



TREGULLAND

**GUEST
INFORMATION**



Welcome to Tregulland Cottage and Barn.

We're sure you'll love it here...

With spectacular views over our 16 acres of land, the first in Britain indoor freshwater pool, outdoor hot tub, cinema screen, dining room for 24 and the most delicious beds with 400 thread count Egyptian cotton linen: you'll never want to leave.

Please take care in and around Tregulland. The lake, grounds and pool house are there to be enjoyed by all, but please make sure children and dogs are safe and supervised at all times, and as sheep sometimes graze the land always, *always*: Shut the Gates!

Tregulland is surrounded by some of Cornwall's most charming beaches, walks and fishing villages. In this folder we have listed a selection of useful information about Tregulland and the surrounding area that will help you enjoy your stay, needless to say, much more is available online. If there is anything you need to know, do call Bonny on 077930 56145 or Sarah on 07790 148400 during normal office hours.

Keep in touch! - Please let us know how you get on either in the old fashioned way: write in our Visitor's Book, or you could sign up for our quarterly newsletters, follow us on Twitter, Instagram and Facebook – we love to hear your ideas and please do share your pics of our beautiful place – whatever you do, we wish you the most fantastic stay with us here at Tregulland.

Ken and Illona Aylmer



WELCOME TO TREGULLAND COTTAGE & BARN

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QUICK REFERENCES

WI-FI

For the passwords to the complimentary WI-FI please see tent cards in each room.

ENTRY KEYPADS

No keys! Each main entrance door to the Cottage, Barn and Pool House has an entry keypad. We will have given you the codes on arrival, plus a set of keys for you to double lock the doors if you prefer.

NO SMOKING

Tregulland is a NO SMOKING venue. Please do not smoke inside any part of the houses, Pool House nor the Old Workshop. We have provided some “plantpot ashtrays” around the houses please make sure all cigarette butts are put into ashtrays provided and not into the flowerbeds or elsewhere.

LIGHTING KILL SWITCH

To make your stay easier we have put a master kill switch for all ceiling and sidelights by each main entrance door. These switches are labelled and just above head height. No need to turn off each individual light just hit the “kill switch” as you leave to turn them all off at once!

HEATING AND HOT WATER

The heating and hot water run on timers that we have preset to provide you with ample hot water but will be off completely between midnight-6am. There are thermostats in each room which you can adjust. The towel rails also come on for an hour morning and night to dry your towels. Please contact us if you would like us to change the timers.

HOT WATER CAN BE EXTREMELY HOT – PLEASE TAKE CARE



WOOD BURNERS

All the fires have been set for easy lighting. Do not leave the wood burner doors open once lit. Kindling, logs and firelighters etc. have been left for you to light your own fires. If you run out of the supplied logs help yourself to the bagged nets of logs stored underneath the solar panels in the Barn car park. These are charged at £10/net, please let Bonny/Sarah know if you have used any.

SWIMMING POOL

Please shower before using the swimming pool. The crystal clear Cornish spring water comes from our own borehole and the pool is cleaned using specialist plant based filter technology (no chlorine!) Any deodorants, cosmetics, moisturisers and sun creams can affect the delicate balance of the water, so washing beforehand is essential.

DUTCH HOT TUB

Please follow instructions on p10 on how to fill/heat the hot tub. It's not complicated but the tub **MUST** be full before lighting the fire and gets very hot so you need to be extremely careful, especially if you have children.

ELECTRIC FENCE

There is an electric fence around the lake to protect the fish from the wild otters that would decimate the fish. Please make sure you use the blue plastic handles to open and shut the gates around the lake and make sure you reattach them once through the gates. Please take extra care of your children. No dogs inside the fence please.

DO NOT TOUCH ANY PART OF THE METAL FENCE AROUND THE LAKE

REED BED SYSTEM

We have a very eco friendly reed bed soak away system for sewage and waste water. Please **only put loo paper down the loo**. Everything else (including tampons, wrappers, sanitary pads, nappies, condoms etc) should all go into the sanitary bags and bins provided next to each lavatory.



DRIVING

When leaving Tregulland lane turning onto the main road A395 to Launceston or Camelford please be careful. People drive very fast along this straight stretch of road and like to overtake just where there is a slight blind spot near our turning, please take care when pulling out.

NEAREST SHOP

Tresmeer Village Shop PL15 8QT Tel: 01566 781 819 (5 mins drive) opening times usually: 7.30am-6pm Mon – Sat, 9am-1pm on Sun.

SUPERMARKET DELIVERIES

The postcode at Tregulland is PL15 8QW. Waitrose, Tesco and Asda deliver to us. Ocado currently do not deliver to us.



INSIDE TREGULLAND

ECO SMART LUXURY

Tregulland is not only beautiful and comfortable it is also a groundbreaking, energy-efficient holiday home. The entire place, including the swimming pool, is heated by a state-of-the-art biomass boiler in one of the outbuildings. Solar water panels provide the hot water in the summer and Photovoltaic panels supply the electricity.

Little details like induction hobs, LED lighting and super insulation in the walls with a silent heat recovery ventilation system help to keep energy use down. For instance; the main lights in the vast Granary sitting room only use 100 Watts all together. A reed bed sewage system completes the eco-cycle and ensures your luxury holiday need not cost the earth.

KITCHENS AND EQUIPMENT

We have chosen efficient, easy to clean induction hob and fan oven cookers, these get VERY HOT very quickly – please be careful not to burn the pans, and please don't use any metal utensils on the non stick frying pans. We also ask that no candles or open flames are used anywhere inside the houses.

BINS & RECYCLING

General waste goes in the large bins in the Cottage car park, and all recycling is collected from the bins at the top of the steep Barn drive. As the lane is narrow the small council bin lorries are not fitted with wheelie bin tippers so **ONLY TIED BLACK RUBBISH BAGS** will be picked out of the wheelie bins by the bin men. No loose rubbish to be put into the bins.

Recycling – please separate glass, paper, cardboard and then cans & plastic bottles go together and put in their clearly labelled recycling bins at the top of the steep Barn drive – Do not put general household rubbish in recycling bins – rubbish goes into the Cottage car park by the other drive.

Cornwall Council does not collect organic waste; however we collect compostable organic material and cooked food in the green kitchen caddy for local pigs.



TOWELS

We have supplied each guest with a large white bath sheet and a smaller white hand towel for use in the bathrooms, as well as a medium orange towel for use in the pool. Please do not take the white towels to the pool or the beach, if orange towels come back from the beach very sandy please make sure you dry them out and shake them off outside before using our washing machines. Sandy towels will break the washing machine.

MUSIC SYSTEMS – COTTAGE AND BARN

We have 2 Ruark Audio R4 CD, DAB/FM Radio with iPhone 4 docks, one in the dining room of each house. We have supplied connector leads to play music from any phone or MP3 player.

There is an additional boombox with CD and radio in the Cottage kitchen. There are also clock radio alarms in each bedroom.

CINEMA SCREEN

We have a drop down cinema screen and projector, controlled by a Logitech touchscreen remote control in the Barn Granary Sitting Room. Please see laminated instructions on top of the AV cabinet in the Granary.

TREASURE HUNT

We have set out a Nature Trail/Treasure Hunt for children accompanied by adults which will take you in a 45 minute loop around the grounds and back to the house (where you can put your own chocolate coins/money into the waterproof box for the children to find at the final location if you like!) Please see Treasure Map and Instructions in the folder left in both kitchens.



POOL

The main pool is 1.2m deep. The children's pool is 40cms deep. Please read the safety notices by the main entrance door of the Pool House. No outdoor shoes allowed inside unless with protective shoe covers provided. As the water is cleaned by plants the temperature is normally about 28°. You cannot make the water warmer. There are no life guards on duty so children must be supervised at all times. Absolutely no dogs allowed in the Pool House. Please remove floating toys from the water as they fall down the filter into the balance tank.

STEAM ROOM

Please read carefully and stick to the advice on the safety notices by the steam room entrance door. As they can't control their body temperature, it's not recommended to allow children in the steam room. The steam room takes a few minutes to warm up - please be sure to switch steamer off and sluice down tiled seats once you are finished.

We have provided relaxing lavender and enlivening eucalyptus essential oils for guests to use in the Steam Room. Put a few drops on the top of the small round silver indented steam outlet before switching on (the outlet can get very hot when in use so please be careful).

DUTCH HOT TUB

The metal fire surround, chimney and pipes leading into the tub are **extremely hot** when in use. All guests should take care when stoking the fire, getting into and out of the tub. As they can't control their body temperature, it's not recommended to allow children in the hot tub. Adults should not leave children unattended when the hot tub is in use. Please see instructions on the next page on how to get the hot tub going.



HOT TUB INSTRUCTIONS

SIX EASY STEPS TO GET THE HOT TUB GOING – ALLOW 2 HOURS

- 1) Fill the tub half full (or until water runs cold) using hot water hose attached to the stone
 - This will empty the hot water from the tank in the Pool House
- 2) Put the cover on the tub (strap it on as it's usually windy) and go away for 40 mins
 - The hot water tank will heat up again
- 3) Completely fill the tub to cover the black outlet disc (near the top of the tub) again, using just the hot tap hose.
- 4) Once the tub is full **ONLY NOW** light the fire in the fire barrel. Do not light the fire before filling the tub as it will seriously damage the pipework.
- 5) Put the lid on the fire barrel once it has started, to help it burn better, keep feeding the fire to keep the water toasty
- 6) Give it a stir **with a stick**/check the temperature/use cold hose if need be....and enjoy!

SAFETY NOTICE - BE CAREFUL

Open fires and very hot water are dangerous. Always stir the water with a big stick before getting in as the surface layer of water can become much hotter than in the body of the tub. Always check the temperature before entering! Only hold the fire barrel lid by the outer handles as the rest gets extremely hot. Children may never use the hot tub unsupervised. Please extinguish the fire and strap the cover on the tub after use if leaving the area. To empty: once water has cooled open plug hole and wipe down tub with a soft cloth.



TAKE CARE

We want you to have the best time here at Tregulland, but please be aware that there are rules and dangers...

- ALWAYS shut the gates – there are often sheep grazing
- Be mindful of the electric fence around fishing lake
- No swimming in fishing lake or river
- Mind your children and dogs at all times
- No dogs beside lake or inside pool house
- No children in pool house unsupervised
- No food or drink and absolutely NO glass at all in pool house
- Be safe around the hot tub; the open fire, metal surround and the water itself can get very hot

DOG OWNERS

We welcome well behaved dogs at Tregulland... however:

- Please make sure you clear up all dog poo from around the houses and grounds and put the bagged waste in the clearly labelled **DOG POO BIN** in the Cottage car park bin store, please make sure all dog poo bags are tied securely and only put in here.
- No dogs upstairs or in the bedrooms.
- Dogs are not to be left alone in the house.
- No dogs allowed in the pool house at all.
- The best place for them to sleep is in the fully ventilated utility room.
- No dogs allowed inside the electric lake fence as it can distress the nesting Canada Geese.
- As Tregulland is deep in the countryside dogs need to be kept under close supervision to stop them from going into neighbouring farmland.

GROUNDS MAINTENANCE DAYS

In spring and summer you may see Nick and our grounds crew in the gardens and around lake mowing, strimming and managing the grounds. (Normally Tuesdays -weather dependent)



ACCIDENTS HAPPEN

We understand that with 22 people sharing a space that accidents can happen. If anything gets broken or goes missing **please ring or text Bonny or Sarah ASAP** (during office hours) so we can replace or fix them, often without charge. If we discover that something is broken or missing in the 6 hours we have for a complete changeover (to return the houses to a pristine state for our next guests) we will have to charge you the costs incurred for an instant replacement.

CHECK IN-CHECK OUT

Check in is at 4pm and check out is at 10am. This means we only have 6 hours to return the property to an immaculate condition for our next guests. Only very occasionally can we arrange for a late check out or an early check in for a fee - please ask Bonny/Sarah.

A HELPING HAND

If you are concerned about clearing the house and packing up on your final morning and would like someone to come in on the morning of your last day to clear the kitchens after breakfast, please call Bonny/Sarah. There is a small fee for this service, leaving you free to pack and leave in good time.

TIPPING

While we pay our staff and cleaners well they often go above and beyond the call of duty to ensure your stay is perfect. If you would like to show your appreciation of their hard work by leaving a tip, you can leave it with Bonny or Sarah, or if you have no cash, we can take a % from your deposit on request. All tips left by guests are shared fairly amongst the staff.



OUTSIDE TREGULLAND

PLACES TO VISIT

There are OS leisure maps of the local area in both the Cottage and Barn.

WALKS

St Clether Holywell Chapel – a 20-30 minute walk from the door. Go down the lane from Tregulland. At the junction turn left. At the crossroads turn right. See OS Map 109 provided for more routes around the local lanes.

Rough Tor – (pronounced like a “bough” of a tree) allow 10 mins drive to car park then minimum of 1 hour walk. Drive to Rough Tor car park in Camelford: At the end of Tregulland lane, turn left on to the A395 towards Camelford. Follow the road towards Davidstow, go left at the junction towards Camelford. Look carefully for a brown sign for Rough Tor on your left just before going into Camelford itself.

CLOSEST BEACHES

Crackington Haven – (20 mins drive) A small beach with great rock pools, cafés, a pub and stunning cliff walks. At the end of Tregulland lane turn left on to the A395 towards Camelford after 1 mile turn right at the chicane onto B3262. At the T junction turn right onto the Atlantic Highway A39 towards Bude. Follow the signs to turn left to Crackington Haven. There is a public car park opposite the beach.

To reach the right hand headland coast path, walk back along the road past the Coombe Barton Inn, after about 100 yards on the left you will see the entrance to the path. Keep dogs on a lead as there are some sharp drops on all the cliff walks.

Widemouth Bay– (pronounced “Widmuth”) (20 mins drive): a long beach with sand even at high tide - great for dog walking. At the end of Tregulland lane turn left on to the A395 towards Camelford after 1 mile turn right at the chicane onto B3262. At the T junction turn right onto the Atlantic Highway A39 towards Bude. After about 10 minutes drive follow signs to turn left to Widemouth Bay.



NEARBY TOWNS

LAUNCESTON

Launceston is a traditional market town 20 minutes drive with castle ruins, some excellent traditional shops and an amazing butcher.

Philip Warren Butchers in Launceston town centre, PL15 7AB (01566 772089)

Philip Warren at Pennygillam, PL15 7ED (01566 772244)

Steam Railway, PL158DA (01566 775665)

Launceston Castle, PL15 7DR (01566 772365)

New Mills Farm Park, PL15 8SN (01566 777106)

Skate Park, Pennygillam, PL15 7PF (01566 773637)

Phoenix Leisure Centre, PL15 9DQ (01566 772551)

BUDE

Bude is a charming sea-side surfer town, with the wonderful Summerleaze beach, the beautifully renovated Bude Sea Pool and lots of quirky local shops.

Life's a Beach - Beachside café EX23 8HN (01288 355222)

Bude Sea Pool - Recently renovated with its salt water refreshed twice a day (by the tide) for a bracing dip all year round! Lifeguarding usually April-September 10am until 6pm each day, tides and conditions permitting.

Harlequin's tenpin bowling and play zone EX23 8AR (01288 355366)

OTHER PLACES TO VISIT

Hidden Valley, PL15 8SJ (01566 86463) (outdoor treasure hunt)

Tamar Otter Park, PL15 8GW (01566 785646)

Trethorne Leisure Farm, PL15 8QE (01566 86324) (great when its rainy)

PLACES TO EAT

RESTAURANTS

Cornwall rightfully earned its reputation as a foodie's delight in part thanks to the fantastic fish brought in to nearby fishing villages like Port Isaac and Looe. We have listed some of our favourites: please be aware we cannot mention them all, there are hundreds more brilliant restaurants worth trying, do let us know in our visitors' book where you visit and tell us what you think! Please remember to call ahead to book.

Outlaws Fish Kitchen – Port Isaac PL29 3RH (01208 881 183)

Two star Michelin fish chef Nathan Outlaw has opened quirky little place in charming Port Isaac. Their menu *“celebrates small, original and delicious seafood plates. Cooked to order and served when ready.”* (20 mins drive)

Rick Stein - Padstow PL28 8BY (01841 532700)

Some might say a trip to Cornwall is incomplete without a wander over to Rick Stein's, whether his infamously hard-to-reserve main restaurant, or the Brasserie and the fish&chip shop, which are much easier for drop-in visits. (45 mins drive)

Fifteen Cornwall - Watergate Bay_TR8 4AA (01637 861000)

Jamie Oliver's apprentice-led restaurant at Watergate Bay. Fantastic inventive food with fab views of the beach. (1 hr drive)

Porthminster Café - St. Ives_TR26 2EB (01736 795352)

Great for fish, and sources many ingredients right from the coastal path, including wild sorrel, garlic and nettle! (Allow 90 mins drive)



PUBS WITH FOOD

Wilsey Down - PL32 9SH (01840 261205) (5 mins drive)

Our nearest & very traditional pub. Go to the end of the lane turn left onto the A395 towards Camelford and the pub is about 1 mile down on the right.

Rising Sun Inn - nr Altarnun PL15 7SN (01566 86636) (10 mins drive)

A fantastic old fashioned pub with local ales and an excellent chef; this pub is well worth a visit. Can cater for large groups, pre booking essential.

Kings Head - Five Lanes PL15 7RX (01566 86241) (15 mins drive)

A fifteenth century coaching inn. Old fashioned and charming.

Bayview Inn - Widemouth Bay, EX23 0AW(01288 361273) (20 mins drive)

Family friendly with a great play area for children. There is plenty of seating outside to gaze at the spectacular view or watch the tide come in.

Mill House Inn - nr Trebarwith Strand PL34 0HD (01840 770200) (20mins)

Lovely rambling old pub with excellent food a short drive from Trebarwith Strand beach. Can cater for large groups, pre booking essential.

Port William -Trebarwith Strand PL34 0HB (01840 770 230) (20 mins drive)

Traditional pub with great views over the beach.

Dartmoor Inn - Lydford_EX20 4AY (01822 820221) (40 mins drive)

Great food, wonderful hosts with its own unique style. It's a pleasant 25 minutes walk to the dramatic National Trust's Lydford Gorge with its 30m waterfall.



PLACES TO SHOP

LOCAL SHOPS/FARM SHOPS/SUPERMARKETS

In the countryside it's always wise to phone ahead to check opening times and directions.

LOCAL SHOPS

Tresmeer Village Shop, PL15 8QT (01566 781339) (5 mins drive)

Opening times usually: 7.30am-6pm Mon – Sat, 9am-1pm on Sun

Small selection of milk, papers, meats, fruit & veg, groceries, fresh food, and pasties. At the end of Tregulland lane turn right onto the A395 then immediately left to Tresmeer. The village is approximately 4 miles away.

Moorview Garage, PL15 8PL (01566 86640) (5 mins drive)

For newspapers, milk, bread, fuel etc. At the end of Tregulland lane and turn right heading towards Launceston on the A395.

Wainhouse Corner Garage: EX23 0AZ (01840 230708) next door to

Wainhouse Post Office: EX23 0AZ (01840 230554) (13 mins drive)

For newspapers, milk, bread, fuel etc.

At the end of the lane turn left towards Camelford on the A395, at the Hallworthy chicane turn right towards Bude on the B3262. Turn right at the T junction on to the Atlantic Highway A39 towards Bude. After about 4 miles Wainhouse Corner Garage & Post Office are on your right.

Tregida Seafood, PL15 7PF (01566 777766) (17 mins drive) Part of the famous Tregida Smokehouse Company. Sells fresh and smoked fish.

Homeleigh Garden Centre, PL15 9SP (01566 773147) (22 mins drive) Large excellent range of local produce including award winning Tregothnan tea, Camel Valley wine, and Delabole cured meats.



FARM SHOPS

- **Lifton Strawberry Field Farm Shop**, Lifton PL16 0DE (01566 784605)
- **Bray Farm Shop**, Launceston, PL15 8AW (01566 775677)
- **Hill Top Farm Shop** Slaughterbridge near Camelford, PL32 9TT (01840 211518)
- **Jersey Cow**, Bude, EX23 8JL (01288 355650)
- **Killock Farm Shop**, Bude, EX23 9PZ (01288 321739)

SUPERMARKETS

Waitrose, Tesco and Asda deliver to Tregulland.

- **Waitrose** - Holsworthy EX22 6AZ (25 miles away) (01409 255460)
Open Mon-Sat 8.30am-8pm, Sun 10am-4pm, Bank Holidays 9am-5pm
- **Tesco**– Launceston PL15 9HG (10 miles away) (0845 677 9403)
Open 24hrs except Sunday closes at 4pm and opens Monday at 6am.
- **Co-Op** – Launceston PL15 8EX (10 miles away) (01566 776350) open
7am-11pm most days
- **Sainsbury's** – Bude EX23 8ND (16 miles away) (01288 282000)
Open Mon-Sat 8am-8pm, Sundays 10am-4pm
- **Morrisons**– Bude EX23 8UA (16 miles away) (01288 355546)
Open Mon-Sat 8am-9pm, Sun 10am-4pm
- **Asda Bodmin** - Bodmin PL31 2AR (20 miles away) (01208 261800)
Opens on Monday at 7am then open 24 hours until closes on Sat 10pm,
Sun 9.30am-4pm

OUT OF HOURS PHARMACY

Tesco In store Pharmacy PL15 9AG (10 miles away) (01566 749847)

Mon-Fri 8.30am-7pm Sat 8.30-6pm, Sun 10am-4pm



CONTACT INFORMATION

OUR CONTACT INFORMATION

Any questions or problems please contact Bonny or Sarah between 9am - 5pm. Please only ring Bonny or Sarah outside of these hours on their mobiles for urgent matters that cannot wait until the next day.

Call Bonny on 01566 770880, mob: 07793 056 145 bonny@tregulland.co.uk
Or Sarah mob: 07790 148400 sarah@tregulland.co.uk

TELEPHONES

Mobile reception is patchy in Tregulland valley; you can usually find a signal on the standing stones.

We have a landline in each house for essential local or emergency calls. International calls are blocked, if you need to make lengthy UK calls please leave money and let Bonny know, as we work on an honesty policy.

OUR NUMBERS:

Tregulland Barn – 01840 261 418
Tregulland Cottage – 01840 269 024

TAXI

In the countryside you are advised to always book ahead

- Dan's Cabs Launceston 07792925374
- AB taxi 01566 776 877 (Launceston) Larger mini buses on request
- Launceston Taxis 01566 785364
- Shirley's Taxi (Camelford) 07743 743 222 (has some 8+ seaters)
- Parnell's 01208 78788 (Bodmin) (has 8 seaters on request)
- Group Travel 01208 77989 (Bodmin) Hire vehicles for 16+ people
- Rob's Travel 0777 182 4141 (Bude)
- Camelot 01840 770 171 (Boscastle)



EMERGENCY CONTACTS

FIRE

Fire extinguishers and blankets are provided in each kitchen, beside wood burners, outside the Granary Sitting Room and the Sunroom.

In the event of a fire proceed calmly to the nearest exit.

The holiday organiser should check that everyone is present.

Call the emergency services by dialling 999 on the phone. When safe please phone Bonny on 077930 56145 or Sarah on 07790 148400

POLICE

In an emergency dial 999. For all other queries telephone 101 or if you are speech impaired or hard of hearing call text phone 180 01 101

POWER FAILURE

Check the trip switches.

Torches are kept on the shelf to the left of the cookers in both houses.

- Trip switches for the Barn are in the cupboard in the utility room.
- Trip switches for the Cottage are in the under stairs cupboard.

In the event of a power cut call Western Power - 0800 6783 105

For any other electrical problems please call Bonny on 07793 056145 or Sarah on 07790 148400

MEDICAL EMERGENCY

First Aid Kits are kept in the kitchens on the shelves.

DOCTOR

If you need to contact a GP out of hours call your local surgery as normal and you will be redirected to Kernow Urgent Care Service. Alternatively you could call NHS Direct on 0845 4647.

Launceston Medical Centre PL15 9HH (01566 772131)

Camelford Medical Centre PL32 9YT (01840 213894)

DENTISTS

Castle Rise Dental Practice PL15 9EB (01566 772911)



Dental Dimensions PL15 8BA (01566 773873)

Oasis Dental Care PL32 9QT (01840 213003) or EX23 8AF (01288 355355)

HOSPITALS

Launceston General Hospital PL15 9JD (01566 765 650)

Stratton Hospital Bude EX23 9BP (01288 320100) 24hr minor injuries unit

OUT OF HOURS PHARMACY

Tesco Instore Pharmacy PL15 9AG (10 miles away) (01566 749847)

Mon-Fri 8.30am-7pm Sat 8.30-6pm, Sun10am-4pm