



Notes for Visitors

Trevanion House Holidays
01208 814903
www.trevanion.co.uk
enquiry@trevanion.co.uk

Your Stay



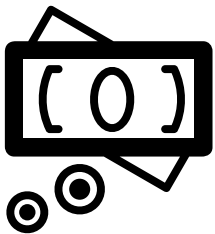
Care Support Form

For all guests, it is essential that a care support form is completed four weeks before the guest visit. (Note: If you have previously completed a care support form online then you can login to our internet site, obtain the previous care support form and update it).



Medication (if applicable)

Holiday organisers should ensure that guests travel with sufficient medication for their stay and day of return travel. It is also helpful to ensure that excessive amounts are not packed. For guests who wish Trevanion House to look after their medication, please refer to our medication information letter.



Spending Money

Guests need to bring additional spending money for snacks, drinks, bar drinks, postcards and souvenirs. Guests need to bring their money in small note denominations. We recommend a minimum of £100-£150 per person, per week, although those travelling independently may also need an additional amount.

For guests not using our bank service a deposit of £20 will be required at check in. This is to cover purchases such as drinks from the bar, souvenirs and items from Cafe Trevanion.

Any outstanding care charges or pre-booked additional arrival and departure day care charges are due for payment on arrival.

Your Stay



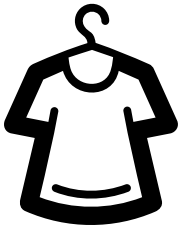
Meals

We provide all meals from the first evening, to breakfast on the final morning. We are also able to provide a picnic lunch, at a cost of £5.00 for the return journey.



Drinks

There are facilities for making tea or coffee on the first floor. Chilled water is available at all times. Trevanion House holds a premises licence, non-alcoholic and alcoholic drinks are available throughout the day and evening.



Laundry Services

A laundry service can be provided at an additional cost. All items washed and dried, not ironed. A full load is £11.50 and a half load £7.00.



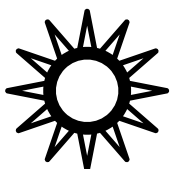
Towels

We provide towels for use in the rooms. We do not provide towels for use at the beach or for swimming.



Clothing

We recommend that each visitor brings with them a waterproof coat and comfortable footwear.



Sunscreen

In the Spring and Summer months we would recommend that you bring with you a sensible factor sunscreen and suitable sun hat.

Your Stay



Telephone Calls

Guests are welcome to receive telephone calls. Generally, as guests are out during the daytime and throughout the evening often involved in various activities, a good time to receive calls is between 17.30 and 18.30.



Postcards

If you are wanting to send postcards to friends, carers or family members and you need support to write those postcards, then it is helpful that you bring with you a list of names and addresses.



Smoking

Trevanion House has a **NO SMOKING** policy. Smoking is only allowed in designated outside areas. Anyone found smoking within the premises may have to pay a fixed penalty or a fine in the case of prosecution and conviction.



Arrival & Departure

Please note that Trevanion House is closed between 11am and 3pm on Arrival/Departure days.

Arrival time is between 3pm-5.30pm
Departure time before 11am

We are, if notified in advance, able to provide support services at an additional charge out of these hours, for more information please read the Travel leaflet or contact us on: 01208 814903.



Travel

Trevanion House Holidays
01208 814903
www.trevanion.co.uk
enquiry@trevanion.co.uk

Travel

We need four weeks notice of your travel arrangements and require confirmation. You can do this online via our website www.trevanion.co.uk or by completing our Travel Arrangements Form.

Arrival & Departure

We ask that you arrive at Trevanion House after 3.00pm when staff will be here to greet you. Arrival by 5.30pm means that you will have time to settle into your room before the evening meal. On departure days we ask that you leave before 11.00am.

If you are not able to make travel arrangements to fit into these times, we can, if notified in advance offer support services at an additional charge of £10 per hour. The support service should be booked when advising us of your travel details.

Trevanion House will be closed on Arrival Days between 11am and 3pm.

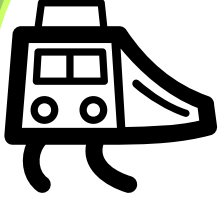
Early arrivals or late departures, that we are not notified of in advance, will be charged at a rate of £30 per hour.

*Travel Assistance

Booking travel assistance with your travel operator can help ensure you have the support you need when making your journey. You can get help with your luggage, check-in and peace of mind you get off at the correct destination.



Travel



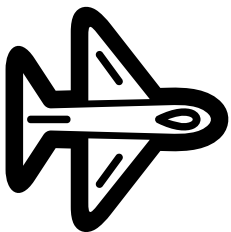
Travelling by Train

We collect from Bodmin Parkway, this is the nearest train station to us. We are over 12 miles of country roads from the station. When informing us of your travel arrangements, please let us know if you need a staff member to wait with you at the station before you depart. There are stairs and a bridge to cross when departing from the station. You will need to be able to carry your luggage up the stairs and across the bridge on your return journey. *Travel assistance can be booked in advance with your rail operator,



Travelling by Coach

We collect from Wadebridge station. If your coach arrives later than 6pm you will need to contact us by mobile phone (there is no public phone nearby) to arrange for collection or to organise a taxi to bring you to Trevanion House. *Travel assistance can be booked in advance with the coach company



Travelling by Air

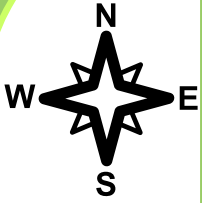
We collect from Newquay Airport. In addition to your flight times, please inform us of the time you need to be at the airport for your return check-in and flight. *Travel assistance can be booked in advance with the airline.



Travelling by Car

Please ensure drivers are notified of the time you have arranged to check-in and depart Trevanion House. For directions on how to find us, see the back of this leaflet.

Travel



How To Find Us



Coming across the old bridge, at the next mini-roundabout turn left and go through the town. If coming past Lidl's, at the mini-roundabout go straight across and through the town. Next, take the 2nd exit at the mini-roundabout (Regal Cinema should be on your right) onto Trevanion Road. Continue up the hill and turn off at the fourth turning (you should see our Trevanion House Holidays sign) Trevanion House will be on your right. Turn right into our car park.

If using a SatNav, our Postcode is: PL27 7PA



Trevanion House Holiday's Top Tips:
We highly recommend booking the free Travel Assistance Service available from your travel operator!



Don't forget to use your Trevanion House Holidays red luggage labels! These help us recognise you and your luggage, especially if getting off a busy train or coach.