

NEW EV CHARGERS AT THE ORCHARD HOTEL

As part of our ongoing commitment to sustainability and to enhance our guest experience, we are excited to announce that not only have we updated our current Electric Vehicle (EV) charging points in our front car park, we have now installed additional charging points to the rear of the property.

Where are these chargers located?

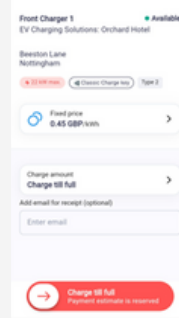
The 4 EV chargers in the front car park have been replaced with new universal 22kw chargers and in the rear car park (on the back row by the smoking shelter) we have 2 dual EV chargers, allowing for an additional 4 charging points.

How powerful are the charging points?

All EV chargers are 22kw, however the dual chargers at the rear of the property will reduce to 11kw if both sides are in use at any one time.

How do I use the new charging points?

Our charging points are operated by Monta. In order to activate charging, you will need to scan the QR code on the charger. This will take you directly to the Monta app, where you will be asked to follow a number of steps. If you do not have a QR scanner on your phone, please visit www.monta.com



Example of Monta app



Example of QR code on EV charger

How long will it take to charge my car?

Charge time is approximately 3 hours but may increase on the dual chargers if both are in use. We do request that once your car is fully charged, you move it to another parking space to allow other guests to use them.

Is there a charge?

Yes. All of our EV chargers have a cost of 45p/kWh which is in line with other operators.

Having trouble removing the charger cable?

Disconnect the charger from the vehicle first, then remove the cable from the EV charger. If the charger appears to be jammed and you are unable to use it, please follow these steps;

1. Push the charger cable firmly into EV charger point
2. Hold the reset button for 2 seconds
3. Remove the charging cable

For a virtual guide, please watch [here](#).

If you are still having issues, please come and speak to one of our reception team.