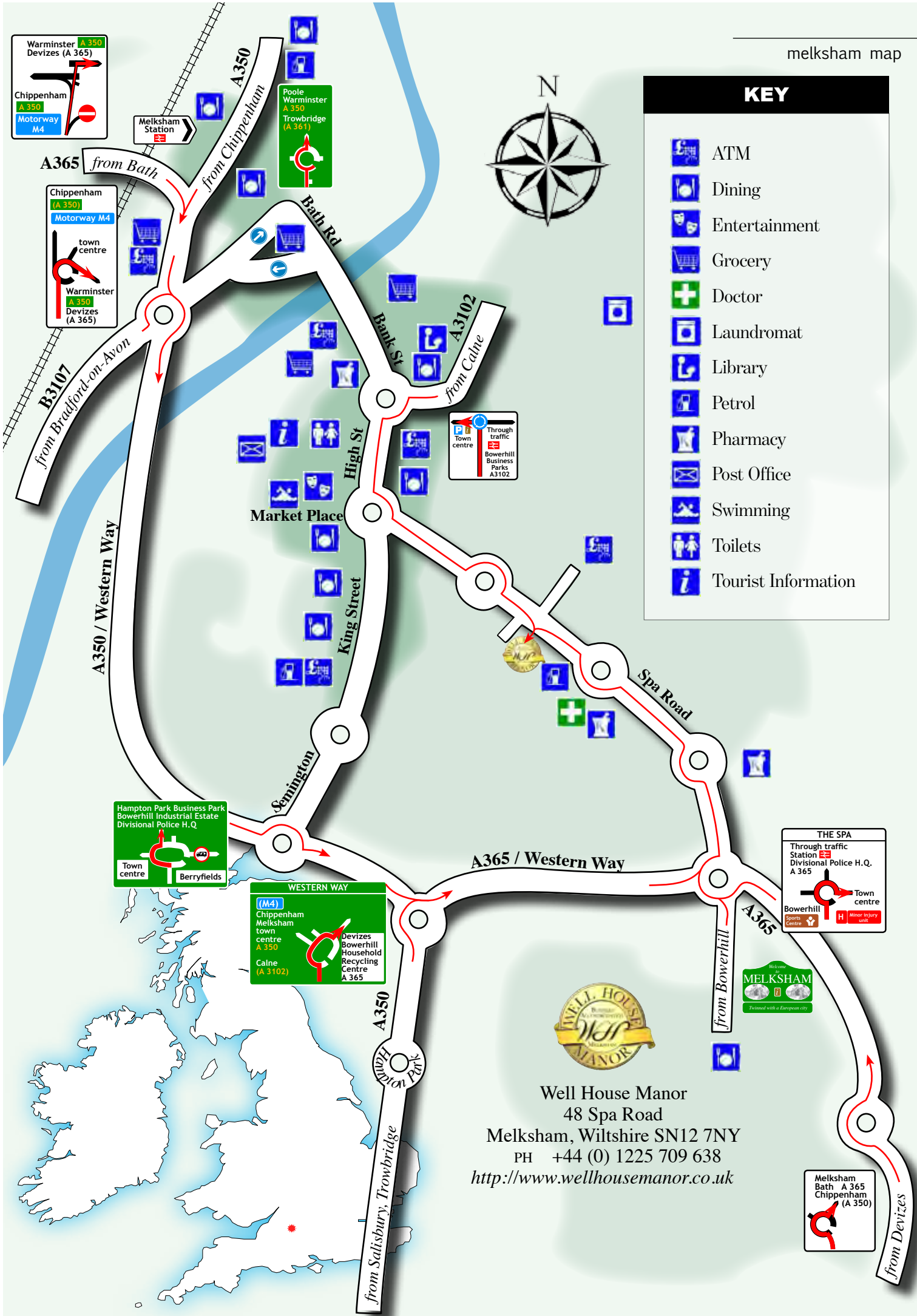
Please let us know ahead of time if you've got specific dietary requirements; with advanced notice we can cater for most, such as vegetarian, dairy-free and gluten-free.

similar conventional black tea, Earl Grey, and a varied selection of white teas and fruit infusions. All are available for guests at any time – simply help yourself to a tea bag and place a mug under the hot water spout. Press the button directly above for boiling water.

Milk is available at breakfast on the buffet, and in the fridge at the beverage centre. Sugars, other sweeteners and spoons are available to the right of the coffee machine.

A selection of soft drinks and flavoured water is available in the fridge.





KEY

- ATM
- Dining
- Entertainment
- Grocery
- Doctor
- Laundromat
- Library
- Petrol
- Pharmacy
- Post Office
- Swimming
- Toilets
- Tourist Information


Well House Manor
 48 Spa Road
 Melksham, Wiltshire SN12 7NY
 PH +44 (0) 1225 709 638
<http://www.wellhousemanor.co.uk>




 Melksham Bath A365
 Chippenham (A350)

Melksham has just about anything you might need. If we've not mentioned what you're looking for in this directory, please ask.

ATMs and Cashpoints

The closest ATM to Well House Manor is outside the Co-op located at the top of Coronation Road just opposite Well House Manor. It's available 24 hours a day, and you won't be charged for its use. There are also ATMs attached to banks in the town centre, and other convenience and grocery stores in and around town.

Currency exchange

Most of the banks in Melksham will exchange overseas currencies into UK pounds. They're only open Monday to Friday from around 09:00 or 09:30 to mid or late afternoon. If you wish to exchange UK pounds to another currency, we suggest you do so at your point of departure.



Swimming and fitness

The Blue Pool is situated behind the Town Hall. They have public adult swim from 7 a.m. to 9 a.m. Monday through Friday, and in the evenings too. Price for non-members is £3.50. The pool is open daily except public holidays. There is also a fitness room there. You can use the swimming pool without membership, but you will be asked for a short physical check, etc., to become a temporary member before you can use the gym.

Tourist Information

On Church Street, opposite the Post Office. Open Monday to Friday all day (closed evenings) and Saturday mornings. We can also help you with what to do and where to go at the front desk at Well House Manor.

Laundrette

If you're staying with us for a while, you may wish to make use of the laundrette at Melksham Forest. Please ask one of our team for directions, and we may be able to offer you a lift. There is

a dry cleaner in Melksham town centre too, but it does not offer a same-day service.

Barber, hairdresser

There is a wide range to choose from in the town. Many are open early in the morning and into the evening. Booking isn't always necessary.

Petrol station

There are several petrol stations in the area. The nearest is Auto-line (Spar Texaco) and is open from 6 a.m. to 10 p.m. Sainsbury's has petrol pumps. BP Service Station is located on Beanacre Road. Total, on Semington Road, is open 24 hours.

Anything else?

Many other local services are listed in our A to Z on pages 6-9 so please check there too. Also, ask a member of staff if you need help finding something - we all know the town, and we've made it our business to learn about what's here through the eyes of our guests.



You are welcome to eat take-away food in your own room, or in our breakfast room. Help yourself to our plates, knives and forks, or ask us to serve you.

Evening Delivery

The following takeaways will deliver to Well House Manor in the evening, and also offer a collection service:

	M	Tu	W	Th	F	Sa	Su
Refa Tandoori ¹	•	•	•	•	•	•	•
Kings Gourmet		•	•	•	•	•	•
Chick-o-Land	•	•	•	•	•	•	•
Cinnamon	•		•	•	•	•	•
Kebab House	•	•	•	•	•	•	•
Acropolis	•	•	•	•	•	•	•
Ku ²		•	•	•	•	•	•
Peking Chef	•	•	•	•	•	•	•
Chicken Hut	•	•	•	•	•	•	•
Mamma Mia			•	•	•	•	•
The Fisheries ¹	•	•	•	•	•	•	•
Chop Suey House	•	•	•	•	•	•	•
Dominos	•	•	•	•	•	•	•

Takeaway

The following offer a takeaway service but do not deliver:

	M	Tu	W	Th	F	Sa	Su
Golden Falls	•		•	•	•	•	•
M'sham Tandoori ²	•	•	•	•	•	•	•
The Sultan ²	•	•	•	•	•	•	•
Robinsons F&C ³	•	•	•	•	•	•	•
McDonalds ³	•	•	•	•	•	•	•
Forest Fish Bar ³	•	•	•	•	•	•	•
Lee's Chinese ³	•	•	•	•	•	•	•
Lee's Fish&Chips ³	•	•	•	•	•	•	•
Subway ³	•	•	•	•	•	•	•

Convenience Shopping

Sandwiches, fruit and light snacks are available evenings from:

	M	Tu	W	Th	F	Sa	Su
Spar Texaco ²	•	•	•	•	•	•	•
Co-op (Coronation) ²	•	•	•	•	•	•	•
Total (Semington) ²	•	•	•	•	•	•	•
Sainsbury's ²	•	•	•	•	•	•	•
Waitrose ²	•	•	•	•	•	•	•
Tesco Express ^{2 3}	•	•	•	•	•	•	•
Asda ^{2 3}	•	•	•	•	•	•	•

Restaurants

You can eat out at the following venues within walking distance in Melksham in the evening:

	M	Tu	W	Th	F	Sa	Su
Refa Tandoori ⁴	•	•	•	•	•	•	•
The Tavern ²	•	•	•	•	•	•	•
The King's Arms ²	•	•	•	•	•	•	•
Conigre Farm ^{2 5}		•	•	•	•	•	•
West End ²	•	•	•	•	•	•	•
Ku ²		•	•	•	•	•	•
M'sham Tandoori ²	•	•	•	•	•	•	•
Parson's Nose ²	•	•	•	•	•	•	•
The Grapes ²	•	•	•	•	•	•	•
The Bear ²	•	•	•	•	•	•	•
The Sultan ²	•	•	•	•	•	•	•



Each section on this list is sorted by distance from Well House Manor. Inclusion on this list is free, and does not imply any endorsement. Every effort has been made to make this list complete and correct, but we can't be responsible for any errors or their consequences. Opening times may vary at public and bank holidays.

Please ask our staff if you would like to know which are their personal favourites! We have menus for many of these establishments available at reception, and please feel free to use our house phone to order. Please pay the delivery driver directly; we cannot add food that's delivered to you to our bill, but we will be happy to plate and serve you if you wish (until 9 p.m.).

¹ Delivery to Well House Manor; not a general delivery service
² licensed for the sale of alcohol
³ not within normal walking distance
⁴ unlicensed, but you are welcome to take your own
⁵ booking advised



If you would like for us to arrange a taxi for you, please let us know the time you plan to leave and your destination. Your return journey can be arranged directly with the driver.



Explore Melksham's History



THE WELL HOUSE COLLECTION

ADMISSION: FREE; EVERY DAY 2-5PM

THEMED DISPLAYS



About the collection

The Well House Collection features artefacts, books, photographs and recordings to capture the social history of Melksham and the surrounding area, dating from when Melksham celebrated having a spa to our own childhood memories.

Part of the gallery will be dedicated to an interactive display of an already extensive collection of postcards, photographs and ephemera which visitors can explore for themselves, and hopefully add to with their own stories and anecdotes.



Many thanks to those who have shared the items pictured in this brochure. Postcards: Simon Brewer; W.A. and A.G. Spiers staff and employees: Dolly; George Ward School day-return ticket: David Abbott; Stratton's flagon: TWHC

Do you have anything to share?

The Well House Collection team need the help of Melksham residents to help bring the story to life. From keepsakes from the past to trinkets of a more modern age, the team needs your assistance in finding objects and we are asking for your help to locate items for a series of themed exhibitions telling the story of Melksham.

Scanned photographs and postcards are archived for the owner in digital format. These can then be viewed by the public at the museum on a large screen. We can take photographs of your artefacts, or if you allow us, we'd like to display your items in a secure environment, for as short, or as long as you like.

Contact Phil McMullen, curator, for more information. phil@twhc.org.uk



The Well House Collection

located at Well House Manor

48 Spa Road, Melksham SN12 7NY

+44 (0) 1225 709638 www.twhc.org.uk



How many can you name?

Our café is open every afternoon from 2 to 5 p.m.

In summer, why not sit outside on the patio and enjoy a Strawberry cream tea? In Winter, enjoy a coffee and a pastry in front of the fire in the lounge. Or eat, drink, read the paper, browse the web and check you email in the Whitworth, our breakfast room at any season of the year.

If you're a resident and would like a cream tea or pastry outside of our normal café hours, please ask and we can usually help. We can add the charge to your bill at checkout.

If you would like to eat a more substantial meal in the Whitworth, we're very happy for you to have food delivered and we can serve it for you.





The following are timetables for local transportation in the Melksham area. If your destination isn't listed, please ask us for details.

First buses to Bath

From Coronation Road just outside Well House Manor, First services route 272 to and from Bath.

Monday to Friday

To Bath at 08:00, 09:24 and hourly to 16:24, 17:30, 20:04 and 22:22. Extra from Town Centre at 07:00, 07:24 and 19:18 (route 271)

From Bath at 07:00, 08:20 and hourly to 15:20, 16:25, and 20:10. Extras to Town Centre at 17:25, 18:25 and 23:15 (route 271)

Saturdays

To Bath at 07:30, 08:24 and hourly to 17:24, 20:04 and 22:22. Extra from Town Centre at 19:18 (route 271)

From Bath at 08:22, 08:20 and hourly to 15:20, 16:25, and 20:10. Extras to Town Centre at 17:25, 18:25 and 23:15 (route 271)

Sundays

To Bath at 10:40, 12:40, 14:40, 16:40 and 18:40

From Bath at 10:20, 12:20, 14:20, 16:20 and 18:20

First buses run to and from the bus station in Bath.

Faresaver buses to Bath

Faresaver also run services outside our door on route X72 to and from Bath.

Monday to Friday

To Bath at 07:40, 09:01 and hourly to 17:01

From Bath 08:47 and every hour to

14:47 then 15:55, 17:10 and 17:40

Saturday

To Bath at 09:01 and hourly to 17:01

From Bath 08:47 and every hour to 14:47 then 15:55, and 17:10

Sunday

Faresaver do not operate a Sunday service on this route.

Faresaver buses run to and from Dorchester Street in Bath.

The two services (First and Faresaver) run in competition with each other, and tickets are not usually interchangeable. Exceptionally, the return half of Faresaver tickets are valid on First's evening buses.

Buses to other destinations

From the stop across the road, Faresaver (daytime Monday to Saturday) run a service that's mostly hourly to Devizes, route X72. First run some evening and Sunday buses to Devizes.

From the Town Centre, there are one or two buses an hour to Chippenham, and to Trowbridge on routes 234 (First) and X34 (Faresaver); limited evening service. There is no Sunday service on these routes

National Express

A National Express coach leaves the town centre every morning at 07:45 for Marlborough and London (Heathrow) and London (Victoria).

Bus and coach times can change at just 6 weeks notice. The times above are current for September 2012.

First trains

Monday to Friday

To Swindon (north) at 07:20 and 19:48 and to Westbury (south) at

06:37 and 19:11 on Monday to Friday, departing from Melksham Station.

Saturdays

To Swindon, leaving Melksham at 09:20 and 15:21 and to Westbury at 15:48 and 21:34 on Saturdays.

Sundays

To Swindon from Melksham Station at 17:25 and 19:53 and to Westbury at 18:45 on Sundays.

Train times are current for September 2012. They are liable to change in May or December 2013, when an improved service is proposed.



What is there to see and do in Melksham? More than you might think!



Melksham House Hidden behind the Market Place is Melksham House, built in the 18th Century. Until recently, Melksham House was owned by Avon Tyres (later Cooper Tires) as their sports and social club. Now it's owned and operated by Wiltshire Council, and all are welcome to walk in the grounds and use the social club. To be updated and extended as the new Melksham Campus, starting summer 2013. (1 km round trip)



Melksham Spa In 1815, the discovery of a chalybeate spring set local entrepreneurs with a plan to make Melksham a spa town to rival Bath, but the scheme never took off fully. To this day, though, you can see the old Spa

lodging houses, looking incongruously out of place, on the road to Bowerhill. If you look very carefully in the trees you can see the old ballroom and the well head house. All are now private residences, but can be viewed from the street and public footpath. (1.5 km round trip)



Conigre Mead Nature Reserve

A wide range of wildlife thrives amid ponds, wildflower-rich area, shrubs and a magnificent ancient willow tree. With trails around the meadow, a pond-dipping platform and a seat overlooking the river, this is a lovely place to spend an hour or two. (2 km round trip)

Lost Waterway of Melksham

Walk where the Wilts and Berks Canal used to run. See if you can work out where Melksham Wharf used to be, or if you can find the old aqueduct that still stands over Clacker's Brook. (passes 100m from Well House Manor)



The High Pavements There's some debate as to whether the high pavements were built to allow access



to properties in times of flood, or to provide a level at which people could get out of carriages and off horses. See the high pavements on Bath Road in the Town Centre, and across the river too on the way to the Railway Station. (2 km round trip)

The Pack Horse Bridge This is a summer evening trip for the intrepid walker or runner. Downstream of Melksham, the river Avon is crossed by an old bridge which predates the bridges in the town itself. It's an idyllic spot, set amongst the water meadows and only accessible on foot. (5km round trip)

King George V Playing Fields Upriver of the town centre bridge is the Riverside Walk and King George V Playing Fields. With the river, the weir, Scotland Road bridge, the skateboard park, cricket field, adventure centre and classic playgrounds, a mosaic and an avenue of mature trees, there's much more to this park than just grassland. (2 km round trip)



The Kennet & Avon Canal If you fancy a longer walk (around 8 km round trip) walk through Bowerhill to Brabazon Way, and across the permissive path and through Freddie's Wood to the Kennet & Avon Canal. Turn left on the canal to Seend locks, where you can get an excellent evening meal and a drink at The Barge, a pub alongside the canal. For shorter trips, drive to Brabazon Way. The walk from there to the canal (2km round trip) alone is well worthwhile.

Here are some other ideas:

- Town Hall
- Market Place
- The City
- St Michael's and All Angels Church
- The Roundhouse
- Canon Square
- Church Walk
- Avonside
- Town bridge across the Avon
- The Blue Plaque Walk
- Rachel Fowler Centre
- Melksham Assembly Hall
- Christie Miller
- RAF Melksham
- Canal walk to Lacock
- Melksham Electric Substation
- Woolmore Farm and Melksham Oak



Melksham is a wonderful base for touring Wessex and the southern Cotswolds – stone circles, white horses, old villages, towns and cities, stately homes, rivers, canals and high plains and downs.

Brochures and information on many places you can visit is available at reception. Alternatively, you can look online, or ask at the Tourist Information Centre.



Outings from Melksham (starting at Well House Manor)

Destination	Miles	Time to allow	Public Transport	URL
Bath	12	All day	yes	http://melksh.am/bath
Devizes	6	Half day	yes	http://melksh.am/devizes
Lacock	4	All day	Mon - Sat	http://melksh.am/lacock
Holt (The Courts)	3	2 hours	some, Mon - Sat	http://melksh.am/holt
Corsham Court	6	Half day	Difficult	http://melksh.am/corsham
Caen Hill	5	2 hours	yes	http://melksh.am/caenhill
Longleat	10	All day	no	http://melksh.am/longleat
Bowood	8	Half day	no	http://melksh.am/bowood
Westbury White Horse	8	2 hours	no	http://melksh.am/whitehorse
Stonehenge	25	2 hours	no	http://melksh.am/stonehenge
Avebury	15	Half day	difficult	http://melksh.am/avebury
Salisbury	35	All day	difficult	http://melksh.am/salisbury
Bradford-on-Avon	6	Half day	difficult	http://melksh.am/bradford

*Our training courses
were held in our
home from 2000
until 2006.*



Our guests often ask us why we're called Well House Manor. And they ask why we're an IT training centre with some rather nice accommodation tied in with it, as they find it a rather unusual combination. Let me tell you the story.

Well House Consultants Ltd. is a company I set up in 1995, to deliver IT training courses in the SunOS, Solaris, Irix and Linux operating systems, and programming courses in Shell and C. The original reference to "Well House" is to our then residence, called The Well House because it had a well in the garden, fed by a spring. We lived in a high valley, the last house in the last village before Salisbury Plain. At night, you could often hear the "crump" sound as the army practised up on the plain, but otherwise it was a remote and quiet spot.

As a part of my consultancy work, I worked on a handful of websites; some of the first ones were clever enough to do more than just feed out unchanging pages. To do this work I used the Perl programming language. And as I was then both a trainer and a Perl Programmer, people started asking me to train them in Perl. So I wrote my first course under the "Well House Consultants" banner. At first, our courses were sold, administered and resourced by the company for whom I was presenting their other training, but within a couple of years I was so busy presenting courses on Perl (and Java, which I had been persuaded to add!), that I wasn't giving Solaris courses any more ...

Lisa and I moved to Melksham at the very end of 1999, to a house which had enough space for us to give over a number of rooms to training – not only a training room, but also a library, chill-out and lunch room, and reception. But it was a complete restoration project, complicated by the fact that it's historically significant and thus a listed building. Access was much easier than The Well House, as we were just a stone's throw from an A road, and on the edge of the town of Melksham, which provided facilities for any delegates who came on our course.

It turned out that rather more delegates came than we had expected. And they came from far afield too; that wasn't such a surprise, as our subjects are very specialised (niche) ones, with very few providers of our type of training. During the day, delegates learned with us. Even in the evening, they sat around in our lounge, watched DVDs, did geeky things (we were one of the first places in Melksham to have a broadband network) before heading off to sleep at one of a selection of B&Bs in Melksham.

For various reasons – health, retirement, change of occupation – the owners of these establishments were starting to drop out of the market. Others weren't suiting the needs of our students. Typically, they offered a bed for the night and a full breakfast from around 8 or 8:30. Alas, our delegates increasingly wanted a large en suite room, Internet access, to be able to pay by debit or credit card, and a healthy breakfast option that started

much earlier: So, when Lisa and I heard it was on the market, we took over The Old Manor – a B&B already, and, taking the parts of both names, we christened it "Well House Manor".

It wasn't just the name that changed at Well House Manor; it was much more. We gutted the 1906 building and refitted it to a modern high standard with high quality materials.

Lisa acted as architect, designer, project manager and decorator; hand-choosing everything down to the last detail. We wanted the accommodation to be exactly what we looked for when we went away on business.

We opened up the garden and driveway, turning it into a quiet but welcoming commercial property. And we installed the latest in networking, IT systems, and training facilities. It was a wonderful opportunity for me to have exactly what I wanted in my own training room. Three months after we started the project, our first delegate stayed in October 2006. Since we moved to Melksham, we have made friends with many members of the local business community, and soon after we opened for delegates, we started to receive enquiries asking if guests visiting other Melksham companies could stay with us. Apparently, they too had similar needs to our delegates – decent space, en suites, late arrival/early departure, blisteringly fast internet, pay by credit card, healthy break-

Rooms were completely refurbished and all made into en suites

fast that didn't send them to sleep, etc. And we said "yes", tentatively at first, but then with growing confidence as we realised that this business complemented rather than competed with the training business, and that the hotel guests who arrived were looking for almost exactly the same thing as our delegates. Roll on a few more months, and one of our neighbours asked if her Mum and Dad could stay with us one weekend when they visited ... And before long, we were open daily.

Lisa and I couldn't possibly do all the day-to-day work and management of Well House Manor on our own. We're very fortunate to have a very strong team who run it, with input from us.

In addition to managing all the room reservations and designing all the marketing material, Lisa still does all the training admin and course manuals. She's also added the museum and this interest has her doing research on the town of Melksham and its people.

I'm delighted to stand in and take shifts from time to time, but as things run, from breakfasts and room changes to ordering supplies, deep clean rotas, and maintenance are taken care of. Now I know just how much hard work that takes and I appreciate it, so that it's over to you as a visitor to enjoy your stay. We say "making business a pleasure" to our hotel guests, and we say "come as a student, leave as a friend" to course delegates. We also say that we have become accidental hoteliers!

– Graham Ellis



Bedroom 1 Before



After



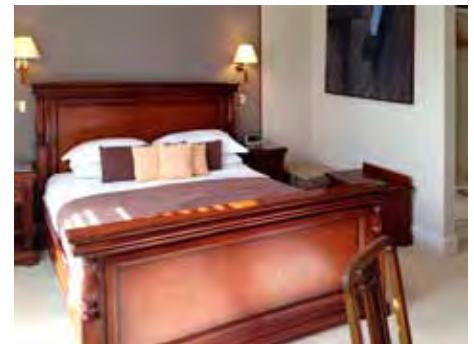
Bedroom 2 Before



After



Bedroom 3 Before



After



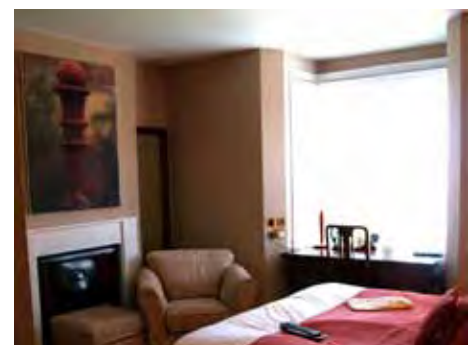
Bedroom 4 Before



After



Bedroom 5 Before



After

Well House Consultants run specialised (niche) training courses, and because they're specialised, delegates travel long distances to attend these public courses; most of the students stay at Well House Manor. We also run private courses for company groups – either at Well House Manor or on the customer's site – which may be anywhere in the UK and occasionally abroad.

Most of our course subjects are given in open source programming languages, and in each case, we offer at least two levels: courses for delegates who have never programmed before; and courses for delegates who are converting from a different programming language. Typically, delegates are highly skilled in their own speciality, and need to program in one of these languages for research, development or support purposes within their company to back up and help in their current job. We don't publish a client list, but we can tell you that we number many of the Top 100 companies amongst our clients, as well as universities, charities and government bodies.

Following are descriptions of the courses we offer:

C the foundation language of modern computing. But just as (these days) we only need a few specialists in the foundation of our houses, even though we all live in them, we only need a few C specialists.

C++ as programs get larger, they get harder to maintain and upgrade as the



interaction of all the various elements grows. C++ adds a facility known as Object Orientation to C, which turns the impractical into the practical for larger systems, and gives us a new language based on (and compatible with) the C foundation.

Lua a tiny language that's built into many systems, including computer games. Being tiny, a lot of the programming work has to be done by the programmer as it's not built in, and "tiny" does not mean "simple to learn".

Perl the Practical Extraction and Reporting Language. The name gives the clue, it's a fantastic language for reformatting and moving data around and pulling results out, whether you're involved in research, system and database admin, or something in between.

PHP a web server language. PHP is used on interactive web sites. Our hotel booking system, our weather reporting page, and the forums that we run are all written in PHP. If you need to learn how to write or tailor such a system, we'll teach you PHP.

Python a very easy and effective language for data manipulation and correlation. Much used in modelling and research applications, especially

where the projects are worked on by a team rather than a single programmer:

Ruby A dynamic, interpreted, open source programming language with a focus on simplicity and productivity. The main use of Ruby was historically within the Ruby on Rails framework, but these days the language is getting wider popular use.

Tcl The Tool Control Languages, used primarily for tailoring big systems written in C to provide unique user-specific added functionality. Application areas vary widely from air traffic control to integrated circuit design.

In addition to these languages, we also write and run courses on associated subjects such as the setting up and running of Web servers (**Tomcat and Apache httpd**), the **Linux** operating system, and the **MySQL** and SQLite databases.

If your company uses any of the above technologies, please tell your team to visit www.wellho.net or to email graham@wellho.net. Since we started our courses in 1996, custom has come almost entirely through word of mouth; our customers are our ambassadors.

Useful numbers and web sites

Weather Forecast

<http://melksh.am/weather>

Tourist Information

Melksham TIC - 01225 707424

Taxis

A & P taxis - 01225 706133

Forest taxis - 01225 705453

Index Taxis - 01225 700800

Bus information

First Bus - 0845 602 0156

Faresaver - 01249 444444

National Express - 08717 818178

Train Information

Trains from Melksham and other nearby stations are operated by First Great Western - 08457 000 125

Airports

Bristol -

General Enquiries - 0871 334 4344

Heathrow -

General Enquiries - 0844 335 1801

If you are booked with an airline, it may be better to check with them

Well House Manor - our staff team

24 hour line - 01225 708225

If you've enjoyed your stay at Well House Manor, please tell the world by reviewing us on Trip Advisor -

<http://melksh.am/tripadvisor>



Terms and Conditions

Your booking is subject to our terms and conditions which can be viewed at <http://www.melksh.am/hotelterms>. Please ask us if you would like a printed copy. In particular, please note:

- If your plans have changed and you'll be checking out earlier than planned, please let us know before 11 a.m. on your day of departure or you'll be charged for an extra night.
- If you wish to stay longer, we'll do our best to accommodate you (and in the same room) but this may not always be possible.
- Your account must be settled in full prior to departure, unless previously agreed and confirmed by email. For agency bookings, the account is the responsibility of the guest staying with us and not the agency.
- Credit and debit card details are taken to confirm your booking, but we do not charge you until you're with us. You may then pay on the same card, on a different card, or in cash.

Please ask us any questions you wish, and let us know about anything that needs attention or you need help with so that we can resolve the issue quickly.

in case of emergency

Fire assembly point is outside by the garage

Fire extinguishers are located on each floor; outside Bedroom 5, outside the library and in the kitchen. There are four escape routes on the ground floor: front door; patio door; employee exit and Wilts conference room.



**Well House Manor
48 Spa Road, Melksham**

dial **999**

for emergency services

Wiltshire Police 101
Crimestoppers 0800 555 111
NHS Direct..... 0845 46 47



**1
PULL**

Pull the extinguisher's safety pin



**2
AIM**

Aim the chemical at the source of the flames rather than at the flames themselves, standing at least 6 feet from the fire



**3
SQUEEZE**

Squeeze the trigger and hold it, keeping the extinguisher upright



**4
SWEEP**

Sweep the source of the flames until the extinguisher runs dry upright



Fire Action

Any person discovering a fire

1. Sound the alarm.
2. 999 or 112 to call the fire brigade.
3. Attack the fire if possible using the appliances provided.

On hearing the fire alarm

4. Leave the building by the route illustrated.
5. Close all doors behind you.
6. Report to assembly point outside by garage.



**Do not take risks.
Do not return to the building for any reason
until authorised to do so.**