

Access Statement for Portmellon Cove Guest House - 2010



Introduction

Portmellon Cove Guest House is a luxury, five star, licensed establishment offering three (four poster, king-size double and twin) en-suite guest rooms all with sea views. We aim to provide our guests with holidays in comfortable and peaceful surroundings with a special emphasis on personal service. We are located on a hill and have rooms on three different levels. There are therefore steps into the house and between rooms. We do not have a lift and therefore, regrettably, are not suitable for wheelchair users.

Pre-Arrival

- We are located in a quiet, elevated position in Portmellon, which is three quarters of a mile from Mevagissey.
- We overlook a peaceful cove and countryside and, as we are fairly remote, are not ideally suited to those travelling without a car.
- The nearest shops are in Mevagissey which is a strenuous fifteen minute walk away or a few minute drive down a very narrow, two way road
- The nearest bus stop is in Mevagissey and buses run regularly to St Austell (6 miles away) and The Lost Gardens of Heligan (3 miles away)
- The nearest train station is in St Austell, which is on the main line from Penzance to London Paddington.
- Car hire is available from Truro station, which is about 18 miles from us.
- Taxis are usually available at the station but we can book one for you in advance if required.
- There is one local taxi who is happy to take guests the short distance into Mevagissey and back. We can make bookings in advance for you if required.
- Brochures are available either printed or are downloadable from our website. We regret that we do not have the facilities to prepare documents in braille.
- Our comprehensive website, www.portmellon-cove.com, provides pictures of our accommodation and further information about the services we provide.
- You can contact us by email, telephone or post. Please see the 'Contact Information' section of this document for full details.

Arrival & Car Parking Facilities

- On booking an estimated time of arrival is requested so that we can ensure that we are here to welcome you.
- To ensure your accommodation is ready we ask that guests do not normally arrive before 2.00 pm. Earlier arrival may, however, be possible by prior arrangement.
- On arrival at the guest house there is a large entrance with a sign
- There are no marked parking bays but there is ample, free parking for up to five cars
- The drive slopes downwards and is tarmac and brick
- There are five (7 inch) steps down to the front door
- We are happy to assist guests with luggage
- Our sign, drive and porch are illuminated at night.
- We do not normally allow children under 12 years of age
- We do not allow dogs
- Access by bell

Main Entrance, Reception & Ticketing Area

- The front door has one step and is side opening
- The front door is always locked but we have a doorbell on the right, which is one metre high and lit. The door can be opened from the inside without a key.
- The entrance hall is well lit, has a good colour contrast and is carpeted.
- From the entrance hall there are three (8 inch) stairs leading up to the dining room/lounge and ten steps (8 inch) leading down to the bedrooms.
- All stairs have wooden spindles, handrails on both sides and are carpeted.
- Tariff, no smoking sign, award certificates and a picture are displayed on the wall.
- There is a shelf over a storage heater with flowers and business cards on it.
- We always personally greet guests on arrival and show them to their rooms and then around the property.

Public Areas - Hall, Stairs, Landing, Corridors etc

- From the entrance hall guests go up three carpeted (8 inch) stairs to the upper corridor
- The upper corridor contains a large map of Cornwall, a notice board, (displaying local events, a printout of the local weather and business cards from various restaurants and local businesses) and a large mirror.
- There is also a small, semi-circular table with flowers on it.
- From this corridor you turn left into the dining room and lounge.
- From the entrance hall guests reach their accommodation by going down ten (8 inch), carpeted stairs with handrails on both sides.
- Downstairs there is a small hallway containing a display cabinet and two bookcases containing books and games for guests' use.
- This leads into another corridor which contains four, large, mirrored wardrobes.
- All areas are well lit, have emergency lighting and are carpeted.
- All three, guest bedrooms are on this level (please see section 'Bedrooms' for more information)
- The property benefits from central heating throughout which is supplemented by storage heaters and an open fire in the lounge during colder weather.

Public Areas - Sitting room, lounges, lobbies etc

- There is a large 'L'-shaped guest lounge/dining room accessible from the upper corridor by double doors that are always open.
- The dining room contains three circular wooden tables for two, which are dressed with linen tablecloths and napkins.
- A larger table for up to six guests can be arranged for groups of friends/family who wish to dine together.
- Six high-backed leather-dining chairs accompany the tables.
- The dining room is a large bright room with sea and countryside views and sliding patio doors, which lead out onto a wooden balcony with railings and flower troughs.
- There is also a sideboard, display cabinet, coffee machine and a desk displaying a large selection of local information and maps.
- Adjoining is the lounge area which contains a leather 3-seater sofa and armchair, two coffee tables with magazines and an open fireplace.
- Access to a further lounge/TV area is up a small (3 inch) step.

- This lounge has another 3-seater leather sofa, armchair and footrest, coffee table, rotating bookcase and TV.
- All areas are well lit and fully carpeted.
- Background music is played quietly during breakfast from a CD/radio player in the lounge.
- We are licensed for the sale of alcohol.

Public WCs

- All bedrooms are en-suite and there is no public WC available.

Restaurant / Dining Room, Bar & Bar area, Take Away & Cafe

- Our dining room and lounges are located off the upper corridor.
- Please see 'Public areas - Sitting room, lounges, lobbies etc' for further information

Bedrooms & Sleeping Areas

- Guest bedrooms are located downstairs off the lower hallway and mirrored corridor.
- We have three en-suite bedrooms which are all fully carpeted.
- All beds are made with fitted and top sheets and synthetic duvets and pillows. The duvets are 4.5 tog in the summer and 10.5 tog in the winter. Warmer/cooler duvets and spare pillows are stored on the top shelf of each wardrobe.
- There is a leather folder in each bedroom which contains detailed information about the facilities offered, the local area, things to do and details of emergency contacts including doctors and hospitals.
- 'EDEN' room is located off the lower hallway into a dressing area complete with triple fitted wardrobes, tea and coffee making facilities and a minibar (fridge).
- From dressing area there are two 6-inch steps down through an arch into the bedroom, which contains a king-size (5 ft), wooden four poster bed.
- There is an extensive range of fitted walnut furniture consisting of drawers, shelves, a coffee table, a 2-seater, recliner sofa, large patio doors which slide open to provide access to the garden (down steps) and a rug.
- There is a 26" wall-mounted, flat-screen TV/DVD player which has freeview, teletext and a remote control.
- There are wall lights, bedside lamps, a trouser press, a full length mirror, other mirrors and pictures and a CD/radio alarm clock.
- 'HELIGAN' room is located off the mirrored corridor into a dressing area complete with triple fitted wardrobes, tea and coffee making facilities and a minibar (fridge).
- Through small arch to main bedroom which has a king-size divan bed, drawers, dressing table, fitted bedside tables, two tub chairs and a door out into the garden (with 6 inch step).
- There is a 26 inch wall-mounted, flat-screen TV/DVD player which has freeview, teletext and a remote control.
- There are wall lights, bedside lamps, a trouser press, a full-length mirror, other mirrors and pictures and a CD/radio alarm clock.
- 'LANHYDROCK' room is located off the mirrored corridor.
- Enter into a small corridor which leads to the bedroom containing two twin 3 ft beds which zip together to make a super-king-size 6 ft bed if required.

- Arched alcove, which contains three drawers, large mirror with light over and hair dryer.
- Bedside tables, tea coffee making facilities, mini bar (fridge), double wardrobe and full-length mirror.
- Door out into the garden via a small balcony and four (8 inch) steps.
- Wall lights and bedside lamps.
- Wall-mounted TV/DVD player with freeview and remote control.

Bathroom, Shower-room & WC [Ensuite or Shared]

- Each bathroom has bath sheets, hand towels, flannels and bathrobes for use during your stay.
- EDEN BATHROOM is accessed from the dressing area.
- Large en-suite with corner bath (21 inches high), low level toilet and bidet.
- Big sink with mixer pull up taps, pull on light and shaver point.
- Step in separate electric shower in glass enclosure.
- Shelves, radiator and heated towel rail.
- Outside window with vertical blinds.
- Tiled floor to ceiling with contrasting decor and vinyl flooring.
- HELIGAN BATHROOM is accessed from the dressing area.
- Step in bath (21 inches high) has turn on mixer taps and hand rail. With pull on electric shower over and concertina shower screen.
- Wooden unit containing sink (with turn on mixer taps), cupboard under and concealed cistern wc.
- Mirror over sink with light over and a shaver point.
- Fully tiled walls and tiled floor with underfloor heating.
- Fan operated by main light switch
- LANHYDROCK BATHROOM has a large double-size shower enclosure housing a pull on electric power shower.
- Wooden unit containing sink (with turn on taps) with cupboard under and concealed cistern wc.
- Mirror over sink and a shaver point.
- Independently operated heated towel rail.
- Window with vertical blinds
- Tiled floor to ceiling with contrasting decor and vinyl flooring.
- Fan operated by main light switch

Grounds and Gardens

- We have a large, quite steeply sloping downwards garden with many mature shrubs, plants and flower containers.
- We have three large decks.
- Eden deck is accessible from the Eden room via two (8 inch) steps to the paved path and then down a further four (7 inch) steps to the deck. On the deck there is an arbour and a table with two chairs. On the paved path there is a wooden bench. To the left of the paved path is another paved patio area with walled flower beds and a bench. All areas have extensive sea views.

- The Heligan deck is accessed by stepping out of the Heligan room onto a paved path and then onto the lawn. Large deck and adjoining patio are furnished with a table and two chairs and a picnic bench.
- Outside Heligan room there is also a bench with table in the middle.
- The Bottom deck can be reached by walking from the paved path onto the lawn and down the sloping grass. Bottom deck has a picnic bench with parasol and an arbour containing a swing.
- Two cushions are available in each room for use in the garden.
- Please see photographs of our garden on our website (www.portmellon-cove.com)

Additional Information

- The guest house has an interlinked smoke alarm system which is very loud. Please advise us if you have a hearing impairment and might not hear this.
- Fire procedure notices are displayed in each bedroom and there is a fire extinguisher at the entrance hall and one in the kitchen.
- The building can be evacuated from the door in each bedroom, the front door or a side door located off our kitchen (situated off the upper corridor).
- We do not permit smoking in the house but you may smoke in the garden. Please request an ash tray.
- We are happy to cater for vegetarians, special diets or any particular likes or dislikes. Please advise us of these before your arrival.
- Medication which needs to be refrigerated can be placed in the minibar fridge or in our fridge if necessary.
- Mobile phone reception is very good for most networks. Guests are welcome to use our telephone for a nominal charge.

Address:

121 Portmellon Park
 Mevagissey
 St Austell
 Cornwall
 PL26 6XD

Telephone: 01726 843410 or Mob: 07747 440002 (Sarah) or Mob: 07766 700782 (Roy)

Email: stay@portmellon-cove.com

Website: www.portmellon-cove.com

Hours of operation: We are open all year except Christmas

Check in time is from 2.00 pm

Check out time is by 10.00 am

Contact Telephone and Email Address

We welcome your feedback to help us continually improve if you have any comments please phone 01726 843410 or email stay@portmellon-cove.com

Amended : March 2010