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 Waterwitch Cottage

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. There is also a Carbon Monoxide (CO) alarm. Please carefully read the instructions displayed by your notice board. As a fire precaution all internal doors should be shut prior to going to bed.

In the event of a fire in your property, 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 alert the duty manager at Porth Veor Manor Hotel at the soonest opportunity. 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 Waterwitch Cottage, 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 ESTRICTAMENTE 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 Porth Veor Manor

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.

You are most welcome to use our swimming pool at Porth Veor Manor and we just ask that you report to the hotel reception on arrival to make our team aware. Please note the following important information. It is a condition of use that all guests fully comply with these safety instructions.

✓	We do not have a lifeguard on duty
✓	Pool depth is 1.2 metres throughout
✓	Competent adult swimmers must supervise children under 16 years and non-swimmers at all times
✓	**Children under 16 years must always be accompanied by an adult**
✓	Do NOT use the pool when there is a closed sign or if it is over crowded
✓	Take care when swimming close to steps
✓	Diving, jumping and inflatable toys are strictly prohibited
✓	**Lone swimming is strictly prohibited**
✓	Only drinks in plastic glasses/ containers are permitted on the poolside
✓	The poolside is strictly non-smoking
✓	The Management and staff have the right to remove anyone from the pool who they believe is not complying with the above rules
✓	It is imperative all pool users adhere to the rules on the laminated signs around the pool area
✓	**In the event of an emergency please press the poolside button**

The pool is usually open from April to October from 8.30am to 6.30pm. Times may vary to allow for daily cleaning to take place, or any other health or safety reasons. 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.

Amenities at Porth Veor Manor

Porth Veor Manor Hotel is usually open from March to mid-November and during this time Waterwitch Cottage guests are most welcome to make use of the hotel facilities.

Breakfast Restaurant

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

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

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 7 nights or longer, we will automatically supply additional bedding/towels half way through or weekly. For any other bedding requirements please contact Porth Veor Manor reception on 01637 873274. Please refer to page 7 for opening hours.
Bath Mat	Rubber bathmats are available on request. Please take care when stepping in and out of the shower.
Cots & High Chairs	Available in the property at no extra charge. Additional can be requested from Porth Veor Manor reception, subject to availability and provided at no charge.
Washer	A washing machine is provided.
Iron & Ironing Board	An iron and ironing board is provided.
Tea & Coffee	A welcome pack of tea, coffee, milk and sugar sachets is supplied.
Waste / Rubbish	The bin store is located in the hotel lower car park by the hotel entrance and adjacent to Waterwitch Cottage. The bin store code is **2461** Please ensure that all waste bags are securely fastened before placing in the bins. There are separate bins for recycling. Please lock the gate when leaving the bin area by sliding the bolt across and scrambling the code. 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.
Towels	Swimming pool towels are available from Porth Veor Manor Hotel reception, however, please do not take the property towels or the swimming pool towels 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

The reception desk at Porth Veor Manor 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. Please call 01637 873274.

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

Emergency

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

Outside these hours and **in extreme emergencies only**, there is a resident staff member at the hotel. Contact details are on a sign on the hotel front door.

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 back 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 Henver 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**, Treliske, 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

Your private space is outside the property and duly marked "Waterwitch Cottage". It is the furthest space of the three terraced cottages. Please do not park in any of the other cottage spaces or block access to the other properties. If you have any parking issues you are welcome to use an unnumbered space in our Porth Veor Manor car park. Spaces are subject to availability and strictly on a first come first served basis. Please advise Porth Veor reception of your vehicle registration and advise you are staying in Waterwitch Cottage.

Shopping

The nearest shopping centre is at Chester Road. All basic essentials are available here including a post office. From the hotel turn right up the hill and right at the mini roundabouts. The shopping centre is around half a mile on the left. Alternatively, Newquay town centre is around 1½ miles away where you will find a large variety of gift shops plus high street stores. The city of Truro has a larger selection of stores.

Newquay Supermarkets	**Morrisons** and **Lidl** on Treloggan Road, **Sainsbury's** at Alma Place, **Tesco Express** at Narrowcliff, **Asda** and **Aldi** on Cliff Road.
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 left at the hotel entrance and left again onto Porth Beach Road and it is just past the car park on the right-hand side.
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 turn right at the bottom of the hotel drive and turn left at the mini roundabout. Then follow Henver 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

Cycling	Although there is no cycle rack at Waterwitch, there are a limited number of cycle racks located in front of Porth Veor Manor Hotel which you are welcome to use. Please arrange your own cycle locks. For details of local cycle trails in Cornwall please go to: www.breaksincornwall.com/cycling **Beryl Bikes** – a public electric bike scheme is now available in Porth and Newquay. Ideal for single rides. Get the app "Beryl – bike & e-scooter hire" to get started.
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?
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	For health and safety reasons we regret barbecues are not permitted inside the property or on the patio area.
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**) as well as **E-bikes**. Our electrical sockets are not designed to support the loads required by such charging 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	With the exception of registered guide/service dogs (welcome free of charge but must be pre-booked with written confirmation given from the company), pets are NOT permitted.

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.