

# Welcome to Morwenna

Thank you for choosing to book Morwenna Surf Chalet for your holiday this year. We hope you have a wonderful time and the weather is as stunning as the views and area.

## Getting There

Morwenna is set in the rolling sand dunes of Riviere Towans, Phillack, Hayle.

The best postcode to use for SatNavs is TR27 5AT (which is for the Management Office at the entrance to the Towans).

If following road signs, take the A30 through Devon & Cornwall to Loggans Roundabout (as you approach the roundabout you should see the Lidl supermarket on the opposite side).

Take the fourth exit, (signposted **Hayle**) and then go straight across the double mini roundabout. About 500m further on, turn right onto Lethlean Lane (there is a Texaco garage on the left, opposite the turn).

Follow the lane for about 1 km as it winds through the village of Phillack and past farmland. Ignore the first entrance to the Towans on the left. About 200m further on is the main entrance to the site. If you come to a Spar shop, you've gone too far! The management office is the building on the right as you enter the site.

Entry into the chalet is not guaranteed until 3 p.m. on arrival, but it may be possible to sign in and collect keys before then. Departure is by 10.00 a.m. on the last day. Keys for B6, Morwenna will either be in the secure key box by the chalet's front door or from the 'key reception' desk at the Management Office by the front entrance and must be returned to the same location on departure. We will let you know where the keys should be collected/returned from/to.

Please note the key reception is open between 9.00am and 5.00pm (normally 6pm on Saturdays). If leaving early on the last morning keys can be posted through the letterbox. Arrangements can be made for late arrival. If you expect to arrive after the office closes just let us know.

A car parking pass will be issued but the Management Office. This must be displayed in your windscreen at all times.

## On Arrival

Once you have the keys, follow the road into the site (watching out for the speed bumps) and at the first fork, **go right**. You will go past a number of chalets and then the tarmac road will start to run out. On your left you will see chalet B5 (Langley), Morwenna is set into the slope just behind it.

You can drive onto the grass down the slope and park / unload outside the chalet. However depending on your car's handling and whether the grass is wet/long, it can sometimes be a little slippery. (I always drive out on the slope next to B1 or B7 as it's not as steep). You can also park on the flat, mown grass to the right of the tarmac road that you drive in on. I find this easier, especially if you are using the car during your stay.

The main entrance to Morwenna is up the slope or steps on either side. The lower door only leads to the **storage room** where the bikes & beach items are stored. Feel free to keep any of your items in here, just remember to lock the door and take them with you when you leave!! Lift the handle and keep it lifted whilst locking and unlocking.

As you go up the slope at the side you might notice a cast iron access cover set into the bank. This is the **main water valve**. There is a simple plastic lever that turns 90 degrees underneath a foam disc. Please don't turn off the water unless you need to.

On entering the chalet the main electricity board is at the end of the hall. The power should already be switched on. Below the main board is a switch which isolates the **hot water heater & dishwasher circuit**.

There should be an information book on the dining table which should explain how everything else works.

## **What's Provided**

The chalet has 3 bedrooms (2 with doubles & 1 with 2 singles). These will be made up for you on arrival with sheets, duvets, duvet covers and fleece throws. At the end of your stay please strip any beds you have used. If a bed has not been used please leave it made up. Towels are **NOT** provided.

All of the beach & leisure items in the lower room are available for use (at your own risk, so please give it a quick check before use, if something is broken let us know). There is a pump for the bike tyres so please ensure they are pumped up before use.

Please ensure that anything you use is put back clean and tidy after use. If you have any problems with any item, please let us know so we can fix/replace it.

## **Refuse/Recycling**

Rubbish collection is Thursday morning. The red wheelie bin must be moved to the edge of the tarmac road, up the slope, on Wednesday evening, (they will not come down to the chalet). If the bin is left completely full, a deduction will be made from the security deposit (as our housekeepers will have to take it to the refuse site in St Erth, to leave it empty for the next guests). We appreciate that some rubbish will be left from Thursday to Saturday, but not full to bursting!!

There are numerous recycling points around the Towans for glass, paper, cardboard, tins & plastic bottles. Please use these as much as you can rather than filling the green bin. There are also red dog poop bins at various points along the headland.

## **The Guest agrees with the Owner as follows:**

1. To use the chalet as a private holiday residence for up to 6 persons only and not for any other purposes whatsoever.
2. Pets are permitted by prior arrangement.
3. Not to do or permit to be done anything which may be a nuisance or annoyance or cause of damage to any neighbouring property. Firework are not permitted on site.
4. Not to play or permit to be played in the premises any musical instrument or sound production equipment between 11.00pm and 8.00am or so as to be audible outside the chalet
5. To permit the owners or their agents access to the premises to deal with any maintenance or security issues
6. All amenities are included in the price, but for safety, don't leave heaters on full when the chalet is unoccupied and do not use them to dry clothes etc, use the tumble dryer downstairs.
7. Smoking is NOT permitted inside the chalet, or in the lower storage room. Please do not leave full ashtrays on the deck or throw cigarette butts onto the grass.
8. BBQs are not allowed on the outside balcony (the decking is made of a composite/plastic material and could melt!).
9. Guests shall keep the chalet, its fixtures, fittings and furnishings in a clean and tidy condition. The chalet will be inspected after departure, and you may be charged for any loss or damage found
10. The fixtures, fittings and furnishings in the property must not be re-arranged and no blanket, pillow, furnishings or any other effects shall be removed. In the event that any damage is caused to the chalet, it's fixtures, furnishing or effects shall be reported to the owners and shall be paid for by the guest
11. Guests are reminded that their personal belongings are not covered by insurance on the contents of the property and therefore are at their own risk whilst in or about the property for all purposes and reasons.
12. Electric / Hybrid vehicle charging is not permitted from any of the electric outlets in the chalet. A smart meter reports daily, excessive use due to charging may result in a deduction from the security deposit. There are public charging points in St. Erth, Camborne and Carbis Bay.

**Enjoy your stay and have a fab time!!!**