

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 the Mawgan Porth Apartments

Welcome and may we wish you a most enjoyable stay here on the beautiful North Cornwall coast. Our management team is based at our Beachcombers Apartments in Watergate Bay (2 miles away) and they are responsible for looking after our Mawgan Porth Apartments.

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 13.02.24

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 heat detector, smoke alarm system, fire extinguisher and a fire blanket. Please carefully read the instructions displayed by your notice board. The laundry and store areas are also fitted with smoke and heat detectors that are radio linked to detectors in stairwells within the apartment building to alert guests to a fire in these areas as well. Note all internal doors should be shut prior to going to bed.

In the event of a fire in your apartment/complex 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 contact the fire brigade on 999. If it is not safe to leave your apartment, make your way outside onto a patio or balcony via the safest route. 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 Car Park.



Der Feuerversammlungspunkt ist der Parkplatz.



Le point d'Assemblée du feu est le parking.



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









Il punto dell'Assemblea del fuoco è il parcheggio.



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

Smoking & Vaping

Smoking and vaping is **STRICTLY PROHIBITED** anywhere within Mawgan Porth, both inside and outside. 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.

	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.

Food & Drink

The popular **Merrymoor Inn** on Mawgan Porth beach normally serves meals all day. There is also a choice of bars and restaurants along the coast including **Catch Seafood, Bar & Grill** and **The Blue Fish Bar** for fish & chips. The village store offers takeaway food and there is a pizza takeaway. If you go north towards Padstow there are several restaurants in St. Merryn and a little further on in Padstow you will be spoilt for choice including four Michelin recognised restaurants. Alternatively, head south taking the coast road towards Newquay, at Watergate Bay you will find **Wax** and **Zacry's** which overlooks the beach.

You are most welcome at **Porth Veor Manor**, our sister hotel which is about a 10-minute drive from Mawgan Porth. 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 on your right for Porth Veor Manor. The hotel is usually open from March to mid-November and during this time Mawgan Porth guests are most welcome to make use of the hotel facilities including the breakfast restaurant and bar.

Breakfast at Porth Veor Manor

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

Self-catering residents benefit from a discount of **20% off** the normal breakfast tariff.

Advance booking is recommended.



Cream Teas & Snacks at Porth Veor

A variety of hot and cold beverages, cream teas and light snacks are usually available in the bar between 10am and 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.



Brunel's Bar at Porth Veor

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.

Bedding	If you have booked an apartment with a double sofa bed, spare bedding can be found in the bedroom. 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. Please refer to page 6 for opening hours.
Bath Mat	A bath/shower mat has been provided for your safety. Please take care when stepping in and out of the bath/shower.
Cots & High Chairs	Available on request from Beachcombers Reception, subject to availability and provided at no charge. Refer to page 6 for contact details.
Heating	Your apartment has electric radiators with thermostats that can be individually adjusted for your comfort.
Iron & Ironing Board	These are provided in all properties.
Laundry	There is a small laundry on-site (comprising one washing machine and one dryer) on the left side of the building in the front - access is via keycode C1267Y . It has a timer system allowing the facility to be used 9.30am to 8pm daily. Full details including Health & Safety instructions are displayed in the laundry.
Sofa Bed / Settee	Available in Seascape and Skylark only. The settee converts to a double bed in the lounge area. If you have booked maximum occupancy which includes use of the sofa bed, the bedding can be found in the main bedroom.
Tea & Coffee	A welcome pack of tea, coffee, milk and sugar sachets is supplied.
Towels	Please do not take the property towels to the beach.
Waste / Rubbish	Please ensure all waste is securely fastened in the waste bags provided and placed in the rubbish bins located to the left side of the building by the laundry. Kindly ensure the bin lids are 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 and if so, charges would apply to clear the blockage.

Appliances & General Equipment

If you require any assistance with the operation of the heating or any appliance, please contact Porth Veor Manor reception on 01637 873274. For instructions on operating the shutters, please refer to separate section at the back of this folder.

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

We have a reception office in the Beachcombers Apartments at Watergate Bay (2 miles). Reception is located by the main entrance. Alternatively, please call our reservations office at Porth Veor where we will be pleased to offer any assistance you may require.

The reception desk at Porth Veor is open daily (except Christmas Day, Boxing Day and New Year's Day).

Normal Opening Hours	Beachcombers Reception Tel: 01637 860280	Porth Veor Reservations Tel: 01637 873274
Nov to Mar	09:00 - 10:00 & 16:00 - 17:00	08:00 - 18:00
Mar to Nov	09:00 - 10:00 & 16:00 - 17:00	07:00 - 20:00

Emergency

Should you require emergency assistance, in the first instance please contact Porth Veor Reservations - see above for opening times.

Outside these hours and **in extreme emergencies only**, please call our Beachcombers Manager at Watergate Bay on **01637 860969**. 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/balcony 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	Gentle Dental at 55 Henvor Road, Newquay, provide a Mon-Sat surgery plus an emergency service, Tel (01637) 852252. Alternatively, The Green Room Dental Practice , 83 Trenance Road, Newquay, Tel (01637) 879889.
Doctor	Newquay Health Centre on St. Thomas Road (01637) 850002 or Narrowcliff Surgery (01637) 854433. They also operate an out of hours emergency service. Please note that the surgery can get very busy at peak times of the year, and you may only be seen in the case of an emergency. Call (01637) 854433 to make an appointment or speak to a doctor. Repeat prescriptions are available at 48 hrs notice, subject to your circumstances. Alternatively, ring NHS Direct 24hrs a day on 111.
Hospital	A&E department at the Royal Cornwall Hospital , Trillick, Truro Tel: (01872) 250000. Minor injuries unit at Newquay Hospital , St Thomas Road Tel (01637) 834800.
Chemist	The nearest chemist is located in Chester Road, Day Lewis Pharmacy (01637) 872589 - see shopping section for directions. Alternatively, in Newquay town centre you will find both Boots and Superdrug .

Parking

Each property has its own private parking space commensurate with the property number and that space should be used at all times.

Shopping

The village store and newsagents at Mawgan Porth provide the basic essentials. The Chester Road Shopping Centre is around 5 miles away, this side of Newquay and there is free parking. There is a chemist, Post Office, Spar store, butchers, greengrocers and branches of Barclays and Lloyds.

Newquay Supermarkets	Morrisons and Lidl on Treloggan Road, Sainsbury's at Alma Place, Tesco Express at Narrowcliff, Asda and Aldi on Cliff Road. Follow the road to Newquay via Porth and at the mini-roundabout turn left and it is on this road around 200 yards on the left.
Post Office	There is a small Post Office at Chester Road for general postal services and a selection of cards and stationery. The main Post office is located in the centre of Newquay. For the nearest post box, turn right and follow the approximately 50 yards.
Banks	There is a branch of Lloyds at Chester Road shopping centre located this side of the town with free parking areas. Barclays Local is located in Bank Street, Newquay.
Petrol Station	To get to the nearest filling station follow the road to Newquay via Porth and at the mini roundabout turn left. Then follow Henvy Road for just over half a mile and you will find the Esso garage on your left.

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

Trains	National rail enquiries 0345 748 4950
Newquay Airport	Flight enquiries (01637) 860600.
Bus Service	Check journeys, buy tickets and get live departure updates for services across Cornwall. Go to www.gocornwallbus.co.uk .
Taxis	Please call 1-2-3 Taxis on (01637) 851234 or Surf Cabs on (01637) 851 234. 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.

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?
enjoyyourstay!	Please contact a member of our team. Refer to page 6 for contact details.

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	For health and safety reasons we regret barbecues are strictly prohibited.
EV Charging NOT permitted	Unfortunately, at this time we do not have electric vehicle charging points at any of our properties. Furthermore, 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	We welcome feedback from our guests 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	Well behaved dogs are permitted in one dog-friendly apartment, subject to advance booking. With the exception of registered guide or service dogs (welcome free of charge), no pets permitted in any other apartment without the prior written approval from the management. See important information overleaf.
Vets	Clifton Villa Surgery , 53 Herver Road, Newquay, TR7 3DQ Tel 01637 851122 or Penmellyn Vets , 152 Herver Road, Newquay, TR7 3EQ Tel 01637 871695.

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

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 all dogs must be kept off all bed linen.
- ✓ 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. 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.

Window Shutters Operating Instructions



To pull back the shutters - in all cases, please close the louvres before folding back the shutters. Where there are glazed shutters with multiple panels, please pull them towards you in pairs and slide across to stack them to the side.

To close the shutters, slide the panels across and push those that have moved the furthest into position first. Then, working with pairs of panels, push the remaining ones into position.



Fensterläden - Um die Rollläden zurückzuziehen - In allen Fällen schließen Sie bitte die Lamellen, bevor Sie die Rollläden zurückklappen. Wo gibt es Gleitläden mit mehreren Tafeln, bitte ziehen Sie sie zu Ihnen in Paaren und gleiten Sie über, um sie an die Seite zu stapeln.

Um die Fensterläden zu schließen - Schieben Sie die Tafeln hinüber und drücken Sie diejenigen, die am weitesten in die Position gebracht haben. Dann, mit Paaren von Tafeln arbeiten, schieben Sie die restlichen in Position. Öffnen oder schließen Sie die Lamellen, wie Sie es wünschen.



Les volets - Pour retirer les volets - Dans tous les cas, fermez les volets avant de replier les volets. Là où il y a des volets glanés avec des panneaux multiples, tirez-les vers vous par paires et glissez-les pour les empiler sur le côté. Pour fermer les volets - Faites glisser les panneaux et pousse ceux qui se sont déplacés le plus en avant. Ensuite, en travaillant avec des paires de panneaux, enfoncez les autres dans la position. Ouvrez ou fermez les volets comme vous le souhaitez.



Persianas - Para retirar las persianas - En todos los casos, cerrar las persianas antes de plegar las persianas. Donde hay persianas planeadas con paneles múltiples, por favor, tire de ellos hacia usted en parejas y deslice a través de apilarlos a un lado. Cerrar las persianas - Deslice los paneles a través y empuje los que se han movido el más lejos en la posición primero. Luego, trabajando con pares de paneles, empuje los restantes en su posición. Abra o cierre las rejillas como desee.



Persiane - Istruzioni per aprire / chiudere - Per tirare indietro le persiane - in tutti i casi, si prega di chiudere le feritoie prima di ripiegare le persiane. Dove ci sono persiane scorrevoli con più pannelli, si prega di tirarli verso di sé in coppia e farli scorrere per impilarli lateralmente. Per chiudere le persiane, far scorrere i pannelli e spingere per primi quelli che hanno spostato il più lontano. Quindi, lavorando con coppie di pannelli, spingere i rimanenti in posizione.



Obturadores da janela - Instruções para abrir / fechar - Para puxar as persianas - em todos os casos, feche as persianas antes de dobrar as persianas. Onde houver persianas planadas com vários painéis, puxe-as em sua direção aos pares e deslize-as para empilhá-las para o lado. Para fechar as persianas, deslize os painéis e empurre os que mais se moveram para a posição primeiro. Em seguida, trabalhando com pares de painéis, empurre os restantes para a posição.