

Welcome

THE BROOK | SEFTON PARK

Dear Guest

Welcome to The Brook, Sefton Park!

We are thrilled to have you stay with us and hope that you have a comfortable and relaxation time with us here in Liverpool.

We want to make your stay as perfect as possible so please let us know if any issues arise whilst you are staying with us.

We hope that you find everything you'll need in this pack to make your stay relaxing and memorable.

Thank you for choosing to stay with us!

Best wishes,
Team Ashbury Retreats

Ashbury Retreats

THE BROOK | SEFTON PARK

Welcome to our Liverpool House Retreat, perfectly positioned beside Sefton Park — where vibrant city living meets peaceful green space.

Our retreat offers the best of both worlds: the energy and culture of Liverpool just minutes away, alongside the calm beauty of one of the city's most loved parks.

Spend your days exploring Liverpool's independent cafés, restaurants, galleries and waterfront, then return to a quiet and comfortable space where you can truly relax.

Designed with comfort and style in mind, the house provides a welcoming base whether you're visiting for a city break, a special occasion, or a longer stay. Large green spaces, lakeside walks and tree-lined paths are right on your doorstep, while the heart of Liverpool is only a short journey away.

Whether you start the morning with a walk through Sefton Park or end the evening enjoying the city's nightlife, our retreat offers a rare balance of convenience and calm.

Experience Liverpool at your own pace — city excitement by day, peaceful retreat by night.

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KEY INFORMATION

This pack is designed for your use before and during your stay, and it is important that you familiarise yourself with it.

Should you have any queries please email:
reservations@ashburyresidential.co.uk

ADDRESS

16 Ibbostons Lane
Liverpool
L17 1AL

GPS -

PARKING

The Brook is allocated two private parking spaces directly outside the property. Parking is behind a secure gate and will be accessed by phone to open. The number to call to open the gate will be emailed to you.

WHO TO CONTACT

Our Accommodation Team can be contacted Monday – Friday between 9am and 5pm on:

Out of Hours Emergency Contact can be reached in an emergency on: outside of the hours above.

CHECK IN

AFTER 3:00PM

Check-in is available from 3:00PM.

The property is located at 16 Ibbotson's Lane, and detailed access for the alarm entry will be emailed to you prior to your arrival.

If you have any questions or need assistance during check-in, please don't hesitate to reach out, we are happy to help and want your arrival to be as smooth as possible.

Car Gate Telephone Access Code:

07904 319 372

Pedestrian Gate Access Code:

0741

To access the property please proceed through the secure locked metal gates by telephoning the gate access code. This will automatically open the gates for you to proceed down the slope - the property can be located on your right hand side.

The property is Self Check-in and the Key can be located within the lock box at the front door to the house.

Lock Box Code:

XXXX

CHECK OUT

BEFORE 11:00AM

Check-out time is 11:AM.

Before departing, we kindly ask that you ensure all windows and doors are closed, lights and climate controls are turned off, and any used dishes are placed in the dishwasher. Please leave towels in the bathroom and dispose of any trash in the designated bins. Keys and access devices should be returned as instructed. We appreciated your time with us and hope you had a wonderful stay.

If you have left anything

Please leave us a review ...

CHECK IN

AFTER 3:00PM

Check-in is available from 3:00PM.

The property is located at 16 Ibbotson's Lane, and detailed access for the keypad entry will be emailed to you prior to your arrival.

If you have any questions or need assistance during check-in, please don't hesitate to reach out, we are happy to help and want your arrival to be as smooth as possible.

CHECK OUT

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HOUSEKEEPING & HOUSE RULES

To ensure that all guests have a pleasant and comfortable stay, we kindly request that all guests adhere to the following guidelines:

- Please respect other guests and keep noise to a minimum after 10 pm
- Glitter or confetti are not allowed in or around the property
- The use of banned recreational substances is prohibited
- The use of banned recreational substances is prohibited on site
- Please follow our guidelines regarding the use of the BBQ

CHECK-OUT PROCESS

Check out across all of our properties is required prior to 11am. We kindly request that you leave your key in your Lodge before you depart.

Please ensure that you leave the property in the same condition as you found it, this means that the lodge is clean, tidy and furniture is restored to its original positioning.

We do kindly request if guests are able to, please leave bathroom towels on the bathroom floor ready for our House Keeping Team .

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HOUSEKEEPING & HOUSE RULES

PRE-AUTHORISED DAMAGE DEPOSIT

We place a temporary hold on the card used at the point of booking as a cautionary deposit. Providing your accommodation has been left in a satisfactory condition, we aim to refund the deposit within two working days of your departure.

Once the funds have been released from the booking, the processing time it may take to return to your bank will depend on your bank's processing time – some banks may take up to 30 days to release the funds.

BREAKAGES

We understand that accidents happen so, in the event that you experience any breakages during your stay, please don't hesitate to notify a member of our staff. We'll be happy to replace any items, where possible during your stay.

Please note that any damages or breakages that are considered unreasonable will be charged from your damage deposit upon checkout or once the damage has been brought to our attention.

In the event that any items within the property are not working properly, please let us know as soon as possible during your stay so we can promptly repair or replace them.

Wifi

NETWORK

WERTYUIO[PLKJH

PASSWORD

TYHBNKL156532

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HOUSEKEEPING & HOUSE RULES

NOISE ETIQUETTE

We ask that you please be considerate of all our neighbours by always keeping noise to reasonable levels.

Please consider that during the evening any noise travels much further due to the location. Excessive noise and disruption could result in you/your party having to leave the site. Any behaviour that is deemed anti-social or where there is failure to follow any of the site safety signs and instructions could again result in you/your party having to leave the site.

We ask for all guests to keep noise to a minimum by 10pm.

NO SMOKING

A strict non-smoking policy is in place inside The Brook.

If it is found that you have smoked inside the property, there will be a charge for cleaning of £500.

NO PETS

A strict no pets are allowed within our properties, this is for the convenience and comfort of all our guests.

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HOUSEKEEPING & HOUSE RULES

WASTE DISPOSAL

We kindly ask that all guests staying in The Brook use the bin provided in the kitchen area and external bin storage area.

During your stay we kindly ask that you separate all glass bottles from your general rubbish so that they can be recycled. There is a bin outside the property where you can place your bottles. If there is any excessive waste, we ask for you to place the bin bags into the external wheelie bins.

We aim to recycle as much of our waste as possible. The Hollies appreciate your support in helping us do so.

REMOVAL OF / DAMAGE TO HOLLIES PROPERTY

We reserve the right to charge guests the cost of replacing any items that are removed from the premises without consent. The charge will be the full replacement amount of the missing item, including any carriage charges. Should the fact that the item is missing become evident after the guest has departed, we reserve the right to make a charge to the guest's pre-authorised credit/debit card or send an invoice for the amount to the registered address.

We reserve the right to charge guests the cost of rectifying damage, caused by the accidental, deliberate, negligent, or reckless act of the guest to the property or structure. We will however make every effort to rectify any damage internally prior to contacting specialists to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.

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HOUSEKEEPING & HOUSE RULES

KITCHEN AREA

The kitchen is fully equipped with everything you should need, including a basic first aid kit. You will find a separate fridge & freezer, oven, microwave oven, hob, dishwasher, crockery, glassware, and utensils for use during your stay. There are dishwasher tablets, washing up liquid, an antibacterial spray and cloths located underneath the sink.

The iron, ironing board and vacuum can be found in the bedroom wardrobe.

HEATING

The property is heated with

LOST PROPERTY

Please contact us as soon as you know you have left something. If we find any lost property, we will make every reasonable effort to locate the owner and return it, but if we cannot locate the owner and an item is not reclaimed within 1 month of the guest's departure it will be disposed of by Ashbury Retreats

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INSTRUCTIONS FOR USE

TELEVISION

The television can be turned on using the remote provided. Use the input or source button if needed and access streaming services or channels as indicated on the screen. Please sign out of any personal accounts before check-out.

HEATING AND COOLING

The house is fitted with underfloor heating throughout. The heating system is controlled using the thermostat located within each room. Adjust the temperature, using up and down controls for your comfort, and please turn the system off when windows or doors are open. Electric plug-in fans can be located within the wardrobes of the bedrooms.

WASHER & DRYER

The Washer and Dryer are available for guest use and are located within the utility room. Please use only small amounts of detergent and follow the instructions on the machine. Kindly remove items promptly once cycles are complete.

We do provide a starter number of washing pods for your convenience but we cannot guarantee biodegradable or products for babies/children or sensitive skin. Please do ensure that all washing pods are kept out of reach of children.

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INSTRUCTIONS FOR USE

DISHWASHER

The dishwasher is located within the kitchen and is available for your convenience. Please load dishes carefully, use one dishwasher tablet per cycle and start the machine once full.

We do provide a starter number of dishwasher tablets for your convenience but we can not guarantee biodegradable products. Please do ensure that all washing pods are kept out of reach of children.

Body Products

We provide a starter amount of hand wash, shower gel, shampoo and conditioner and complementary Bath soap and salts for you to relax. We do try our best to ensure our products are bio and vegan but we can not guarantee biodegradable products or products for sensitive skin. If required you may view the products that we use via the QR code below:

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AMENITIES & PROVISIONS

AMENITIES

- SINGLE OVEN
- MIRCOWAVE
- FRIDGE
- FREEZER
- INDUCTION HOB
- KETTLE
- TOASTER
- COFFEE MACHINE
- WINE COOLER
- FRIDGE
- AMAZON SPEAKERS
- TV'S
- WIFI
- OUTDOOR SEATING
- PRIVATE PARKING

WHATS PROVIDED

- CROCKERY
- CULTERY
- UTENSILS
- TEA TOWELS
- OILVE OIL
- SALT & PEPPER
- CLEANING SOAP
- DISHWASHER
- TABLETS
- BATH TOWELS
- BEDDING
- OUTDOOR BLANKETS

EMERGENCY INFORMATION

In case of an emergency call 999

If you require emergency assistance, please dial 999

The full address for this site is:

The Brook
16 Ibbostons Lane
Liverpool
L17 1AL *

*You will need to give the Emergency Services access through the gates.

If you do call any emergency service, you are to inform the Out of Hours Emergency Warden on:

LOCAL HOSPITAL

Mount Vernon St,
Liverpool
L7 8YE

EMERGENCY INFORMATION

In case of an emergency call 999

FIRE

If you discover a fire, please call 999 and evacuate the premises to the assembly point, located at the end on Ibbotsons Lane - Left of the exit of The Brook. If you do call any emergency service, you are to inform us on:

In the proeprty for your own safety, we have provided:

- A CO2 Cylinder - Fire extinguisher. Located under the sink in the kitchen. This can be used on any fire including an electrical fire – please follow the instruction on the cylinder.
- A Fire blanket. Located under the sink in the kitchen. This is used for cooking fires, such as the hob, oil, or microwave. Please follow the instructions on the front of the blanket. It is an offence to misuse, remove or break any item that is provided to protect the health safety and welfare of yourself and others.

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PLACES TO DINE & DRINK

Lark Lane

You are a stones throw away from Lark Lane, this bohemian hotspot offering a diverse, intimate drinking scene with historic pubs, cozy wine bars, and sunny beer gardens.

Also great for restaurants, bistros and cafes.



Seel Street & Ropewalks (City Centre)

Widely considered the best area for a lively Saturday night, offering a high concentration of bars and clubs.



Mathew Street

Famous for its music history (The Beatles), this area is packed with bustling, iconic, and historic pubs like The Cavern Club and The Grapes.



Castle Street

Castle Street in Liverpool is a premier drinking destination known for its blend of historic architecture, stylish cocktail lounges, and intimate wine bars.



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PLACES TO DINE & DRINK

TRADITIONAL PUBS

- Philamonic
- Baltic Fleet
- Fly In The Loaf
- Dove Dale Towers

GREAT EATS

- Wreckfish
- Maray
- Nord
- Rudy's
- Belzan
- Barnacle
- Art School
- Panoramic

SOMETHING FOR EVERYONE

Blackstock Market



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ATTRACTIONS

GREAT PARKS

- Sefton Park - The palm House
- Calderstones

Amazing buildings

- The Three Graces (UNESCO Listed)
- The Albert Docks
- St. Georges Hall
- Royal Liver Building Tour
- Williams Tunnels
- Liverpool Cathedral
- Metropolitan Cathedral

Museum and Galleries

- Tate Art Gallery
- Walker Art Gallery
- Lady Lever Art Gallery
- Maritime Museum
- World Museum
- Liverpool Museum
- Blue Coat
- Atkinson

Shopping

- Liverpool One
- Bold Street
- Metquarter

The Beatles

- Liverpool Beatles Museum
- The Beatles Story
- Penny Lane
- Strawberry Field
- The Cavern Club
- The Beatles Statue
- The Ferry
- Magical Mystery Tour

Theatres

- Liverpool Empire
- Royal Court
- Playhouse
- Everyman
- Epstein
- Utility
- The Hope Street
- The Olympia
- Shakespeare North Playhous

Thank you

Thank you for choosing to stay with us.
We truly appreciate you being our guest and hope your
time here was comfortable, relaxing and memorable.

If you enjoyed your stay, we would be grateful if you
considered leaving a review, as it helps future guests and
supports our hosting journey. Safe travels, and we hope to
welcome you back again in the future.

Best wishes,
Team Ashbury Retreats

Thank you



Please leave us a review

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Product Ingredient. Key Ingredients

For full list of ingredients please view the suppliers direct websites.

Bath Soap

Baylis & Harding Goodness

- 98% naturally derived
- Vegan
- Aqua (Water, Eau): Base ingredient.
- Cocamidopropyl Betaine: Mild plant-based cleanser.
- Sodium Lauroyl Methyl Isethionate: A gentle, sulfate-free surfactant.
- Glycerin
- Parfum (Fragrance): Oud, cedar, and amber blend.
- Organic Extracts: Origanum Vulgare (Oregano) Extract, Citrus Limon (Lemon) Fruit Extract.
- Essential Oils: Lemon, Patchouli, Sandalwood.

Bath Salt

Radox

- Sea Salt
- Propylene Glycol
- Parfum (fragrance)
- natural peppermint scent

Hand Wash

Baylis & Harding Goodness

- 98% naturally derived
- Vegan
- Organic Extracts: Origanum Vulgare (Oregano) Leaf Extract and Citrus Limon (Lemon) Peel Extract.
- Glycerin, Panthenol (Vitamin B5), and Allantoin.
- Essential Oils: Includes Lemon, Patchouli, and Sandalwood

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Product Ingredient. Key Ingredients

For full list of ingredients please view the suppliers direct websites.

Shower Gel

Baylis & Harding Goodness

- 98% naturally derived
- Vegan
- Aqua (Water, Eau): Base ingredient.
- Cocamidopropyl Betaine: Mild plant-based cleanser.
- Sodium Lauroyl Methyl Isethionate: A gentle, sulfate-free surfactant.
- Glycerin: Moisturizer.
- Parfum (Fragrance): Oud, cedar, and amber blend.
- Organic Extracts: Origanum Vulgare (Oregano) Extract, Citrus Limon (Lemon) Fruit Extract.
- Essential Oils: Lemon, Patchouli, Sandalwood.

Shampoo

TRESemme

- Sodium Laureth Sulfate, Cocamidopropyl Betaine, TEA-Sulfate.
- Glycerin, Dimethiconol (silicone), Tocopheryl Acetate (Vitamin E), Panthenol.
- Sodium Chloride, Carbomer, Glycol Distearate.
- Sodium Benzoate, Citric Acid, Disodium EDTA, Fragrance, Mic

Conditioner

TRESemme

- Lactic Acid, Panthenol, Glycerin.
- Stearamidopropyl Dimethylamine, Behentrimonium Chloride, Cetrimonium Chloride.
- Dimethicone, Amodimethicone, PEG-7 Propylheptyl Ether.
- Tocopheryl Acetate (Vitamin E), Amino Acids, Ceramide NG