

Breaks in Cornwall

STAY • RELAX • EXPLORE

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

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Dear Guest(s)

Welcome to Green Acres Cottages

On behalf of all the team may I wish you a comfortable, relaxing and enjoyable stay here on the beautiful South 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 20.02.24

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, fire blanket and a carbon monoxide alarm. Please carefully read the instructions displayed in your cottage. As a fire precaution all internal doors should be shut prior to going to bed. Please note the fire alarm in the pool complex is tested weekly.

In the event of a fire in your cottage, 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. Notify reception or if unattended, call 999. Do not re-enter the property until you have been told it is safe to do so by the Duty Manager or Fire Officer.



The Fire Assembly Point is the lower car park.



Der Feuerversammlungspunkt ist der unterere Parkplatz.



Le point d'Assemblée du feu est le parking inférieur.



El punto de la asamblea del fuego es el parque de coche más bajo.



Il punto dell'Assemblea del fuoco è il parcheggio più basso.



O ponto do conjunto do fogo é o parque de carro mais baixo.

Woodburner



The woodburner operates very efficiently and requires very little attention, however, please note the following points for your safety and comfort.

- ✓ Firelighters and kindling wood are required for the woodburner to operate effectively
- ✓ The vents should be fully open when lighting the fire
- ✓ Ensure the door is always closed when the fire is alight
- ✓ Do not put any plastic or combustible items in the fire
- ✓ Do not rest anything against the wood burner
- ✓ There should be no need to empty the wood burner during your stay however, if it is full at any stage, please advise reception and we will empty it - do not empty it yourself
- ✓ Alongside the hearth is a laminated instruction leaflet for those not familiar with laying a fire.

Woodburner Logs

An initial supply of kindling and logs are available from Reception (limited opening hours). Further supplies can be purchased from the local petrol station, about a mile away. Turn right from our entrance, follow the road down and turn left onto the main road.

Smoking & Vaping

Smoking and vaping are **STRICTLY PROHIBITED** in any area of your cottage. There are two designated smoking areas with fire-safe cigarette bins (one outside reception and another in the bike shelter) and we kindly ask that for the consideration of your fellow guests and non-smoking neighbours, that you use these designated areas whenever you are smoking/vaping. A penalty charge will apply to the lead booker if anyone in the party fails to comply as this is a legal requirement.



All areas of the property are STRICTLY NON SMOKING.



In allen Bereichen des Anwesens ist das Rauchen strengstens verboten.



Toutes les zones de la propriété sont STRICTEMENT NON FUMEUR.



Todas las áreas de la propiedad son ESTRICAMENTE PARA NO FUMADORES.



Tutte le aree della struttura sono STRETTAMENTE NON FUMATORI.



Todas as áreas da propriedade são ESTRITAMENTE PARA NÃO FUMAR.

Drugs

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

Swimming Pool at Green Acres Cottages



We would ask that you and members of your party carefully read the following important notes so you can safely enjoy this facility. This advice is especially important in respect of children and swimmers who are not fully competent. It is therefore a condition of use that all guests fully comply with these safety instructions.

- ✓ Pool depth is 1.25 metres throughout
- ✓ We do NOT have a lifeguard on duty
- ✓ **Children under 16 years must always be accompanied by an adult**
The pool door is accessed by a security code detailed on the laminated sheet in your cottage
- ✓ Competent adult swimmers must supervise children under 16 years and non-swimmers at all times
- ✓ **It is prohibited to use the pool on your own.** For obvious health and safety reasons a responsible person 16 years or over must be in the pool room if there is a lone swimmer.
- ✓ Do NOT use the pool outside the stated opening hours as shown in reception or when there is a closed sign and/or the lights are off
- ✓ Take care when swimming close to the steps
- ✓ Diving, jumping and inflatable toys are strictly prohibited
- ✓ The poolside is strictly non-smoking and there is NO eating or drinking in the pool complex
- ✓ You are strongly advised NOT to swim soon after a meal or having consumed alcohol.
- ✓ Do NOT use the pool if it is too crowded
- ✓ The Management and staff have the right to remove anyone from the pool who they believe is not complying with the above rules
- ✓ The access door to the swimming pool has an automatic closing device. Please ensure the door is always closed after entering or leaving.
- ✓ In the event of an emergency please press the poolside alarm button, however, please note reception is only manned at restricted times of the day and there is no lifeguard
- ✓ Please dispose of swimming nappies in the hygiene bin in the toilet area by reception
- ✓ Please do not use music/portable speakers in the pool area

Please note that the swimming pool may be subject to closure or restricted use in line with any safety requirements which may be imposed at any time by the government, local authorities, or for any other operational, health or safety reasons.

Food & Drink



The Crown Inn, Lanlivery

The **Crown Inn** in Lanlivery, is Just half a mile from Green Acres.

The **Rashleigh Arms** and **Sam's On The Beach** is in Polkerris.

The Ship Inn is in Par and **The Britannia** is on the main road from St. Blazey to St. Austell (by Par market).

There is an Indian restaurant **The Indian Ocean** on the main road from St. Blazey to St. Austell, just under a mile away. They also offer a take away service and will deliver (01726 816452).

www.indianoceanstblazey.co.uk

There is also a wide range of bars and restaurants in nearby Fowey, Carlyon Bay, Lostwithiel and Charlestown, the popular World Heritage site which is around 6 miles away.

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. Your co-operation is much appreciated.

Bedding & Towels	For stays of 8 nights or longer, we will automatically supply additional bedding/towels halfway through or weekly. For any other bedding requirements please contact Porth Veor Manor reception on 01637 873274 - see page 8 for opening hours. Please do not take our towels to the beach.
Bath Mat	Rubber bathmats are supplied for your safety. Please take care when stepping in and out of the bath/shower.
Cots & High Chairs	Supplied free of charge. Stored in the under stairs cupboard or by the front door.
Heating	The property has an under-floor heating system throughout with individual thermostat controls. These systems are highly efficient and cover a large floor area, therefore, they can take up to 6 hours to heat up or cool down properly.
Iron & Ironing Board & Ainer	These are provided in all properties. We would respectfully request that guests do not hang any item of clothing or laundry on any balcony railings.
Laundry	Located in the reception area that can be accessed at any time. There is a coin operated washing machine and drier and the charges are detailed on the machines. No washing powder or detergent is required as it is automatically dispensed from the machine.
Sofa Bed	If you have booked maximum occupancy including use of the living room sofa bed, the bedding can be found in the monk's bench, storage cupboard in the lounge/hall or in the bedroom wardrobe.
Tea & Coffee	A welcome pack of tea, coffee, milk and sugar sachets is supplied.
Waste / Rubbish	Our dustbin enclosure is located by the entrance to the complex through the double wooden doors. Please ensure that all waste bags are securely fastened before placing in the bins. There is a separate recycling bin for cardboard, plastic containers, paper, food tins and drink cans plus there is one for glass. Please shut the gates after use. Please do not dispose of any sanitary products, wipes or nappies down the toilet as it may cause a blockage.

Appliances & General Equipment

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

The Green Acres reception is located by the main entrance to the pool complex; however, the opening hours are limited. If unattended, please call our Central Reservations Office at Porth Veor Manor, which is open daily (except Christmas Day, Boxing Day and New Year's Day) where we will be pleased to offer any assistance you may require. 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 go to reception where an emergency number is detailed. If you need to contact 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	St. Blazey Dental Practice , 97 Station Rd, St. Blazey, Par. Tel 01726) 812476. Gentle Dental at 55 Henvor Road, Newquay, provide a Mon-Sat surgery plus an emergency service tel (01637) 852252.
Doctor	Middleway Surgery , Middleway, St Blazey (01726) 812019. Proceed to St. Blazey, turn left at the traffic lights, go past the railway crossing and take the next right and it is virtually opposite Boots chemist. Par Health Centre , Eastcliffe Road, Par, tel. (01726) 829272. Go through Tywardreath Village, turn left down Tehidy Road and at the junction turn right and the surgery is on the left. Repeat prescriptions are available at 48 hours notice, subject to your circumstances. Alternatively you can also 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 St. Austell Community Hospital , Porthpean Rd, St. Austell, tel (01726 873000).
Chemist	The nearest chemist is Boots Pharmacy , 4 Fernlea Villas, St. Blazey, Tel. (01726) 815498. There is also a Boots Pharmacy at 29 Eastcliffe Road, Par, Tel. (01726) 812917 - see shopping section for directions.

Parking

Each cottage has its own private parking space commensurate with your property number that should be used at all times. For additional cars there is an overflow car park area.

Shopping

The nearest shops are at **St. Blazey** (1¼ miles away). Turn right from Green Acres and at the main road turn left. There are two small general stores, one with a sub post office and one with an off-licence.

Tywardreath Village is 1½ miles from Green Acres. Turn left at the Green Acres entrance and then right at the junction and continue until you see the sign. There is a butcher's shop here.

Par is 2½ miles away. You can access Par by continuing through Tywardreath, then turn left into Tehidy Road past the church, go down the hill and turn left at the junction and follow the road around. Alternatively go through St. Blazey turn left at the traffic lights and take the left junction over the railway crossing and just follow the road round. If you proceed along this road (one way system) with the coast on your left, continue over the railway crossing and there is a fruit and vegetable shop on the left that also sells fresh fish.

Supermarkets	Co-op , Middleway Road, St. Blazey; Co-op , Par Green, Par; Spar , 12 Fore Street, St Blazey; Spar , 28 Eastcliffe Road, Par; Tesco Superstore , Daniels Lane, St Austell; Aldi Cnr Sandy Hill/Slades Road, St. Austell; Asda Superstore , Cromwell Road, St Austell.
Post Office	Sub-Post Office & Stores at 12 Fore St, St Blazey. Sub-Post Office & Stores at 31 Par Green, Par. (Cash can be withdrawn or paid in). Main Post Office in W H Smith, St. Austell. The nearest post box is left down the main road from Green Acres and about ¼ mile on the right.
Banks	Barclays, Lloyds & Nat West all have branches in St. Austell shopping centre.
Petrol Station	For the nearest filling station turn right from Green Acres and turn left at the main road and follow this road to St. Blazey where there are two filling stations.

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 become 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	We have a limited number of cycle racks at Green Acres Cottages. Please arrange your own cycle locks. For details of local cycle trails in Cornwall please go to: www.breaksincornwall.com/cycling .
Newquay Airport	Flight enquiries (01637) 860600.
Taxis	Yeo's Taxis (01726) 814095, Merv's Taxis (01726) 71666/07436546276. 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.
Trains	The nearest railway station is Par where there are services to Penzance and Plymouth plus the branch line to Newquay. National rail enquiries: (03457) 484950.

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 and also on the router by the living room TV.	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	Cottages 1 to 5 have a brick-built BBQ in the garden but we regret the other cottages do not have such a facility and BBQs are not permitted 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	Please show consideration to others, especially 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 cottages only. See important information overleaf.
Play Area	Children must be supervised by a responsible adult at all times.
Vets	The nearest vet is Pelyn Veterinary Group , Nomansland, Lostwithiel, PL22 0DZ Tel: (01208) 872254 (24 hour service). We also recommend Churchend Veterinary Centre , Trevarthian Road, St. Austell, PL25 4BH Tel. (01726) 72095.

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

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



Polite Notice To Guests With Dogs

Whilst there is no specific dog exercise area at Green Acres, the rural setting makes for fantastic walks, many being off-road. There is a public footpath nearby which leads to a valley around half a mile from the cottages.

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.