



Trevassack
Holidays

INFORMATION FOLDER



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WELCOME

Children's Sailing Trust would like to welcome you to Trevassack Holidays. Whether you're looking to dive in and get involved in the watersports on offer or just sit back in the hot tub and relax, we've got you covered.

Established in 1997 to provide sailing opportunities for young people in Cornwall, Children's Sailing Trust has taken thousands of children sailing and trying watersports affordably on the beautiful Helford River over the years. The opening of Trevassack Lake complements this with the watersports facilities, holiday accommodation and events space all having been created with accessibility and inclusivity in mind. The incredible fresh-water converted serpentine quarry provides children, families and those with physical disabilities or special educational needs with the space and support to get out on and in the water.

It's all part of our charity's mission to ensure that every child who wants to try watersports is able to do so.

By staying at Trevassack Holidays and using the watersports facilities, you will be supporting the work of Children's Sailing Trust to make a real difference. This would not have been possible without the support of generous donors with a vision for an accessible space in Cornwall where all can stay, sail, SUP, swim and spend time together. We are so very proud of this facility and to be able to share it with you.

If you would like to find out more about supporting the work of Children's Sailing Trust, email us at hello@childrenssailingtrust.org.uk or find a member of staff around site. We would be more than happy to chat. We are delighted that you have chosen to stay with us at Trevassack Holidays and want you to have the best holiday. Please do not hesitate to contact us if we can do anything to make your stay even more enjoyable.

KEY INFORMATION

Every effort has been made to ensure that you have a comfortable stay and the information given in this folder should answer any questions that you may have. Trevassack Holidays is set in 26 acres with the lake as the focal point so extreme caution and supervision must be undertaken at all times for the safety of everyone.

What to do in the event of a fire, emergency or evacuation details are in this folder.

You are staying at:

Trevassack Holidays

Garras

Helston

Cornwall

TR12 6LH

KEY INFORMATION

Arrival and Departure Times

Arrival time is 4.00pm and departure time is 10.00am. We would be very grateful if you would adhere to these times as this allows us time to prepare the accommodation for your stay.

WiFi Password

Trevassack – please note capital T

Office Telephone Number

01326 702326 manned between 9am and 5pm weekdays

Out of Hours Telephone Number

07876 308648 - our on-site warden can be reached during the weekend and for **emergencies** only. Our team on Reception in the Learning Centre can also help with your queries.

AROUND SITE

Main Entrance and Car Park

The main car park is at the entrance to Trevassack Holidays. Please note this car park is used at your own risk. If the accommodation you are staying in does not have an additional parking space, we respectfully ask you to drop off your guests and luggage in our designated drop off and pick up points and then park in the car park. The whole site is restricted to a 5mph speed limit. This is to keep everyone at Trevassack safe.

Outside Areas of Trevassack Holidays and Lake

For your safety we ask that guests do not climb on any fencing, flower beds, hedges or banks. The fencing around the site is made from rough-sawn timber and could splinter if not respected.

Children and dogs must be supervised at all times. Life buoys are situated around the lakeside. Please be aware of the steep slope down from Clare Milne House, Lizard House, and the cabins to the lower level of Trevassack Lake.

When using the hill, extreme care should be taken. An outdoor pedestrian lift is provided and is available for use for movement between the upper level and the lower level.

Outdoor Platform Lift

The Melody 3 is a hydraulically-operated platform lift capable of lifting loads of up to 500kg up to 2000mm or 440kg 2001mm to 3000mm between fixed floors, designed and manufactured in accordance with BS6440:2011, the public and domestic locations. The Melody 3 standard features include integrated carriage ramp, direct acting hydraulic drive system and no support tower to the side of the lift. Special consideration has also been given to the location and dimensions of the controls allowing safe and unaided use by person(s) with impaired mobility whether standing or in a wheelchair. A control station is provided on the platform and at the upper and lower floor levels. Please do not stand underneath the lift at any time or under any circumstances.

FIRE & ALARMS

Fire Extinguisher and Smoke Alarms

A fire blanket, extinguisher and smoke alarm are located in the property. In the event of a fire the fire assembly point is clearly marked outside the main office on the road opposite the lake.

Any fires must be reported to reception / on-site warden. Do not attempt to tackle a fire if it is not safe to do so. Please get everyone out and head to the fire assembly point. Please raise the alarm and do not go back into the property.

Emergency contact is **999** or **112** and ask for the Fire Brigade.

Emergency Light

In the event of a power cut there is an emergency torch located in the sitting area of the cabin.

HEATING & HOT TUB

Heating and Hot Water

The heating and hot water is set to a time and temperature that we hope will suit you. If you would like this altered, please see a member of our team or the on-site warden.

In the wet-room is a heated towel rail, it will be on for your arrival.

The stopcock is located in the first left low-level cupboard in the kitchen.

Hot Tub Rules and Safety Guidelines

Please read the Hot Tub Rules and Safety Guidelines in this Information Folder before using the hot tub. It is recommended that you wipe your feet before getting in.

CABIN DETAILS

Bed Linen and Towels

Bed linen and towels are provided for your stay. Please use your own towels for watersports and the beach. Please bring your own bedding for the travel cot if requested.

Induction Hob

To operate, press the unlock key button. Press the circle for the ring that you want to use and use the + and – symbol to raise and lower the heat. Ensure that the number has gone back to zero before switching off the hob. Please note that this stays hot for quite some time after use. Please take care.

Toilets

We respectfully ask you not to flush any other products down the toilets except toilet tissue. Please use the bin provided for waste.

CABIN DETAILS

Manuals and Guides

These can be found in this Information Folder.

We also have links to online information and videos for all our accessibility equipment such as the hoists. If you haven't had these in advance of your holiday, please ask reception.

Refuse

The area for waste and recycling is located in the main car park. The on-site warden will collect any bin bags left out on a daily basis from your accommodation. Please leave out in the morning and not overnight.

Recycling & Sustainability

Please use the plastic and food waste containers where provided.

Details on how our site was developed with the environment in mind can be found online:

www.childrenssailingtrust.org.uk/sustainability

CODE OF CONDUCT

Trevassack Holidays & Lake Code of Conduct

The Code of Conduct is put in place to ensure both the enjoyment and safety of everyone.

Please adhere to these rules as also advised in the Customer Obligations which are part of the Booking Terms and Conditions.

We want to ensure everyone is able to have the best experience and respectfully request the following:

- Parties are not permitted at any properties.
- When leaving the property please ensure all doors and windows are locked and closed to maintain security. For your convenience a key safe is located outside the front of the property.

CODE OF CONDUCT

- The property should be left clean, tidy and in the same state of repair as the commencement of your holiday rental. All inventory should remain inside the property. We understand that accidents can happen and ask that it is reported. Any destruction, damage, loss, defect or disrepair affecting the property or items listed on the inventory are to be reported to Trevassack Holidays as soon as it comes to the attention of the guest.
- To permit a representative from Trevassack Holidays necessary access to the property at all times without notice in case of an emergency and to inspect the property's condition and state of repair and to carry out any necessary repairs on providing reasonable notice.

CODE OF CONDUCT

- A cleaning service is not provided during the rental period. If Trevassack Holidays is dissatisfied with the condition of the property upon the customer's departure on the end date of the rental period, we reserve the right to make an additional charge if extra cleaning is necessary.
- The travel cot may only be occupied by a child aged 24 months or less at the start of the rental period.
- Do not make use of the lake or equipment at any time outside the activity hours specified by the activity timetable or without supervision from a qualified member of the Children's Sailing Trust team.

CODE OF CONDUCT

- Do not use the facilities or any equipment provided by Trevassack Holidays, or any company in its group, without prior written agreement of Trevassack Holidays companies.
- Trevassack Holidays and Lake is a non-smoking/vape site. No use of illegal drugs in or around the property or site.
- Use only the designated parking spaces allocated to the property. Unless otherwise stated, all parking spaces shall only accommodate an average sized car. If your accommodation is not provided with a specified parking space, please use the car park.
- Only use the drop off/pick up zone for short periods of time for dropping off luggage or guests.

CODE OF CONDUCT

- Guests must take full responsibility of their party – particularly those under the age of 18 within the property, grounds and in public areas. Never leave children or pets without adult supervision at any time.
- We ask guests to not cause an annoyance or become a nuisance to other occupants and to only use the grounds surrounding their property.
- Hot Tub Guidelines and Safety Instructions must be read before use.
- Care should be taken at all times near the water's edge and around the lakeside.

Trevassack Holidays Dog Code of Conduct

Please see Section 21 of the Booking Terms and Conditions.

Please note, dogs are not allowed in the Lake.

LAKE INFORMATION

Lake and River Activities

www.cstexperiences.co.uk – visit our website to book watersports and activities available during your stay at the Lake or the Helford River. Terms and Conditions apply.

Sailing

With a fleet of beautiful sailing boats here at Trevassack, you can take to the water alone or with an experienced sailor. We want to make sure you will always have a memorable sailing experience with us. There is also the opportunity to book on to a variety of sailing activities down on the Helford River between April and October.

Paddleboarding

The sheltered environment here is the perfect place to try Stand-Up Paddleboarding (SUP). With a fleet of single SUPs as well as mega-SUPs that can take up to 6 people per board, explore on your own or with the whole family.

LAKE INFORMATION

Floating Classroom

This craft allows you to just sit back and relax and be taken around the Lake and island. It can be hired for private functions.

Kayaking

Develop your skills or simply just get out on the lake and explore. We have both single and double kayaks available for hire and we can provide all the equipment needed to be out on the water.

Open-water Swimming

Whether you are new to open-water swimming or have plenty of expertise, the Lake offers an exciting opportunity for all.

Please note, all activities are subject to availability and weather conditions.

USEFUL CONTACTS

Ambulance/police/fire/coastguard: 999 or 112

Hospitals

Royal Cornwall Hospital

24-Hour Accident Emergency Department

Treliske, Truro, TR1 3LJ

Telephone: 01872 250000

Parking charges apply 24 Hours

<https://www.royalcornwall.nhs.uk>

Helston Community Hospital – Minor Injury Unit

Meneage Road, Helston, TR13 8DR

Telephone: 111 or use NHS 111 online

Free parking and disabled access

www.cornwallft.nhs.uk

Taxi Services

Kernow Cabs: 01326 4646460 - wheelchair friendly/passenger assistance

Telstar Private Hire: 01326 221007

USEFUL CONTACTS

Doctor's Surgeries

Helston Medical Centre

Dispensing Chemist Halls

Trelawney Road

Helston

Cornwall

TR13 8AU

Telephone: 01326 572637

www.helstonmedicalcentre.co.uk

Mullion Health Centre

Dispensing Chemist Boots

Willis Vean

Mullion

Cornwall

TR12 7DQ

Telephone: 01326 240212

www.mullionhealthcentre.co.uk

USEFUL CONTACTS

Dental Surgeries

Meneage Dental

41A Meneage Street

Helston, Cornwall

TR13 8RB

Telephone: 01326 574006

www.meneagedental.co.uk

The Angel Dental Clinic

Angel Centre

Tyacke Road

Helston, Cornwall

TR13 8RR

Telephone: 01326 560730

www.angeldental.org

Vets

Rosemullion Vets, Helston

www.rosemullionvets.com

Head and Head Vets, Helston

www.headandhead.co.uk

THE LOCAL AREA

The Lizard Peninsula is home to Britain's most southerly point, Lizard Point. The area is famous for its jaw-dropping cliff drops, wildflowers and for its locality of the serpentine rock. The Peninsula derives its name from "Lis-ardh" meaning fortress in old Cornish.

The Lizard is a vast space, great for walking or for discovering delightful villages nearby with the best beaches and a taste of true Cornish culture. This is an area of Outstanding Natural Beauty and home to the Cornish Chough. The chough, with its red beak and red legs, is related to the crow family and gets its name from its high-pitched 'chi-ow' call.

THE LOCAL AREA

Cornwall is renowned for its famous artists, craftsmen, restaurants, fine dining, water activities, beaches, hidden coves, walks, leisure and downtime. It is a beautiful county that we are sure you will fall in love with and want to come back again and again. There is always something going on whether it be Helston Flora Day, Porthleven Food Festival, Falmouth Week or a day trip to the Isles of Scilly.

We have made a few suggestions of places nearby that can cater for your requirements but would be very happy to give you some more of our own recommendations too.

Please just ask any member of the Trevassack Team.

THE LOCAL AREA

Local Amenities within a 5 – 10 minute drive

Mawgan

Nearest village shop with a Post Office and Stores offering fresh local meat and vegetables and delicious Cornish cheese.

www.mawganstores.co.uk 01326 221225

Cury

Thai Restaurant/Takeaway at the end of the road, also offering home delivery.

www.jumunjy.com 01326 241321

St Martin

Gear Farm Pasties. A must-try organic pasty with fabulous Cornish-grown vegetables. 01326 221150

Garras

Moon Bay Chinese restaurant/takeaway.

01326 221718

THE LOCAL AREA

St Keverne

Post Office 01326 280378

Londis shop, restaurants and the famous Roskillys ice-cream with café and walks.

www.roskillys.co.uk 01326 280479

The White Hart public house

www.thewhitehartlizard.co.uk 01326 280325

The Three Tuns public house

www.threetunscornwall.com 01326 281101

Vincent Family Butchers

01326 280252

THE LOCAL AREA

Helston

An historic town with plenty of amenities:

A range of supermarkets;

Sainsbury's (**Argos** in store & petrol station),

Tesco (with petrol station) and **Lidl**.

There is also a **Texaco** petrol station.

Tesco also has an instore pharmacy (closes for lunch), an opticians (various opening hours), a Timpson and mobile phone store. There is also a Boots Chemist and Superdrug in the main high street.

Helston also has a range of pubs and restaurants including Indian and Chinese Takeaways.

THE LOCAL AREA

Helston has a local produce Farmers' Market and Children's Amenities Park

Dales Quality and Family Butchers:
01326 574432

Helston Museum is worth a visit for local Cornish history and life:
01326 564027
www.museumofcornishlife.co.uk

Hog House Animal Feeds hold a wide range of dog food and supplies:
01326 564433

THE LOCAL AREA

Local Amenities within a 15 – 20 minute drive

Porthallow

Five Pilchards public house.

www.thefivepilchards.com. 01326 280256

Mullion

www.visitcornwall.com/places/mullion

Pubs shops and restaurants with fresh seafood and indulgent cream teas.

Boots Chemist 01326 240238

Coverack

www.coverack.org.uk

Picturesque Cornish fishing village with pubs shops and restaurants

Gunwalloe

Halzephron public house:

www.halzephron-inn.co.uk

and the famous church on the beach

THE LOCAL AREA

Porthleven

www.visitcornwall.com/places/porthleven

Village with a working fishing port bringing in daily fresh fish Quay Side 01326 562008 which can be purchased from the wet fish shop or prepared in many of the delightful restaurants in the town. Fishing trips can also be arranged.

Clothes shops and lots of local artist craft shops as well as Boots Chemist.

Open-stalls market on Tuesdays and Sundays.

Sandy beach but tidal.

More information can be found on trevassackholidays.com/local-area

PLACES TO VISIT

We can recommend so many places for you to visit during your holiday as Cornwall is full of beautiful places from dramatic coastlines to long sandy beaches revealing their gorgeous rockpools to rural countryside and woodland walks, to the Heritage sites of Cornish Tin mines.

Please ask any member of the Team here at Trevassack for local information or take a look at the websites below.

www.cornwall365.com

Events that are on during your stay in Cornwall

www.visitcornwall.com

Visit Cornwall Tourist Board Information

PLACES TO VISIT

www.nationaltrust.org.uk

[/days-out/days-out-in-cornwall](http://www.nationaltrust.org.uk/days-out/days-out-in-cornwall)

National Trust properties, gardens and beaches in Cornwall

[www.treasuretrails.co.uk/things-to-](http://www.treasuretrails.co.uk/things-to-do/cornwall/lizard)

[do/cornwall/lizard](http://www.treasuretrails.co.uk/things-to-do/cornwall/lizard)

Treasure Trails on the Lizard - fun for all the family

www.cornwalls.co.uk/weather/tide_times.htm

Cornwall Tide Times and Weather

[www.visitcornwall.com/about-cornwall/blogging-](http://www.visitcornwall.com/about-cornwall/blogging-cornwall/accessible-cornwall)

[cornwall/accessible-cornwall](http://www.visitcornwall.com/about-cornwall/blogging-cornwall/accessible-cornwall)

Accessible Cornwall's guide to an accessible day out