

# 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 Waves Apartments

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On behalf of all the team may I wish you a comfortable, relaxing and enjoyable stay here on the beautiful North Cornwall coast. Our management team based at Beachcombers Apartments, Watergate Bay is responsible for running our Watergate Bay properties where we strive to offer a friendly, informal and efficient service.

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 06.03.24

# 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

The Waves Apartment complex has a full fire alarm system, and each apartment has a smoke alarm, fire extinguisher and a fire blanket. There is also a Carbon Monoxide (CO) alarm. Please carefully read the instructions displayed by your notice board.

In the event of a fire please raise the alarm by smashing the glass in the nearest fire alarm call point. These are situated by the staircases. 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 Beachcombers at the soonest opportunity. Do not use the lift. Do not re-enter the building until you have been told it is safe to do so by the Duty Manager or Fire Officer. If there is an emergency in respect of the communal areas of Waves in the first instance, please contact the Waves Management Company, Beach Retreats (01637) 861005.



The Fire Assembly Point is the main Car Park.



Der Fire Assembly Point ist der Hauptparkplatz.



Le point d'assemblage des incendies est le parking principal.



El Fire Assembly Point es el aparcamiento principal.



Il Fire Assembly Point è il principale parcheggio.









O Ponto de Montagem de Incêndios é o principal parque de estacionamento.

## Smoking & Vaping

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Smoking and vaping is **STRICTLY PROHIBITED** anywhere on site, 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

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

## Cliffs

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For obvious safety reasons, all cliff areas are strictly out of bounds. This is particularly relevant to parents with young children.

## Swimming Pool at Porth Veor Manor

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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 TR7 3LW 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.

# Food & Drink

There is a choice of bars and eateries in Watergate Bay including “Wax” situated adjacent to Waves.

You are most welcome at **Porth Veor Manor**, our sister hotel which is about a 5-minute drive from Watergate Bay. Follow the coast road towards Newquay 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 Waves guests are most welcome to make use of the hotel facilities including the breakfast restaurant and bar.

## 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	If you have booked maximum occupancy and wish to make use of the double sofa bed, spare bedding can be found in the ottoman, monk's bench or wardrobe. For stays of 8 nights or longer, we will automatically supply additional bedding/ towels half way through or weekly. For any other bedding requirements please contact reception or Porth Veor reservations - refer to page 7 for opening hours.
Bath Mat	Rubber bath mats are available on request. Please take care when stepping in and out of the bath/shower.
Cots & High Chairs	Can be requested from reception, subject to availability and at no extra charge.
Hairdryers	These are provided in each property. Please ensure it is cool before placing in the drawer.
Iron & Ironing Board	These are provided in all properties.
Laundry	A washing machine is provided.
Tea & Coffee	A welcome pack of tea, coffee, milk and sugar sachets is supplied.
Towels	Please do not take any of our towels to the beach.
Waste / Rubbish	<p>Please ensure that all rubbish is securely fastened in the waste bags provided and placed in the dustbin enclosure. For obvious health and safety reasons please ensure the lids are closed.</p> <p>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.</p>

## Appliances & General Equipment

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The property has an underfloor 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. If you require any assistance with the operation of the heating or assistance in operating any appliance, please contact reception - see below.

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.

## General Assistance

### Reception

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

The reception desk is open daily except Christmas Day, Boxing Day and New Year's Day when special opening times will be displayed on the Beachcombers reception notice board.

Normal Opening Hours	Beachcombers Reception Tel: <b>01637 860280</b>	Porth Veor Reservations Tel: <b>01637 873274</b>
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

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Should you require emergency assistance, in the first instance please contact Beachcombers reception or Porth Veor Reservations - see above opening times and contact details.

Outside these hours and **in extreme emergencies only**, - please go to Beachcombers Apartments situated next to Wax and use the intercom situated outside reception in the main car park (right hand side of the building). Press 325 for our resident Manager or call 01637 860969.

## Security

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Keys	When leaving the apartment please ensure all doors and windows are secure. This is especially relevant to patio/balcony doors. Please keep your front door key with you at all times. For obvious health and safety reasons please do not remove any patio/balcony door key. Upon check-out kindly return the key to the keysafe and please 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. Do not leave any personal belongings outside.

## Medical

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First Aid Kit	A basic First Aid kit can be found in one of the kitchen drawers/cupboards.
Dentist	<b>Gentle Dental</b> at 55 Henvor Road, Newquay, provide a Mon-Sat surgery plus an emergency service, Tel (01637) 852252. Alternatively, <b>The Green Room Dental Practice</b> , 83 Trenance Road, Newquay, Tel (01637) 879889.
Doctor	<b>Newquay Health Centre</b> on St. Thomas Road (01637) 850002 or <b>Narrowcliff Surgery</b> (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 <b>Royal Cornwall Hospital</b> , Treliske, Truro Tel: (01872) 250000. Minor injuries unit at <b>Newquay Hospital</b> , St Thomas Road Tel (01637) 834800.
Chemist	The nearest chemist is located in Chester Road, <b>Day Lewis Pharmacy</b> (01637) 872589 – see shopping section for directions. Alternatively, in Newquay town centre you will find both <b>Boots</b> and <b>Superdrug</b> .



## Parking

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Your allocated parking space in the Waves private car park is the same number as your apartment unless otherwise stated - one space per apartment. The code for the car park security barrier is on your key ring.

## Shopping

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The nearest shopping centre is at Chester Road. Take the coast road to Newquay and at the mini-roundabout turn right. Chester Road shopping centre is about half a mile on the left. All basic essentials are available here including a post office. 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	<b>Morrisons</b> and <b>Lidl</b> on Treloggan Road, <b>Sainsbury's</b> at Alma Place, <b>Tesco Express</b> at Narrowcliff, <b>Asda</b> and <b>Aldi</b> on Cliff Road.
Post Office	There is a small <b>Post Office</b> 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.
Banks	There is a branch of <b>Lloyds</b> at Chester Road shopping centre located this side of the town with free parking areas. <b>Barclays Local</b> 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 Henvor Road for just over half a mile and you will find the <b>Esso garage</b> on your left.

## Money Matters

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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

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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 <a href="http://www.gocornwallbus.co.uk">www.gocornwallbus.co.uk</a> .
Taxis	Please call <b>1-2-3 Taxis</b> on (01637) 851234 or <b>Surf Cabs</b> 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

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All BBC, ITV plus 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. Also, the code is on the Wifi router by the lounge TV.	Please contact a member of our team by calling Porth Veor Manor reception on 01637 873274.

Please note that some mobile phones will not receive a signal in Watergate Bay.

## Sundries

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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 or on a patio/balcony at Waves Apartments.
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 <b>E-scooters</b> ) as well as <b>E-bikes</b> . 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	Well behaved dogs are permitted in <b>Waves Apartment 14</b> only. Dogs are not permitted to be left in the car park at any time. With the exception of guide/service dogs, no pets are permitted in any other apartment without written approval from the management.

## Check Out

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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 return the property keys to the keysafe and 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.