

## St Michael's Lodge FAQ's

### Do I qualify?

As long as you have been a Benevolent Fund member for at least 6 months you can apply to stay. Your application needs to be signed by your GP or treating specialist to confirm the need for convalescence or rehabilitation.

### How do I book?

You need to complete an application form, which are available as a download from the members area on our website [www.wmpben.co.uk](http://www.wmpben.co.uk) or call the office on 0121 752 4919 and one can be sent in the post. All completed applications forms need to be sent to West Midlands Police Benevolent Fund for processing.

**If your application is approved your visit needs to take place within 3 months.**

### Do I have to pay?

The Fund covers the cost of meals, accommodation and agreed treatments as part of your member benefits. If however, you agree to have additional treatment once at St Michael's Lodge (SML), **you will be asked to pay the difference.**

### How much physio can I have?

This depends on a number of factors such as:

- What the SML physios think you need
- What capacity the physiotherapists have during your stay.

Physio sessions must be booked with the reception on 01254 244980 prior to arrival.

You will be assessed upon arrival and receive the treatments the health professional at SML feels is most appropriate.

### How many treatments can I have for a well-being stay?

This depends on a number of factors as well, such as:

- What SML thinks you will benefit from
- What treatments are available during your stay.

You will be assessed upon arrival and receive the treatments the health professional at SML feels is most appropriate.

### How long can I stay?

We offer mid-week breaks which are Monday to Friday.

### Can I bring someone?

You may take another adult. The extra cost for the second person will be taken from your allowance.

### Does it allow children to stay?

No, only adults may stay at SML

### Is there a bar?

No. But there are no restrictions on taking your own alcohol into SML. All that is asked is that consumption is not excessive. All inappropriate or unruly behaviour will not be tolerated and you will be asked to leave.

### Do I get meals?

You and your guest can nominate B & B, half board or full board every day of the week. The rates are outlined on the application form.

### What other services do they offer?

As well as physiotherapy SML offers a range of alternative therapies, but there is limited availability and any treatments must be booked prior to arrival.

### Do I need a referral?

No, but the application form must be signed by your GP or treating specialist.

### What do I need to take?

If you intend to use the swimming pool or hot tub, you will need to take a towelling dressing gown and suitable footwear such as flip flops

### What time is check in?

If you have a physio session booked on your arrival day, then you need to get there in plenty of time for the start of the treatment. Dinner is usually served around 17.30-1800. However, there is someone on duty 24 hrs a day so if you do encounter problems with the traffic, just let them know.

### What time is check out?

This is normally 11am on day of departure.

### Is there free parking?

There is a large car park in front of SML. This is not secured but there are CCTV cameras in operation and night staff are there to protect the property.

### Can I get there by train?

Yes, Langho train station is a slow 5 minute walk from the Lodge. A regular service runs from Birmingham New Street via Preston and takes about 2.5 hrs. Other routes are available. You can arrange with St Michael's Lodge to collect you from the train station if necessary.

### Can I go more than once a year?

It is not our policy to let members visit SML more than once every calendar year. Because of demand, we do not envisage that members will routinely visit SML every year.

### What else is there to do?

SML has an indoor pool, gym, games room, outside hot tub, extensive television lounge and quiet reading areas. There are also motorised scooters available to use outside.

SML is surrounded by lovely towns and villages that are well worth a visit.

There is an Indian restaurant, a five minute walk in the village. They give a discount for SML guests. There is also a small SPAR just a 10 minute walk up the hill and left at the island.

Clitheroe and Skipton are not far away and have castles, canals and nice wine shops.

Whalley boasts superb cake shops and Wiswell, has an award winning pub/restaurant called the Freemasons. The world famous Pendle Hill is close by and can be easily walked up in a day. Further afield there is the Forest of Bowland and if you're really brave you can get to Blackpool in less than an hour!

### What are facilities in the room?

There are a number of rooms suitable for a range of disabilities.

All rooms are en-suite and have tea and coffee making facilities as well as flat screen televisions. Each room has a small fridge, useful for storing milk for that early morning cup of tea. Larger rooms can be requested prior to booking (subject to availability).

St Michael's Lodge is a treatment centre and NOT a hotel, therefore your room **will not be cleaned, including change of bed linen or towels**, during your stay. Additional towels can be requested at reception if necessary.

### Can my partner have holistic treatments?

Yes if booked and paid for by yourself.