

# Breaks in Cornwall

STAY • RELAX • EXPLORE

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Dear Guest(s)

## Welcome to the White Lodge Apartments

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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 properties in Mawgan Porth.

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 19.02.24

# 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 apartment is fitted with a smoke alarm which is connected to the mains electricity. If the smoke alarm activates accidentally then the alarm can be reset by pushing the button marked “test and push”. If the alarm has a fault, then please contact Porth Veor Reception (see page 6).

Please carefully read the instructions displayed by your notice board. 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. Please raise the alarm by smashing the glass in the nearest fire alarm call point. Make your way out of the property by the safest and nearest exit and contact the fire brigade on 999. 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

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Smoking and vaping is **STRICTLY PROHIBITED** anywhere within White Lodge, 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 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

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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.

Accidents	Should you have an accident in your property, e.g. a spill on the carpet etc, please notify reception as soon as possible so we can address the issue and prevent any lasting damage.
Bath Mat	A shower mat has been provided for your safety. Please take care when stepping in and out of the shower.
Bathroom Extractor Fan & Shower Controls	The extractor fan comes on and goes off automatically. If possible, could you <b>open the window after showering</b> as it makes a big difference to keeping the room dry and aired. Please shut it again later! The shower is operated by turning the larger outer dial in an anti-clockwise direction and the heat selected using the smaller inner dial (set to 11 o'clock position is a comfortable heat).
Bedding & Sofa Bed	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 half way through or weekly. For any other bedding requirements please contact Porth Veor reception - see page 6.
Cots & High Chairs	In apartment 4 there is a baby bath, child seat which can be attached to a dining chair and a travel cot. Please ensure they are left clean after use. Otherwise, cots and highchairs are available on request from Beachcombers Reception, subject to availability and provided at no charge. Refer to page 6 for contact details.
Dining Table	Please take care of the dining table as it is very sensitive to red wine, heat and water marks. Please use the mats and coasters provided.
Electrical Sockets	These should be turned off at the sockets at night. Please do not leave them on standby.
Heating & Hot Water	<b>Apartment 4</b> - The heating is controlled via the thermostat and the hot water is available on demand. The apartment is rarely cold, and we ask you to leave the settings as they are for the comfort of future guests. If you need the heating on, press the left hand select button until the black arrow in the digital panel shows against "on". Please turn it off when you no longer require it by pressing the select button again until the arrow lines up against "off".

	<p><b>Apartment 2</b> –These are set to come on twice a day. If you don't need the heating it can be turned off by lowering the thermostat in the hall. If you need heating/hot water you can override the system.</p>
Iron & Ironing Board	<p>These are provided in all properties.</p>
Patio Cushions	<p>Please bring in outside cushions in every day after use.</p>
Shed	<p>There is a surfboard, bodyboard, bucket, spades, frisbee and wind breaks for your use. Please leave all items behind when you leave.</p>
Tea & Coffee	<p>A welcome pack of tea, coffee, milk and sugar sachets is supplied.</p>
Towels	<p>Please do not take any apartment towels to the beach.</p>
Waste / Rubbish	<p>Please put all rubbish in a black bin bag and leave in the outside bin store in the car park. Each outside cupboard is numbered for each apartment. Any recycling can be put in the recycling bag in the outside cupboard.</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 to clear the blockage.</p>

## Appliances & General Equipment

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If you require any assistance with the operation of the heating or 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.

Dishwasher	The dishwasher is operated with pre-programmed options. The buttons are located in the top of the door- open the door and you'll see them. Press "on" (far left) then select programme (far right) and then shut the door and it will start. Oddly, dinner plates don't fit unless laid at an angle. Fill the dishwasher soap dispenser inside the door using tablets (you will find these under the sink).
Kitchen Extractor Fan	This is electric and should be used at all times when cooking. Turn on wall switch for fan.
Utility Room in apartment 4	<p>The washer is operated by using the central dial and the start button is on the far left. It does have a peculiarity: if all the row of lights on the right are blinking, switch off the power at the wall above the machine and then back on again - you will see the top light blinking, which means you can push the start button.</p> <p>The dryer is a condenser model. Please switch on the extractor fan when using. After each use you need to empty the water reservoir, or the clothes will not dry. This is located at the top left of the machine - slide the tray out and empty in the sink before re-inserting. The dryer is operated using the right-hand dial to set the time and then press start. Please ensure the filter is cleared each time it is used (inside the door at the bottom). Please switch off the extractor fan after you have finished using the dryer.</p> <p>There is also a retractable clothes line on the right hand side.</p>
Washing machine in apartment 2	There is a washing machine but no dryer.
Worktops	Please take care by ensuring any vegetable/bread cutting is always on chopping boards and please use a mat to avoid placing hot dishes on any worktops.

# General Assistance

## Reception

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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: <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 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

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Keys	Please keep your front door key with you at all times and when leaving the property, ensure all doors and windows are secure. <b>Please do not remove any patio door keys for obvious safety reasons.</b> 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

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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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Parking is only permitted in the marked bays. Each apartment has its own private parking space with the same number as the apartment. Your apartment can also use ONE of the visitor spaces.

## Shopping

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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	<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. 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 <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. For the nearest post box, turn right and follow the approximately 50 yards.
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 follow the road to Newquay via Porth and at the mini roundabout turn left. Then follow Henvver 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 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.

WiFi Network Passcode	WiFi Difficulty?
Follow the login instructions on the laminated sheet in your property.	Please contact a member of our team. Refer to page 6 for contact details.

## Guest Feedback

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We welcome feedback from our guests as we continually seek to evaluate and improve our service.

## White Lodge Code of Practice

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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 <b>E-scooters</b> ) and <b>E-bikes</b> . 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.
Games	We regret that games are NOT permitted in the grounds of the property. This includes ball games, bicycles, skateboards, roller blades, kite flying, remote control models etc.
Noise	Guests are requested to show consideration to others, especially very early in the morning and after 10:30pm at night.
Obstructions	In the interests of the comfort of visitors, tidiness and health and safety, guests are requested to leave their personal items (surf boards, air beds, dinghies, beach chairs, buggies etc.) in their car or on their roof rack and NOT in the parking areas, central entrance hall, gardens or on the pathways.
Pets	Pets are <b>NOT PERMITTED</b> in any apartment or within the grounds of White Lodge. The only exception is registered guide or service dogs (welcome free of charge), however prior written approval from the management is required.
Wet Clothing	Local planning conditions do not allow the drying of clothes or other articles (e.g. towels, wetsuits, swimwear etc.) anywhere at the FRONT of the property including the lawn and garden area, car park, balconies and patio areas. The REAR of the property can be used for this purpose providing that there are no obstructions to the pathway.

## 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 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.