

a great big hello

from Mullion Cove!

darwin
escapes

Browse through our **useful information guide** to find everything you need to know about our resort, the local area and important information.

- 2 Resort map
- 3 Important information
- 4 Explore the local area
- 5 Country code
- 6 Let's explore the UK
- 7 Enjoying your hot tub
- 8 Resort rules

helpful contacts:

medical

NHS Direct	111
Helston Community Hospital	TR13 8DR 01326 430 200
Smile:Together	TR13 8AB 0333 405 0290
Head & Head Vets	TR13 0LW 01326 572 216
Rosemullion Vets	TR13 8RR 01326 572 596

local pubs

The Mounts Bay Inn	TR12 7HN 01326 240 221
The Old Inn	TR12 7HN 01326 240 240

supermarkets

Co-Op	Nansmellyon Road TR12 7DQ
Spar	Churchtown, Mullion, Helston TR12 7HQ
Sainsbury's	Clodgey Lane, Helston TR13 8BN

travel & taxis

Telstar Taxis	01326 221 007
National Rail Enquiries	08457 484 950
First Group Buses	08712 002 233

Key:

-  fire assembly point
-  fire points
-  waste or recycling
-  parking
-  water station
-  reception
-  maintenance



MULLION COVE
COASTAL RETREAT

Fire & gas safety

Please refer to the in-unit Emergency Information and Site Map as to what action to take in the event of fire or gas related incident.

PEEPs

If you foresee requiring evacuation assistance (e.g. deaf/hard of hearing, mobility needs) please notify reception so we can prepare a PEEP (Personalised Emergency Evacuation Plan)

Smoking/vaping

Smoking or vaping is not permitted in any of our holiday homes or publicly used buildings. We appreciate your cooperation.

Blind cord safety

Blind cords and chains are used to adjust and operate blinds, and can potentially pose risk to young children. To avoid strangulation or entanglement keep all blind pulls and loops out of reach.

BBQ safety

If you would like to have a BBQ during your stay, please use the BBQ stands that are available at reception. Do not place on grass or decking. Please use disposable BBQ's only.

To prevent the outbreak of fire, soak with water immediately after use, leave overnight and ensure it is cold before discarding in our refuse bins.



Check out

We know - no one wants their holiday to end! When it's time to leave, we kindly ask that you leave your holiday home as you found it, so our next guests can enjoy the same cosy comforts that you have.

We politely ask our guests to **check out by 10am** on the day of departure.

Please ensure on departure, that all belongings are removed and all rubbish is taken to our refuse areas.

Please leave your keys with reception or drop them into the key drop box.

Thank you - it really helps us out! We look forward to welcoming you back soon!

Pets

We love welcoming your four-legged friends to our resorts! However, when outside the holiday home, please ensure that your dogs are kept on leads at all times. Please help us to keep communal areas clean and use the dog bins provided (in the bin areas) to dispose of dog waste.

For safety and so that your fur buddy doesn't get lonely, please do not leave them alone in the holiday home at any point.



We're planet kind!

We love our planet and we know you do too; that's why our resort operates a recycling system, to make sure we can keep our resorts clean and green.

You'll find a general waste bin in your accommodation, and your nearest bin bay for recycling can be located on your resort map.



general household waste

Non-recyclable packaging, food waste, etc.



dry mixed recycling

Cardboard, plastics, paper, tin cans etc.



mixed glass

Bottles, jars etc.

Please make sure all recycling is clean and dry to avoid contamination.

Thank you for working with us to keep our world happy and healthy!

Winter conditions ❄️

During the winter months the resort, accommodation decking and steps can become icy, we do ask that you please take care when:

- Walking around the resort
- Walking down your accommodation steps, using the handrails provided
- Walking around your accommodation's decking, using the handrails provided
- Wear suitable footwear with grip

your time to **explore**



discover the local area

Whether you're looking for a peaceful beach retreat or a seaside adventure, you'll find whatever you're looking for at Mullion Cove.

As well as the many attractions, the scenery and local wildlife are major features of Cornwall, with coastal pathways offering dramatic views. There is also lots of beaches to be explored where you could partake in a spot of wild swimming.

Pendennis Castle

Built between 1539 and 1545 by King Henry VIII it has protected our shores for over 400 years. Learn about the fascinating history and enjoy the panoramic views of the area..

Cornish Seal Sanctuary

Part of the SEA LIFE Trust, and a wonderful sanctuary for seal pups. Founded in 1958 when a baby seal washed up on the beach, the centre is fun and educational with daily talks and feeding times.

Dog friendly beaches*

There are many dog friendly beaches in the local area for your pooch to explore:

- Polpeor Cove
- Kennack Sands Beach
- Housel Bay
- Porthcurno Beach
- Church Cove, Gunwalloe
- Poldhu Cove
- Kynance Cove

*Restrictions may apply,
[click here to find out more.](#)

[click here to see the full list of dog friendly beaches in Cornwall](#)

Poldark Mine

A traditional 18th Century Tin Mine with guided tours, museum and café. The mine features in the popular TV series Poldark, starring Aidan Turner.

St Michael's Mount

St Michael's Mount is a tidal island joined to the mainland by a cobbled causeway. Each year, thousands of visitors from across the globe come for its rich history, natural beauty, subtropical gardens and, of course, iconic castle.

Lizard Lighthouse

The twin towers mark the most southerly point of mainland UK. Enjoy breathtaking views from the top of the lighthouse, while the children can get stuck in with the interactive displays.

Trebah Gardens

A beautiful valley garden with a 4 mile footpath to explore. Visit the bridge which inspired the world famous Monet painting, or watch a play performed at the picturesque Amphitheatre.



country code

1 Please be mindful and respect the needs of local people and visitors alike – for example, **don't block gateways, driveways or other paths with your vehicle.**

2 When riding a bike or driving a vehicle, **please slow down or even stop for horses, walkers and farm animals** and give them plenty of room. By law, cyclists must give way to walkers and horse-riders on bridleways, so please keep this in mind when you're out cycling!

3 Please cooperate with people at work in the countryside. For example, keep out of the way when farm animals are being gathered or moved and follow directions from the farmer.

4 A farmer will normally close gates to keep farm animals in but may sometimes leave them open so the animals can reach food and water. The most important thing to remember is to leave gates as you find them or follow instructions on signs. When in a group, make sure the last person knows how to leave the gates.

5 **Please follow paths** unless wider access is available, such as on open country or registered common land (known as 'open access land'). It might sound obvious, but please ensure that you leave machinery and farm animals alone – don't interfere with animals even if you think they're in distress. Try to alert the farmer instead.

6 When strolling through our beautiful countryside, use stiles or gaps in field – climbing over walls, hedges and fences can damage them and increase the risk of farm animals escaping.

7 We all have a responsibility to protect the countryside, so make sure you don't harm animals, birds, plants or trees and try to leave no trace of your visit.

9 Litter and leftover food doesn't just spoil the beauty of the countryside, it can be dangerous to wildlife and farm animals – so please always take your litter home with you.

10 Fires can be as devastating to wildlife and habitats – be careful with naked flames and cigarettes at any time of the year.

11 We know that you **love** your dog – but local wildlife might not! When you take your dog into the outdoors, always ensure it does not disturb wildlife, farm animals, horses or other people. Please keep your furry friend under effective control: **keep your dog on a lead, or keep it in sight at all times**, be aware of what it's doing and be confident it will return to you promptly on command. Please ensure it does not stray off the path or into an area where you do not have a right of access.

Please follow the country code, and help us keep our nation's countryside running smoothly.

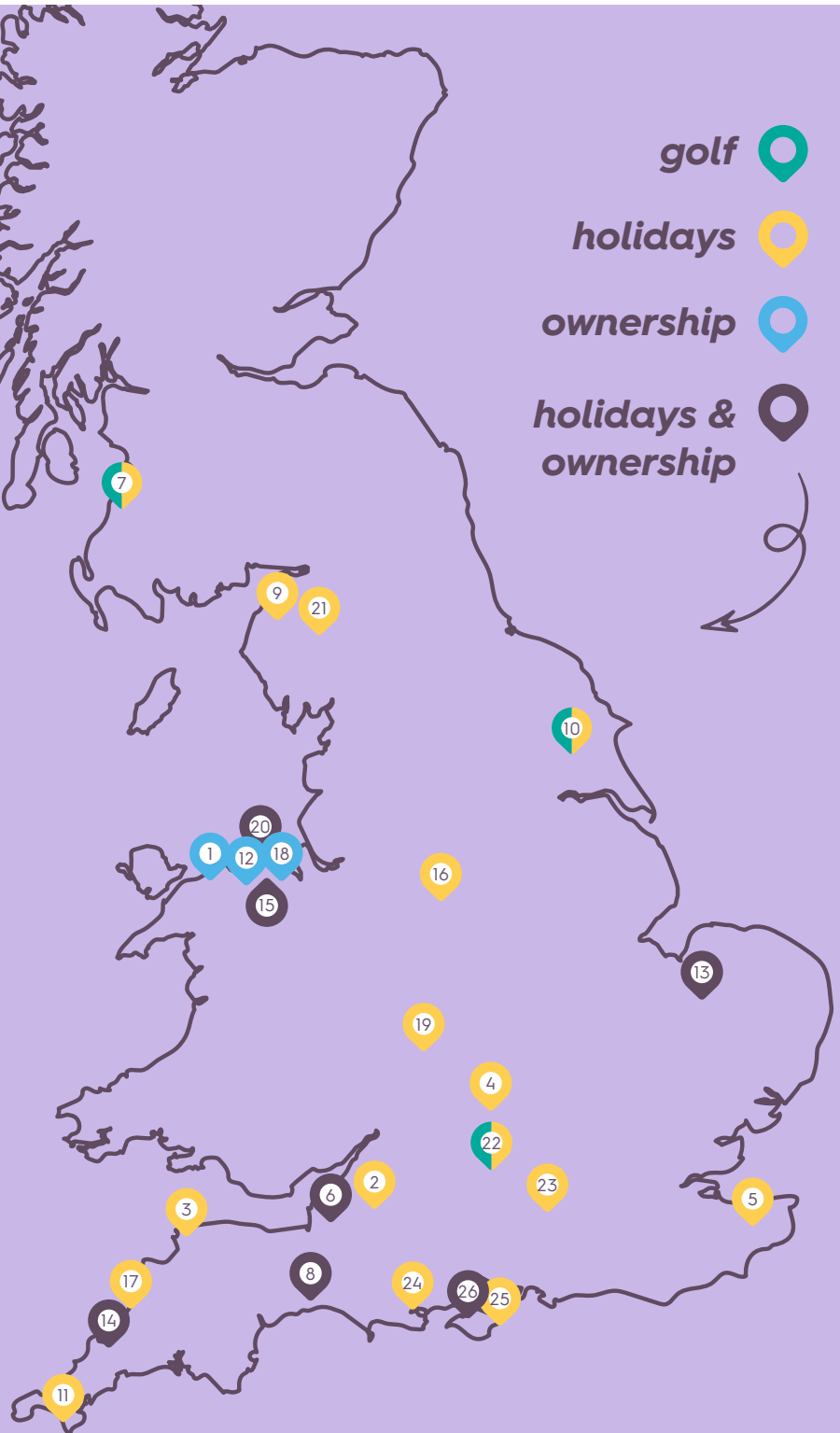
Ticks love to live in the countryside too, please check your four legged friends and yourself after your ramble for any unwanted hitchhikers.

lets explore 26 unique

resorts

26 locations

1. Aberconwy Resort & Spa
2. Bath Mill Lodge Retreat
3. Beach Cove Coastal Retreat
4. Blenheim Palace Lodge Retreat
5. Canterbury Reach Lodge Retreat
6. Cheddar Woods Resort & Spa
7. Dundonald Links
8. Hawkchurch Resort & Spa
9. Keswick Reach Lodge Retreat
10. Kilnwick Percy Resort & Golf Club
11. Mullion Cove Coastal Retreat
12. New Pines Holiday Home Park
13. Norfolk Woods Resort & Spa
14. Piran Meadows Resort
15. Plas Isaf Lodge Retreat
16. Rivendale Lodge Retreat
17. Sandymouth Holiday Resort
18. Seaview Holiday Home Park
19. Stratford-upon-Avon Lodge Retreat
20. Talacre Beach Resort
21. Thanet Well Lodge Retreat
22. The Springs Resort & Golf Club
23. Tilford Woods Lodge Retreat
24. Wareham Forest Lodge Retreat
25. Woodside Bay Lodge Retreat
26. Woodside Coastal Retreat



[click here to view our interactive map and find out more](#)

from short breaks to owning your very own holiday home
explore 26 beautiful destinations around the UK

brought to you by
darwin
escapes

hot tub safety

instructions & disclaimer

The following information is provided for your safety and well-being. Wherever there is water, there is a danger of drowning. Please act sensibly and be aware of the risks.

Hot tub safety

Do not use the hot tub if you are pregnant or have a medical condition (high blood pressure, heart condition, diabetes etc) or serious illness which may affect your reaction to heat. Check with your doctor first.

Keep your usage to short durations with cool down breaks in between. It is very easy to overheat and become dehydrated without noticing - 15mins at a time is the recommendation.

Children under the age of 8 cannot use the hot tub. Young children struggle to regulate their core temperature and become dehydrated more quickly.

Children aged 8-16 must be supervised and accompanied by an adult.

Do not use after 9am on the morning of check out. From this point onwards our staff chemically treat and drain ready for the next guests.

Hard surfaces will be slippery when wet especially when barefoot. Take care and use towels provided.

Do not use the hot tub if you feel unwell or are sensitive to chlorine or bromine.

Keep your head above water - chlorine or bromine can irritate eyes and sensitive skin.

Do not use after a large meal within the previous hour or after the consumption of alcohol.

Do not use glass containers in or around the hot tub area.

Do not use electrical equipment in or around the hot tub area.

Smoking/vaping is strictly prohibited in or around the hot tub area.

Do not consume food or drink in or around the hot tub area.

No jumping or diving into the hot tub.

We do not recommend using the hot tub if you are on your own.

Water quality

For your safety, we will carry out short tests on your hot tub each day of your stay - to complete these, the team will need to briefly gain access to your hot tub.

Please shower prior to use and do not add oils, bubble bath or any other products. Residual or added products affect water conditions and impact the effectiveness of the disinfectant agent.

Chlorine or bromine is released into the hot tub from an inbuilt dispenser. Please do not interfere with or open these. The disinfectant flow rate has been pre-set by our staff and is monitored and adjusted in-line with the daily testing.

Thank you for your cooperation with these testing and treatment measures, in place for your safety and comfort.

Using the hot tub

Please act sensibly and be courteous to other guests around you. Do not use the hot tub after 11pm.

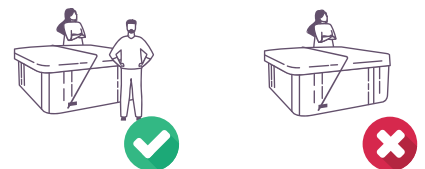
Remove any jewellery as the chemicals can damage metals and precious stones.

Do not attempt to change any settings or the temperature (with the exception of use/selection of jets) - if you need assistance please ask a member of the team.

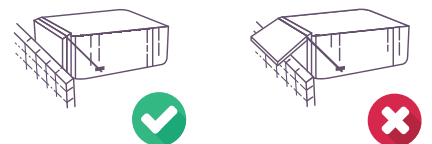
Do not exceed the hot tub capacity i.e. the number of seats.

Opening & closing the hot tub lid

1 Lids can be heavy so ensure two people lift up the lid, one at each side, using the handles provided. This will be easier to lift and puts less strain on the lid hinges.



2 Fold the front half of the lid back and then carefully lift lid from the side, to close, please do the reverse.



3 Some hot tubs require the lids to be secured, please use any balustrade straps or chains provided to secure the lifting arm. Remember to release these prior to closing.



Raised lids (even when secured) are vulnerable to damage in strong winds which may lead to injury. Guests are advised to use with caution and close and clip down where conditions dictate.

Please do not leave the hot tub unattended at any time while the cover is off - water is a safety risk to children and any blown debris (leaves etc) can block filters. Replace the cover as soon as you get out and fasten the clips.

Do not sit or stand on the hot tub lid.

resort rules



These resort rules are in place for the good management of the resort and the benefit of all who use it. These rules apply for the duration of your stay. The expression 'you'/'your' means the holiday guest and the expression 'we'/'us'/'our'/'resort' refers to the resort owner and/or manager.

1 Your accommodation may not be used for sleeping a number of persons greater than the 'maximum sleeping capacity' stipulated in your holiday booking.

2 It is your responsibility to ensure that all occupants of your accommodation adhere to the resort rules. You are responsible for all the occupants' behaviour whether you are in the resort or not. No under 18s are permitted to stay on their own without a responsible adult being present during their stay.

3 You and your occupants agree to respond to any reasonable request that from time to time may be deemed necessary by the resort management as a result of circumstances such as, but not limited to; Health & Safety, and Acts of God.

4 For the protection of all we are entitled to remove anyone from the resort who acts in a manner likely to upset, continuously annoy, or provoke any holiday guest or staff member, and/or who uses racist language, acts in a verbally abusive manner, physically assaults or threatens to physically assault any person, carries any dangerous weapon, commits any acts of vandalism or arson, or who is guilty of a criminal offence.

5 Please do not discharge into the drains any cooking fats, bleach or other substances that may block or damage our site sewage system. Do not dispose in the toilet any nappies, feminine hygiene products, cotton buds, facial wipes or cleaning cloths. Foreign objects block the drain systems and cause inconvenience to other holidaymakers.

6 Please ensure you and your occupants refer to the Emergency Information and Site Map and know the location of the nearest Fire and Assembly Point. Do not store any flammable liquids in or under your accommodation.

7 We do not permit traders, contractors or salesmen access to the resort except with our prior consent.

8 Alcoholic drinks may be consumed only in the immediate vicinity of your accommodation and within the licensed venue of the resort.

9 No dogs, pets, or animals of any kind may occupy a non-pet unit without the prior permission of the resort manager.

a. Where allowed, all pets must be kept under proper control at all times. Pets are allowed in the dedicated pet area of the bar.

b. Dogs must be kept on a lead at all times (whilst out of the accommodation).

c. All fouling should be disposed of immediately in an appropriate manner.

d. The following breeds of dog are not permitted anywhere on the resort at any time - Pit-Bull Terrier, Japanese Tosa, XL Bullies, Dogo Argentino, Fila Brasileiro as well as any other breed at the resort manager's discretion.

10 Smoking/vaping is prohibited in the accommodation and other enclosed areas of the resort.

11 Holidaymakers are requested to use the designated footpaths and roadways where possible, but where pedestrian access between accommodations is unavoidable such use must always be exercised with due care and attention to the expectations of other holidaymakers at all times.

12 The quiet enjoyment of all other holidaymakers must be respected at all times.

a. Please respect the privacy of other holidaymakers and keep noise to a minimum between the hours of 9.00pm and 12.00am with absolute quiet between 12.00am and 7.00am.

b. Barbecues must finish by 11.00pm. Please check with reception if your accommodation permits the use of barbecues.

13 No motor vehicles are to exceed the speed limit of 10 miles per hour and all drivers must observe all one way systems and directional signage at all times. All vehicles must be parked only in the designated parking areas provided and must have a current MOT Certificate (where appropriate) and current insurance cover. No vehicle is to be left unattended and permanently parked on the resort. No learner drivers. No motor bikes, quad bikes or go-peds are allowed on the resort without the express written permission of the resort manager. This applies to both petrol and electrically driven vehicles. Be aware that all roads are subject to normal highway regulations.

a. All drivers operating vehicles on the resort shall agree to produce their relevant vehicle driving licence and vehicle insurance documents on the request of the resort manager.

b. Driving any vehicle on resort whilst under the influence of drink or drugs is not permitted.

c. The Road Traffic Act applies on all roads and car parks on this resort.

d. The company strongly advise the use of protective clothing for all users of cycles and scooters on the resort, such as helmets and high-vis jackets. Parents are to ensure that children using pedal cycles and scooters on the resort are supervised by a responsible adult at all times.

14 Boats and trailers are only allowed on the resort if parked in the designated areas; the destination of which is solely at the management's discretion. Boats and trailers are not permitted to be parked beside any accommodation at any time.

15 Repair and maintenance of any motor vehicle, boat or similar is not permitted anywhere on the resort. No vehicle shall be used as an alternative or additional sleeping accommodation.

16 No structure (including but not limited to) gazebos, lazy spas etc should be placed on the decking area or between the accommodations without the knowledge and approval of the resort manager.

17 No ball games are permitted on the resort.

18 Litter must be disposed of in the litter bins provided. Do not leave litter or rubbish next to any full bin. If it is full please use another and inform the reception desk or a staff member that the bin is full.

19 No business can be operated from the accommodation.

20 White goods must not be disposed of on the resort.

21 The displaying of flags is not permitted for any reason.

22 Washing lines are not allowed on the resort.

23 **You must not:**

a. Commit any criminal offence at the resort or use the accommodation in connection with any criminal activity.

b. Commit any acts of vandalism or nuisance.

c. Use fireworks.

d. Keep or carry any firearm or any other weapon at the resort.

e. Use any unlawful drugs.

f. Permit anyone who is to your knowledge on the Sex Offenders Register compiled under the Sex Offenders Act 1997 to use or visit the accommodation.

24 No vehicles over 5 metres in length and more than 2.2 metres in height, including any; high-sided vehicles, lorries, recovery vehicles, transporters, mini-buses, coaches, articulated tractor units and anything of similar specification are allowed to be parked outside the accommodation.

25 No motor homes, touring caravans or boats of any kind are to be parked outside the accommodation at any time. The above vehicles will not be allowed to stay overnight on resort property unless it is part of an organised event of contracted works organised by the resort management team.

26 No remotely piloted aircraft systems or unmanned aerial vehicles, such as drones or model planes, are permitted on the resort.

27 Please follow good hygiene practices throughout your stay. Wash your hands regularly and look out for our hand sanitiser stations situated around the resort.