

# Leaders Handbook



*Please ensure that your leadership team reads this carefully and passes on relevant information to members of the group.*

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# Bernard's Acre Leaders Handbook

## About us

Bernard's Acre Dartmoor Centre is a Christian Centre offering self catering and self organized accommodation for groups up to 24 people.

Mobility – We have made efforts and are fully accessible once you are within the building. However the access from the car park is down a sloping gravel pathway so care needs to be taken on approaching the building. Please contact us direct to discuss your exact mobility requirements. Please note we are not able to dispose of medical waste so guests requiring this service are asked to continue with their usual arrangements.

Payments should be made in response to invoices sent from [bookings@bernardsacre.org.uk](mailto:bookings@bernardsacre.org.uk).

Please give your invoice number as reference. If you are unable to pay by bank transfer, cheques should be made payable to Bernard's Acre. As most groups do not need a receipt for cheques one will not be sent unless requested at the time of payment, either of deposit or balance.

% Saffron Court,  
Station Hill  
Chudleigh  
Newton Abbot  
TQ13 0EE

### Finding us:



Often over the winter the track surface can get scoured out by the rain or snow. This is reinstated in the spring but is still only a gravel track at the best of times,. Vehicle drivers are asked to be careful

**Google** and **Apple Maps** will give directions to door, provided they have been selected whilst you have WiFi or mobile signal. **Printable travel directions leaflets will be sent to you or they can be downloaded from our website [here](#).**

## Instructions for Entry to the Property

About a week before your stay starts the Booking Secretary will email you the code (combination number) allocated for your stay.

**You will need to have paid the balance of your rental fee before this information to be supplied.**



The door key to the property is in a key safe like this located on the left of the entrance door.

**THIS KEY OPENS ALL EXTERNAL DOORS AND THE SHED**

1. Open shutter door (black plastic) by pulling it down to reveal the dials and the release button.
2. Rotate dials to the allocated code (or combination) number
3. Press down on the release button, to the left of the dials, to open the door. You will see the key inside.

#### **Closing the key storage compartment door**

1. Close compartment door
2. Scramble the dials to lock the door and conceal your code/combination
3. Close the shutter door

*Reminder:*

- **The release button will open the lock until you scramble the dials.**
- **Keep the shutter door closed to increase weather resistance and to conceal the dials from view.**

## On arrival:

It is essential that someone from your group arranges to meet with a member of our welcome team to enable safety procedures to be undertaken. During Covid handover is limited to one person only – other guests will need to wait in the car or grounds until the handover has finished.



Soon after arriving please brief your group as to the **Safety Rules** as well as the **Fire Emergency Procedures** for the property. You will also need to carry out your own **Risk Assessment** for the premises, your group members and the activities you will be carrying out; and brief your group accordingly.

### Utilities:

**Water:** the main water is turned on and off on by turning the blue lever in the entrance conservatory - inline with the water pipe is on and turn to right angle to switch off. The water supply is mains so is drinkable from all taps but the is filter fitted to the taps and water boiler in the kitchen.

**LPG Gas supply:** The LPG Gas supply is turned on and off by turning the Gas Shut Off valve located next to the cylinders. **PLEASE DO NOT close any other levers than the one clearly marked.**

**Electricity:** will be on and is no longer turned off at any time. The only things that should be switched off are the water boiler, dishwasher, fridge/freezer and microwave (if used). **Otherwise leave everything turned on at is was when you arrived.**

### Hot water and background heating:

#### Room Heating:

1. The room heating is by remotely controlled oil filled radiators. The thermostat will turn them off automatically if it is too warm to require heating. Should it get too hot in a particular room, **adjust them using the radiator temperature dial, but do not turn them off.**
2. The log burners in the communal rooms are the intended main source of heating for the centre.
3. Heat transfer system operates automatically to all bedrooms during the afternoon and evening to provide additional heat generated by the log burner in the main room.

#### Hot Water:

This is supplied by remotely programmed immersion heaters in three hot water tanks. One is in Belstone Room nearest the kitchen, one in the Rowtor Room Ensuite, and the other for showers rooms in the lower part of the building is outside Watern Room. **Hot water** is programmed to heat from 5am to 10.30pm The cost of water, gas and electricity used is included in the tariff.

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## **Electrical Appliances:**

**Bernard's Acre has an extremely limited electrical supply so it is important that NO additional electrical kitchen appliances are brought in for use at Bernard's Acre. The recent rewire does mean there are a great many more electrical sockets for use in the bedrooms and communal areas, but they are intended for low wattage use such as recharging phones, and running computer equipment and vacuum cleaners. You are advised that using heated appliances in the bedrooms such as hair dryers, tongs or straighteners may cause the overload switch to cut out.**

**Should the electricity cut out, in all or part of the building, the procedure is:**

- 1. Check whether it is due to a power cut in which case the emergency lighting will have come on.**
- 2. Check the distribution board located in cupboard to the left of the kitchen counter to establish lost circuits(s).**
- 3. Check that all electrical equipment in that zone has been turned off or disconnected.**
- 4. Reset the breaker switch.**
- 5. Should use of particular equipment cause a recurrence of supply break, please refrain from any further use of the item.**
- 6. If none of the above restores power, or if you are unsure what has happened, then please call Paul on 07977 590471.**

### Accommodation:



The Centre has accommodation for up to 24 people with 6 bedrooms for between two and five people. Beds are a mixture of bunks and single beds, with a mattress cover provided.

Inside there are seven shower rooms, a further WC, a living and dining area and a well equipped kitchen. There is parking for up to 6-7 vehicles in the car park + 2 outside.

#### Pets



We regret that pets cannot be accommodated for residentials at Bernard's Acre with the exception of well behaved dogs with specific permission. Please contact the Bookings Secretary if you would like to bring a dog with you. Please be aware that there are sheep on the moor which frequently wander into the garden. All dogs must be supervised at all times outside ensuring that they do not worry sheep or disturb ground nesting birds. Dog fouling to be immediately cleared up.

#### Bedding during Covid:

**All accommodation is either in bunk-beds or single beds with a mattress cover supplied with a pillow and blanket. Guests will need to bring sheets and duvet or a sleeping bag as well as towels.**

#### Communication/ IT

**The telephone** number is [01837 849166](tel:01837849166). There is no charge for use of this line for outgoing calls.

The WiFi connection name is [BernardsacreDartmoor](#) and the password is [Bernard1968](#) for both connections.

**SMART TV** There is a 49" colour TV and bluetooth Soundbar installed over the log burner, with remote controls and a DVD player connected to this TV from the cupboard beside the fireplace. Alternatively the HDMI socket above the cupboard can be used to connect a laptop. Music CDs can be played on the DVD player or music can be streamed direct to the sound bar via Bluetooth. There is no arial so the TV is not programmed for DTV aerial input. There is an instruction sheet in the room or house information book.

**LARGE SCREEN PROJECTOR.** There is a large screen projector in the garden room with motorised screen. There is an instruction sheet in the room. Requires a computer, iPad or phone input via HDMI

Bernard's Acre has a TV Licence so it is OK to stream TV programmes through a laptop or TV stick.

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**Communal Area Lighting:-** all the main lights in the communal areas are controlled by two way master switches at normal level located near the entrances of each room. There is a facility to turn off the wall uplighters as they can distort the images on the screen.

**Entrance Lobby Heaters:** There are additional heaters for drying wet outdoor clothing and boots installed under the racks. They are not normally on but can be activated for up to two hours by



pressing the boost button on the switch located on the wall:

## External Lighting:-

1. Do not leave external lights on all night and cause light pollution
2. Main path lights can be switched on and off using any of the green switches installed by all fire exit doors. In case of a fire alarm, the external lighting will be activated whilst the alarm is sounding.
3. Veranda light switched from inside veranda door "Path lights"
4. On normal entry it is advisable for each person to carry their own torch for their personal safety.
5. There are two emergency torches provide for guest use.



# Catering:

Bernard's Acre Moorland Centre is self-catering. As well as food, you will need to bring your own supplies of tea-towels. You will also need to bring your own supplies of hand towels for the bathrooms.

Groups should ensure that they comply with all applicable food safety regulations for the size of their group.



### Kitchen Equipment

The kitchen is equipped with two four burner LPG gas cookers with double ovens and grills, a microwave, a 4 slice toaster, a large fridge/freezer and a commercial dishwasher. **In addition there is a full height larder fridge located in the Entrance Lobby should you require more refrigerated space.**

There are also cooking pans, dishes, glasses, mugs and crockery for at least 24 people

The 5 litre wall mounted water boiler should be sufficient for all your needs. You are advised to leave the boiler on during the day. There is an eco button, which when will reduce the volume of water kept hot but should be sufficient for the needs of groups of 10 or less.

### Cooking outside:

**BARBECUE.** Two charcoal barbecues are provided which are stored in the Garden shed along with tools and pans for use with the fire pit if required. Please do not use the metal tools in the non-stick pans in the kitchen or put the large cooking pans on the cookers. You will need to bring your own charcoal for use on the barbecues.

**NOTE: It is not safe to light barbecues on the veranda or next to timber walls**

**FIRE PIT.** Free logs and fire wood are provided in adjacent store. There is a fire extinguisher provided near by for an emergency.

Please ensure that:

- the fire is contained within the stone basket;
- young people are supervised at all times.
- the fire is attended at all times until embers are safe to leave.

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## Rubbish and Recycling

### RECYCLING – COLLECTED WEEKLY

Our recycling is now collected on a Tuesday by the council. Please refer to the posters on the kitchen wall and the back of the Cleaner's cupboard door for details as to requirements. All the recycling bins can be found in the Bin Bay in the car park.



### White Plastic Bags are for:

1. **Clean plastic bottles and plastic trays** which should be compressed and then collected in the sacks provided in the Bin Bay. NO BOTTLE TOPS OR PUMPS and NO BLACK PLASTIC please!
2. **Clean tins** are also collected in the same bags but should be kept separate not mixed up with the plastic.

If there isn't enough space in the bags use a CLEAR polythene sack for extra storage in the Bin Bay.

### Green Boxes are for:

3. **Clean Bottles**
4. **Paper and cardboard** and various other things. However, paper and cardboard can be burned in the log burner or in the fire pit, so there is a marked bin for this in the Garden shed.

### Food Waste Containers are for:

5. Cooked and raw food including bones, however, **RAW** vegetable peelings and waste can be added to the compost pile in the garden store but all cooked food and scrapings should be collected in the green compostable bags and put in the food waste containers in the Bin Bay.

### RUBBISH – COLLECTED FORTNIGHTLY

6. All other rubbish should be placed in a BLACK plastic sack and put in the marked rubbish bin.

Thank you

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## Cleaning

The drainage of the property is via septic tank which relies solely on Micro organism digesters to break down the waste

It is important that only the provided cleaning products are used and that sanitary products are not disposed of down the toilets.



## End of your STAY....

**CLEANING MATERIALS ARE IN THE CLEANING CUPBOARD OFF THE MAIN LOBBY**

### Bedrooms

Strip used pillowcases and leave on one of the beds  
Clear room, vacuum carpet  
Close and latch window  
Check the Heater dial is set to medium and the wall switch is left ON.

### Bathrooms

Clear all personal items  
Close window and door

### Communal areas – Garden Room, Main Room and Entrance Lobby

Close and latch windows  
Lock veranda door  
Ensure emergency torches are on the hooks  
Leave fireplace area clean  
**Ensure furniture is returned to its original places**

### Kitchen

Washing up of crockery, appliances and utensils used and put away where found.  
Fridge/freezer emptied, cleaned, turned off and door propped open  
Fridge in Main Lobby emptied, cleaned, turned off and door propped open  
Dishwasher emptied and cleaned including strainer and filter and switched off at the wall  
Please ensure the cookers are NOT turned off so their clocks are still showing the correct time.  
Switch Water Heater off.

### Garden Shed

Any equipment used is returned to the shed.

**FINALLY as you leave you will have been handed a Security Checklist - please remember to fill it in:**

- **SWITCH OFF WATER AT STOP COCK IN THE ENTRANCE LOBBY**
- **CLOSE GAS SUPPLY AT SHUT OFF VALVE, next to the cylinders**
- **ENSURE ALL WINDOWS ARE SHUT AND LATCHED BUT NOT LOCKED**
- **ENSURE ALL EXTERNAL FIRE DOORS ARE CLOSED AND LOCKED**
- **LOCK ALL DOORS AND RETURN KEY TO KEY SAFE**
- **SHUT THE ENTRANCE GATE to the car park**

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## Feedback:

Any comments about your stay are welcome as this helps us to improve the property and the experience of guests. Please feel free to email the Bookings Secretary with feedback: [bookings@bernardsacre.org.uk](mailto:bookings@bernardsacre.org.uk).

In particular please report to the Booking Secretary any defective equipment or materials at the property so that we may quickly replace them. Please also use this opportunity to discuss dates for a future visit.

We are keen to raise the profile Bernard's Acre, so would ask you to post on the Bernard's Acre Facebook page and put reviews on Trip Advisor ([Link](#)) and Google maps ([Link](#)).



*WE HOPE YOU HAVE ENJOYED YOUR STAY AT Bernard's Acre Moorland Centre and hope to see you again.*

*Thank you for taking the time to clean up ready for our next guests.*

*The team at Bernard's Acre all volunteer their time free of charge in order for people to enjoy this small part of God's Creation.*

*Thank you*

## APPENDIX 1: Local Activities

**Walking.** Bernard's Acre Moorland Centre is situated amongst extensive moorland and is ideal for hiking. However apart from very local walks, due to the many hazards of open moorland walking, we would not recommend expeditions other than those led by an individual qualified in Mountain Leadership. This is an area where local experience is helpful and the ability to map read is essential. You cannot do this with a Smartphone as there is no signal once you get away from the roads. If in doubt stick to the valley and the many signposted footpaths.



### Eating out

The Tors Hotel is a small family-run pub and restaurant in the nearby village offering good value food and drink. In the summer there are Tea rooms at the old Methodist Church.



**Okehampton Adventure** based in nearby Okehampton offers a wide range of outward bound activities including high ropes, gorge-scrambling and abseiling. They also hire bikes to pick up the local Sustrans routes.

Web: <http://www.adventureokehampton.com> Tel: 01837 53916.

**Finch Foundry**, a National Trust property in nearby Sticklepath is the last remaining water-powered forge in England, giving a unique insight into village life in the 19th century. Web: <http://www.nationaltrust.org.uk/finch-foundry> Tel: 01837 840046

**The Dartmoor Railway** is a 15.5-mile long railway based on Okehampton with steam trains operating regularly through the year. <http://www.dartmoorrailway.com> Tel: 01837 55164.

### Local



You may well be self-contained in your worship arrangements for your time at Bernard's Acre. However if you wish to engage in worship in the locality there is an Anglican Church in Belstone (St Mary the Virgin - [www.northmoorteam.org.uk](http://www.northmoorteam.org.uk) for service times) and others in nearby villages. The Local Vicar is Paul Seaton-Burns ([paulsburn@btinternet.com](mailto:paulsburn@btinternet.com)) who can let you know which services are taking place and where, during the period of your stay.

Other local churches include Sticklepath Community Church  
(<http://www.sticklepath.org/>)

Okehampton Baptist Church  
([www.okebaptists.org.uk](http://www.okebaptists.org.uk))

## APPENDIX 2: HEALTH AND SAFETY



When returning the completed booking form you will be asked to confirm that you have read and will comply with these instructions.

### Introduction

The directors of Bernard's Acre recognize and accept their responsibility to provide, so far as is reasonably practicable, a safe and healthy environment for their guests.

Any persons using the property have a duty to take reasonable care of their own health and safety and that of other users who may be affected by their acts or omissions. This includes the need for each group using the property to carry out their own risk assessment appropriate to their group members and activities.

### Safety Rules

Please note the following:

- The river at the far end of the garden is unfenced so extreme caution should be taken in that area, and children and youth must not be left unattended.
- The dry stone walls to neighbouring fields should never be climbed on or over, as this causes long term damage and they are the property of our neighbour, not ours.
- Many of the stone steps around the property are uneven and can be slippery. Care should be taken when outside especially when wet.
- The dry stone wall around the circular lawn is not intended to be climbed or walked on and could cause injury to anyone who does so.
- The small chalet behind the wire fence upstream is private property and may be occupied so please do not trespass.
- Group leaders must ensure that all group members comply with the fire evacuation procedure detailed in this information document.
- Smoking or the use of E- cigarettes are not permitted on the premises or in the grounds
- The use of candles and any other naked flames are prohibited in the building.
- The wood burning stoves must not be touched when it is alight except by an adult using the appropriate tools which are provided. Nothing must be placed on top of the stove.
- Do not cover the heaters with any object.
- All equipment and facilities provided are to be used in a safe manner and in accordance with any instructions provided.
- Users must not introduce other equipment or materials onto the property that are unsafe or present a hazard to other users. Where possible Electrical equipment should carry a current PAT test label

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- All the marked Fire Exit doors must not be obstructed at any time.
- The windows in the bedrooms are designated as SECONDARY MEANS OF ESCAPE and should not be obstructed.

## Be tick aware

- you could be exposed to ticks whenever you are outdoors and enjoying the countryside
- ticks attach themselves to animals to feed and sometimes this can include people you can prevent tick bites by walking on clearly defined paths, using insect repellent and performing regular tick checks
- some tick bites can result in infection so it is important to remove ticks as soon as possible
- ticks can be removed safely with tweezers or a tick removal tool
- if you have been bitten or recently spent time outdoors and start to feel unwell, contact your GP

There is more information about what to do if you find a tick in the House Information Book kept in the rack in the communal area.

## Group Safety Procedures

- Groups should bring and use their own First Aid kit.
- In the event of an emergency, the casualty is to be treated by a qualified first aider, and other adults present must then ensure the safety of the rest of the group.
- For major accidents emergency services should be called on 999, the location for emergency service access is BERNARD'S ACRE BELSTONE OKEHAMPTON EX20 1QZ. The 'what3words' reference for the main entrance is **paintings.exile.history** and the amphitheatre on the river bank is **workbench.mashing.baguettes**.
- The nearest Accident and Emergency is at Royal Devon & Exeter Hospital at Barrack Rd, Exeter, Devon EX2 5DW (approximately 40 minutes -30 miles - away).
- The nearest Minor Illness Unit is at Launceston Hospital (opening hours 08:00-20:00), Link Road , Launceston, Cornwall, PL15 9JD. If you are not sure whether your injury is minor and can be treated in a minor injury unit, contact NHS 111.
- NHS Direct (24 hour advice) can be contacted on NHS 111.
- Relevant details should be recorded as soon as possible after the incident and in the case of incidents requiring medical attention the Booking Secretary should also be informed.

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## APPENDIX 3: Fire Emergency Procedures

COMPLIANCE WITH THIS NOTICE IS REQUIRED TO SATISFY THE FIRE SAFETY REGULATIONS RELATING TO THIS BUILDING

There is a copy of Fire plan located under Alarm panel



|   |  |
|---|--|
| <b>Responsible Person</b>   | <p><b>Each group should have one person who is known as the responsible person.</b></p> <p><b>The responsible person will make themselves aware of the fire fighting and alarm equipment, the operation of external doors, the location of protected routes of escape including any guests who may have Personal Emergency Evacuation Plans (PEEPs), the site location details, occupants details, contacts and finally the location of the Assembly point in the car park.</b></p>  |
| <p><b>Leader awareness and their roles in an Emergency</b></p> <p><b>Fire Drill</b></p> | <p>Ensure all group members are aware of evacuation and emergency procedures and nominate particular leaders to do particular tasks in the event of an emergency. Ensure at least one mobile phone has reception in case of emergency. Log in to the internet will allow WiFi calling.</p> <p>Analyse your group and conduct a fire drill as necessary. This should include ensuring footwear, coats and torches are readily available, where to assemble and advising that personal belongings should be left behind.</p>                 |
| <b>In the event of the fire alarm sounding</b>  | <p>Identify the assembly point to all occupants, which at Bernard's Acre is in the car park marked "Assembly point".</p> <p>The responsible person should wear the 'Fire Marshal' hi-vis vest located in the holder above the communal room fire extinguishers and have the Fire Torch, if available. It is their responsibility to collate the evacuation, ensure less mobile persons are appropriately assisted, ensure the building is empty, the fire brigade has been called and the gate at the end of the road has been opened.</p> |
| <b>In case of FIRE</b>  |  |
| <b>1<sup>st</sup> Response</b>  | <p><b>SMALL FIRE</b></p> <p>If a small fire, Kitchen pan fire:- use Fire blanket or Foam extinguisher</p> <p>If small household use:- Foam extinguisher</p> <p>If an electrical equipment fire:- use the CO2 extinguisher.</p> <p><b>LARGE FIRE</b></p> <p>Sound fire alarm using call point next to nearest Fire Exit door</p> <p><b>In the event of an incident notify Bernard's Acre Team</b></p>   |
| <b>Fire alarm sounds/ Fire</b>  | <ol style="list-style-type: none"> <li>1. Identify Location of fire</li> <li>2. Evacuate building to Assembly point in the Main Car Park</li> <li>3. Call emergency services</li> <li>4. Account for all occupants</li> <li>5. Advise Bernard's Acre team: Paul 07977590471</li> <li>6. Do not re enter the Building until safe to do so</li> </ol>  |
| <b>Identify the occupants</b>   | <p>The leaders must have a list of all occupants and their emergency details including their Name, Medication, Next of Kin.</p> <p>This should be taken to the assembly point in the event of an emergency</p> <p>The Bernard's Acre emergency contact is Paul Sowden 07977 590471</p> <p>Location and Emergency contact details are listed beside landline phone, at the Fire Assembly point</p>  |

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| <b>Final Exit Doors</b>   | Ensure all final exit doors can be easily and immediately opened. These doors have a "Turn Button Lock" for emergency exit. Turn anti clockwise to unlock.   |              |             |                   |             |               |   |  |  |  |                   |
|---|--|--------------|-------------|-------------------|-------------|---------------|---|--|--|--|-------------------|
| <b>Escape Routes</b>  | The marked safety of escape routes should be maintained at all times<br>They should NOT BE OBSTRUCTED:- Shoes, boots coats, clutter<br>Please check that all safety routes are clear each night before lights out  |              |             |                   |             |               |   |  |  |  |                   |
| <b>Fire Doors</b>   | Do not wedge fire doors open or obstruct them, they are for your safety. The exception to this are the two blue fire doors to the entrance lobby that are fitted with linked door closers, but both should be closed at night time.  |              |             |                   |             |               |   |  |  |  |                   |
| <b>Fire Extinguishers/<br/>Fire Blanket</b>                     | Group leaders should familiarise themselves with the location of fire extinguishers and fire blankets at the property.<br><br>DO NOT REMOVE AN EXTINGUISHER FROM ITS LOCATION HOOK OTHER THAN FOR ITS INTENDED USE   |              |             |                   |             |               |   |  |  |  |                   |
| <b>Combustibles<br/>Emergency Procedure</b>                     | Reduce hazardous materials which may cause a fire, store them safely not within escape routes and away from likely sources of fire<br>Inform all group members of the procedure to be followed in the event of an emergency.   |              |             |                   |             |               |   |  |  |  |                   |
| <b>Check the occupants</b>                                      | Take the occupants list outside to the assembly point in the event of an emergency and the responsible person should check everyone is present.  |              |             |                   |             |               |   |  |  |  |                   |
| <b>Post-Incident</b>  | Do everything possible to reduce post-incident deterioration of guests e.g. a leader is to take coats or other suitable means of keeping warm when leaving the building.   |              |             |                   |             |               |   |  |  |  |                   |
|   | Contact and speak to one of the following Bernard's Acre representatives: Paul Sowden 07977590471, Rosemary Sowden 07814690485 or Alistair Heron 07534119306   |              |             |                   |             |               |   |  |  |  |                   |
| <b>Fire Alarm sounds/<br/>no fire</b>                           | <ol style="list-style-type: none"> <li>1. Identify the location of the fire/ Likely cause setting off alarm</li> <li>2. Evacuate building</li> <li>3. Confirm and document cause of alarm:</li> </ol> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;"></th> <th style="width: 20%; text-align: center;"><b>Room</b></th> <th style="width: 20%; text-align: center;"><b>Cause</b></th> <th style="width: 20%; text-align: center;"><b>Time</b></th> <th style="width: 10%; text-align: center;"><b>Action</b></th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;">4. Call Bernard's Acre Admin for instructions to silence alarm:</td> <td></td> <td></td> <td></td> <td style="text-align: center;">Paul 07977 590471</td> </tr> </tbody> </table> |              | <b>Room</b> | <b>Cause</b>      | <b>Time</b> | <b>Action</b> | 4. Call Bernard's Acre Admin for instructions to silence alarm: |  |  |  | Paul 07977 590471 |
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