

Breaks in Cornwall

STAY • RELAX • EXPLORE

Head Office: Porth Veor Manor, Porth Way, Porth, Cornwall TR7 3LW

W: www.breaksincornwall.com | E: admin@breaksincornwall.com | T: 01637 873274

Dear Guest(s)

Welcome to Bay Retreat Villas

On behalf of all the team may I wish you a comfortable, relaxing and enjoyable stay here on the beautiful North Cornwall coast.

To ensure your stay is as safe as it is enjoyable, please take a few minutes to read the enclosed **Guest Information Folder**. It contains important details with reference to health and safety, emergency procedures and general details about your property and the local facilities.

We strive to provide you with the highest standard of service and accommodation possible. To help us achieve this, should you have any queries, require assistance or find something that is not to your satisfaction please contact us so that we can address any issues to ensure your stay is an enjoyable one.

May I take this opportunity to thank you for your valued custom and I hope that we may be able to welcome you back in the near future.

Kindest Regards

Jeff Smith
Managing Director

TK 15.02.24

GUEST INFORMATION FOLDER

Health & Safety

We take the utmost care to adhere to all Health and Safety Regulations and to ensure the highest possible standards are maintained at all times. However, should you notice anything that represents a health or safety hazard we would request that you notify the Management at once so that any necessary action can be taken with the minimum of delay. Please be advised that children under 16 years must NOT be left on their own in the property.

Emergencies – Fire Precautions

Your property has a fire/smoke alarm system, fire extinguisher and a fire blanket. Please carefully read the instructions displayed in your villa. As a fire precaution all internal doors should be shut prior to going to bed.

In the event of a fire in your villa, do NOT attempt to tackle the fire yourself. Keep calm and do not stop to collect any belongings. Make your way out of the property by the safest and nearest exit and go to the fire assembly point. Alert the site manager in villa 26. Do not re-enter the building until you have been told it is safe to do so by the Duty Manager or Fire Officer.



The Fire Assembly Point is the communal waste bin area in the central island.



Der Fire Sammelpunkt ist der gemeinschaftliche Abfallbehälterbereich auf der Zentralinsel.



Le Point de Rassemblement Feu est la zone des poubelles communales de l'îlot central.



El punto de reunión de incendios es el área de contenedores de basura comunitarios en la isla central.









Il punto di raccolta degli incendi è l'area dei contenitori dei rifiuti comunali nell'isola centrale.



O Ponto de Reunião de Incêndios é a área de lixo comum na ilha central.

Smoking & Vaping

Smoking and vaping is **STRICTLY PROHIBITED** inside the villas. We ask that for the comfort of all our guests and in the interests of health and safety that you respect this policy. A penalty charge will apply to the lead booker if anyone in the party fails to comply as this is a legal requirement.

	All internal areas of the villas are STRICTLY NON SMOKING.
	In allen Innenbereichen der Villen ist das RAUCHEN STRENGSTENS VERBOTEN.
	Tous les espaces intérieurs des villas sont STRICTEMENT NON FUMEURS.
	Todas las áreas internas de las villas son ESTRICAMENTE NO FUMADORES.
	Tutte le aree interne delle ville sono STRETTAMENTE NON FUMATORI.
	Todas as áreas internas das vilas são ESTRITAMENTE PARA NÃO FUMAR.

Drugs

If anyone is discovered using non-prescription/illegal substances, they will be required to leave the property immediately.

Food & Drink

There are bars and restaurants in the nearby village of St. Merryn with a larger choice available in Padstow, including Rick Stein's famous restaurant and bistros. There is also a bar/restaurant onsite (opening days/times vary) or "Atlantic Bay" just 300 yards away on the adjoining park and open all year. Please check opening days/times in advance. For dinner reservations, advance booking is recommended.

You are most welcome visit **Porth Veor Manor**, our sister hotel which is about a 25-minute drive from St Merryn, located between Watergate Bay and Newquay. Just follow the coast road towards Newquay past Watergate Bay and continue to Porth which is the next bay. After you have dropped down to beach level and the road climbs you will see a sign for Porth Veor Manor on your right side. The hotel is usually open from March to mid-November and during this time Bay Retreat Villa guests are most welcome to make use of the hotel facilities including the breakfast restaurant and bar.

Breakfast Restaurant at Porth Veor

When the hotel is open, breakfast dining is daily 07:30am to 09:30am.

Bay Retreat residents benefit from a discount of **20% off** the normal breakfast tariff.

Advance booking is recommended.



Bar, Cream Teas & Snacks at Porth Veor

A variety of hot and cold drinks, cream teas and light snacks are usually available in the bar from 10am to 4pm. If you require a cream tea, available Mondays to Saturdays only, the chef requests these are booked via Porth Veor Reception 24 hours in advance. Tel: 01637 873274.

Our bar is usually open daily between 10am and 11pm. Please be advised that during quiet times the bar may close earlier in the evening.



Housekeeping

Your property has been fully serviced for your arrival. Each property has some basic cleaning materials. We would ask guests to leave the property in a clean and tidy condition commensurate with your arrival. Your co-operation is much appreciated.

Bedding	For stays of 8 nights or longer, we will automatically supply additional bedding/towels halfway through your stay or weekly. For any other bedding requirements please contact Porth Veor Manor reception on 01637 873274. Please refer to page 6 for opening hours.
Bath Mat	Rubber bathmats are available on request. Please take care when stepping in and out of the bath/shower.
Cots & Highchairs	A cot is stored in the bedroom wardrobe. Highchairs are provided free of charge subject to advance booking. They can be requested from Housekeeping and are subject to availability.
Heating	The villas have electric storage heaters throughout with thermostats that can be individually controlled.
Iron & Ironing Board	These are provided in all properties.
Laundry	A washing machine is provided and there's a clothes airer in the hall cupboard.
Sofa Bed	If you have booked maximum occupancy including use of the living room settee/sofa bed, the bedding can be found in the bedroom wardrobe(s).
Tea & Coffee	A welcome pack of tea, coffee, milk and sugar sachets is supplied.
Waste / Rubbish	Please ensure all waste is securely fastened in the waste bags provided. Our dustbin and recycling enclosures are located in the communal central area . Please place waste bags in the dustbins provided and for obvious health and safety reasons ensure the door is properly closed. For your convenience sanitary bags are provided in your property. Please do not dispose of any sanitary products, wipes or nappies down the toilet as it may cause a blockage.
Towels	Please do not take the towels we supply to the beach.

Appliances & General Equipment

Your property has central heating with individual thermostat controls. If you require any assistance with the operation of the heating or assistance in operating any appliance, please contact Porth Veor Manor reception on 01637 873274.

With specific regard to appliances such as the dishwasher, cooker, iron etc, please do NOT leave any of these operating whilst away from the property. Also, please ensure the hairdryer is cool before placing it in the drawer.

General Assistance

Reception

If you require assistance you may contact our team who operate from **villa 26**. Alternatively, you may contact our reception office at the Porth Veor Manor Hotel, open daily (except Christmas Day, Boxing Day and New Year's Day) where we will be pleased to offer any assistance you may require. Please call 01637 873274.

Porth Veor Manor Opening Hours	Usual Office Hours
Nov to Mar	08:00 - 18:00
Mar to Nov (when hotel is open)	07:00 - 20:00

Emergency

In the unlikely event of an out of hours **extreme emergency** only please ring 07706 135 882 or for the emergency services call 999.

Security

Keys	Please keep your front door key with you at all times and when leaving the property, ensure all doors and windows are secure. Please do not remove any patio door keys for obvious safety reasons. On check out please place the key back in the key safe by the front door and scramble the numbers.
Valuables	The Management cannot be held responsible for any loss and/or damage of valuables and advise that they are always kept with you.

Medical

First Aid Kit	A basic First Aid kit can be found in one of the kitchen drawers/cupboards.
Dentist	R MacRea , Skipper Cottage, 18 Riverside, Padstow, tel. (01841) 532373. Alternatively, Wadebridge Dental Care , 8 Park Place, Wadebridge, tel. (01208) 813816 or 816668.
Doctor	Petroc Group Practice , St Merryn, tel. (01841) 520394 located at Boyd Avenue, Padstow (01841) 532346. Repeat prescriptions available at 48hrs notice, subject to your circumstances. Alternatively, you can ring NHS Direct 24hrs a day on 111.
Hospital	A&E department at the Royal Cornwall Hospital , Treliske, Truro Tel: (01872) 250000. There is also a minor injuries unit at Boundary Road Bodmin tel (01208) 251300 or Newquay Hospital , St Thomas Road Tel (01637) 834800.
Chemist	The nearest is Alliance Boots Pharmacy , 8-10 Market St, Padstow tel. (01841) 532327. There is also another branch at 4 New Court House, The Platt in Wadebridge tel. (01208) 812505.

Parking

Your allocated parking is directly in front of your villa. Please do not park on the communal road. There are overflow spaces between villas 21 & 22, subject to availability. We regret we cannot accept any liability for loss/or damage.

Shopping

There is an on-site shop providing basic essentials including bread, milk and newspapers. There are other shops in the nearby village of St Merryn. Turn right out of the Holiday Park and follow the road into the village where there is a selection of general stores, delicatessens and a post office.

Supermarket	The nearest superstore is Tesco , Sarah's Lane in Padstow, located 3 miles away.
Post Office	There is a small Post Office in Padstow for general postal services and a selection of cards and stationery. The nearest post box is just outside the Park entrance.
Banks	In nearby St Merryn there are cash dispensers located in some shops. In Padstow, there are branches of Barclays Cashpoint (ATM) , Lloyds (mobile banking Tuesday mornings only) and HSBC Banks .
Petrol Station	The nearest is the Gulf petrol station in St. Merryn. They also have a garage work shop (01841 520255).

Money Matters

In the event of loss, damage, breakages or if the property is left in an unacceptable condition resulting in additional cleaning costs, we reserve the right to make additional charges to cover the extra costs we incur. Examples include but are not limited to: if your toilet becomes blocked and it is found to contain sanitary towel/s, wipes, nappy or any other sanitary product; if you lose your property key/s (unfortunately the lock(s) will need to be replaced); late check out resulting in our housekeepers being delayed in accessing the property.

Travel

Cycling	<p>There is a cycle rack between villas 21 and 22. Please arrange your own cycle locks. For details of local cycle trails in Cornwall please go to: www.breaksincornwall.com/cycling.</p>
Trains	<p>The nearest mainline station is Bodmin Parkway (15 miles away). There is also a station at Newquay (12 miles away) that is a branch line serving Par where connections can be made to Penzance and Plymouth.</p> <p>National rail enquiries: (03457) 484950.</p>
Newquay Airport	<p>Flight enquiries (01637) 860600.</p>
Bus Service	<p>Outside the main entrance to the Park there are services to Padstow & St. Columb where there are link services to Newquay and Truro etc.</p> <p>Check journeys, buy tickets and get live departure updates for services across Cornwall. Go to www.gocornwallbus.co.uk.</p>
Taxis	<p>Millers Taxis 07873 498349, Acorn Cabs (01841) 532903 or 07831 424580, and Call-a-Cab (01841) 521184.</p> <p>At peak times it can be very difficult to get a taxi, so we recommend you book as far in advance as possible, especially if you have a train or plane to catch.</p>

TV, WiFi and Telephone

All main Freeview channels are available on the TVs in your property. To access the channel listing, press the 'guide' button on your remote.

Your property has complimentary WiFi. Follow the login instructions on your device browser.

WiFi Network Passcode	WiFi Difficulty?
As detailed on the laminated information sheet in your property.	Please contact a member of our team by calling Porth Veor Manor reception on 01637 873274.

Sundries

Accidents	Should you have an accident in your property, e.g. a spill on the carpet etc., please notify reception ASAP so we can address the issue and prevent any lasting damage.
BBQs	We regret barbecues are not permitted inside the property or on the patio.
EV Charging NOT permitted	Unfortunately, at this time we do not have electric vehicle charging points at any of our properties. For health and safety reasons we explicitly forbid the charging of EVs via a regular three-pin plug into our domestic sockets or using an extension lead trailing across the property or through windows. This applies to all electric vehicles (including E-scooters and E-bikes). Our electrical sockets are not designed to support such loads and it would be too dangerous. Furthermore, such charging is not permitted under the terms of our insurance.
Guest Feedback	Feedback is welcome as we continually seek to evaluate and improve our service.
Noise	Guests are requested to show consideration to others, especially very early in the morning and late at night.
Pets	Registered guide/service dogs are welcome free of charge subject to advance booking and written permission from the company. Otherwise, well behaved dogs are permitted in our dog-friendly villas only. See important information overleaf.
Vets	Penmellyn Vets , Riviera, St. Merryn, 01841 520647 or Station Rd, St. Columb, 01637 880307; Harleigh Vets , Harleigh Road, Bodmin, 01208 72323.

Check Out

Guests are required to vacate their property and parking space no later than **10am on departure day**. We kindly ask that you respect this check out time as it is essential our cleaners have sufficient time to service the properties prior to new arrivals.

Upon departure, please remember to place the key in the keysafe and to scramble the numbers.

Thank you for staying with us. We wish you a safe journey home and we look forward to welcoming you back another time.



Polite Notice To Guests With Dogs

There is a designated dog walking area across the road at the entrance to St. Merryn.

Whilst we appreciate that the vast majority of dog owners are very responsible, for obvious health and safety reasons we wish to advise of the following basic rules which must be adhered to.

- ✓ Whilst on-site, dogs must be kept on a lead at all times and muzzled where necessary.
- ✓ Owners must take responsibility for clearing up any toilet/mess and ensure its safe disposal.
- ✓ Please note that dogs are NOT permitted on the first floor.
- ✓ Under no circumstances must dogs be left unattended in the property or left in the car overnight.
- ✓ Dogs are not permitted in any area at Porth Veor Manor, our sister hotel. This includes the swimming pool area, gardens, car park etc.
- ✓ Owners must take responsibility for the behaviour of their dogs as it is important no inconvenience or nuisance is caused to any of our guests. As such, any damage caused must be paid for.

For the benefit of all our guests, failure to comply with these rules will result in expulsion without any refund of monies for unused accommodation.

Thank you for your co-operation.