

Hello.

Thank you for choosing our park for your holiday break, we are delighted to **welcome you to Stonerush Lakes**, your break officially starts here!

So as to help you have a relaxing and comfortable stay with us, we've collated some information within file which we hope proves to be of use.

We certainly hope you like what you see from this beautiful site, we work hard to ensure the sustainability of the natural environment and hope you too will also be considerate to the wonderful wildlife you are neighbours of along with the grounds around your lodge.

You'll find much information within this file including suggested local attractions, walks, places to eat and takeaways as well as general information on the usage of certain appliances in the lodge. Please check by calling before any plans are made to ensure the correct opening times.

Whatever the case, we're sure you will have a wonderful and safe stay with us. We have done all we can to ensure the cleanliness of your accommodation is at its highest standard. If there is anything we can do to assist in, if you have any queries or there is anything you're dissatisfied with, please do give us a call on 01503 220 220.

All that's left for us to say is switch off, enjoy the luxury, enjoy the tranquillity, enjoy your break, stay safe!

Kindest regards,

The Charteroak team

Your Map.



Your stay.

Food & Drink

The Old Mill

Here at Stonerush Lakes we have our bar & restaurant 'The Old Mill' which provides a welcoming and rustic charm and offers freshly cooked meals using locally sourced produce. We also have a separate children's menu and TV area downstairs as well as a beautiful decked area overlooking the lake (perfect for a sunny afternoon).

Reservations

Reservations must be made prior to arrival. Please take a look on the Charteroak website for menus and times of opening currently for your stay.

Our menus can be viewed online at www.charteroak.co.uk/old-mill.

Call on 01503 220 220 to place your order and make a reservation.

Your lodge.

To ensure the ultimate comfort and ease during your stay the following may be of use for appliances in the lodge.

Central Heating

Your lodge has a central heating system to keep you lovely and warm. The timer has been set to keep a constant temperature but if you do get cold, please feel free to turn up the thermostat, you will not need to change anything on the boiler.

All we kindly ask is that you please try and remember to return the thermostat to its original setting of 15 degrees before you leave to help save energy.

Doors and Windows

The front door and french doors onto the decking are suitable for access.

Any full length windows may present a fall hazard when open and should only be used to exit the lodge in an emergency.

Wi-Fi

When connecting your device(s) to the Wi-Fi please search under settings and network for 'Charteroak Lodges'.

No password required.

Cooker

The clock on the oven must be set to a time to allow the device to operate. This is a manufacturers default setting which unfortunately cannot be overridden.

Washing Machine

To use these, insert the washing tablet into the machine drum along with your clothing and pour washing conditioner into the central compartment of the pull out drawer.

Turn the programme selector dial to the required programme. Select the spin speed using the 'speed' button and the wash temperature using 'wash temperature' button, then simply press the 'Start / Pause' button to begin your wash.

Dishwasher

Once the dishwasher has been loaded, place the cleaning tablet in the door tray, (either located along the top of the dishwasher or inside the door). Press the power button and select relevant setting for washing (depending on time and load), close the door and the wash will start.

Bathrooms

Some showers have a red button which allows temperature override from the pre-set if needed.

Please help us look after the environment. We have installed a sensitive water recycling system, so please dispose of sanitary provisions, nappies and wet-wipes in the bins provided, NOT down the toilet.

(If not followed, we reserve the right to charge for replacement pumps if damaged by misuse of the system.)

Your hot pod.

(Not applicable in all units)

Logs & kindling can be purchased from the Spar shop in nearby Pelynt

To light the stove

- When the hotpod is cold, empty the ash pan prior to lighting
- Use the poker to clear the top of the grate of ash
- Lay fire-lighters on top of the cleared grate with dry kindling wood on top.
- Place a small amount of required fuel on top of the kindling
- Light the firelighters using a long taper and close the door
- Open the primary air valve (the big knob on the right) and the secondary air valve (the small one under the door) by turning anti-clockwise. Do not overturn: 3 to 4 rotations should suffice
- When the fire is burning well, carefully open the door and add a little further fuel, always closing the door afterwards but ensuring you never load fuel to a higher level than the bottom edge of the baffle plate.

WARNING:

The hotpod becomes very hot when lit. Please use the gauntlets when handling the stove (adjusting the air-vent, opening the door and any other manual adjustments required for your stove).

Your hotpod does not come with a fireguard. Do not operate under the use of Alcohol, do not leave unattended and do not leave children or pets alone at anytime).

Your hot tub.

What a wonderful treat to sit in a lovely hot tub, relax and leave the stresses and strains of the day behind!

Though before you do, we want to ensure that whilst you're using the tub, you get the best experience and of course are safe, so please ensure you read the signage which is displayed by the hot tub before you attempt to enter.

We've already set the tub ready for your arrival with a full deep clean and the temperature at the optimum operation. Please do not change the settings or turn the hot tub off, this will just mean you may not be able to use the tub on future stages of your break. If there are any issues with the temperature or operation of the tub, please call us to rectify.

The hot tub will be checked each day during your stay, this will include checking the correct temperature, everything is in full working order and the water is clean.

The engineers will always try to attend the tub whilst you're away from the lodge, though we appreciate you may just want to hideaway here for your entire stay, so please do let us know if you have any concerns. It's worth noting, the engineers will not need to come into your lodge at any point, they simply need access to the hot tub.

Please call us if anything is not to your satisfaction. But ultimately be safe and ensure the instructions and rules are adhered to.

DO NOT UNDER ANY CIRCUMSTANCES STAND ON THE HOT TUB COVER



Your opportunity.

Sales

The beauty and tranquility of spending time in the lodge here often starts holidaymakers think about the potential of owning their very own lodge here on site. This is very much possible, giving you the combination of a stunning luxury holiday property for your own enjoyment as well as being able to earn an income from letting the property when you aren't using it.

We have lodges built by our wonderful supplier Timberventure of various budgets. With the emphasis on contemporary family living, each lodge boasts a design to enhance the stunning location, capturing uninterrupted views over idyllic countryside through floor-to-ceiling windows.

If you would like to discover more about purchasing your very own piece of Cornish heaven, please see details on the following page.

You can contact us for a show around any of the properties or simply discuss options for here or at our sister site; Southern Halt by giving our reception team on 01503 220 220 or registering your interest on line and view the lodges for sale online www.charteroak.co.uk



Your very own.

Luxury Holiday Home Ownership

Imagine having your very own Luxury Holiday lodge to return back to time and time again. Your very own place to escape, and with our plots and locations you will be guaranteed peace and quiet for you to relax and rejuvenate.



Purchasing your very own Holiday Lodge is more simple than you would imagine. We can show you around some of the lodges we have currently for sale whilst you are here on holiday. So if you love a holiday here, find out more today about being able to come back several times in the year! We also offer subletting opportunities, which means when you aren't using it, you get to reap the benefit of valuable income to offset some of the costs.

DISCOVER MORE TODAY Call us on 01503 220 220 or simply pop into The Old Mill reception whilst you are here.

Your convenience.

LOCAL AMENITIES - Please check opening times before travel

Local Shop

Our nearest Post Office & shop is located in Pelynt (5 minutes)

Directions: From Stonerush, follow the farm lane to join the main road B3359 and turn right. Follow the road for 3 miles into the village of Pelynt. The Spar shop is after the bend in the road to your right. There is a small car park behind the shop.

Post Office

There is a small post office and shop accessible by bridleways and footpaths in Lanreath, please pop into the Old Mill and we can provide you with a map.

Supermarket & Petrol Station

Morrisons, Liskeard (Sat Nav: PL14 3PR) Open 07:00 - 23:00 Mon - Sat 10:00 - 16:00 Sunday.

Directions: Head towards the B3359, turn left and drive approx. 4 miles. At the East Tap House T junction turn right, follow this road to the Twelvetrees roundabout. Take the 3rd exit signposted Callington (near the Premier Inn). Take the 1st exit on the 1st roundabout & the 2nd exit on the next roundabout.

A 2nd petrol station is located at East Taphouse, Valley View Garage which also serves as a Post Office and small store. (Sat Nav: PL14 4NJ)

Directions: Turn left onto the Main road B3359. Drive for approx. 4 miles. At the East Tap House T Junction, turn right, the garage is on your left just after the bend.

Banks & ATMs

Morrisons supermarket also offers an ATM, as well as Santander, Barclays, Lloyds and HSBC which can be found in Liskeard whilst Looe provides a Lloyds and Barclays. There is an ATM at the Spar in Pelynt and the Co-op in Lostwithiel.

Taxi services:

Chariots of Hire 07930 870149 Looe Taxis 01503 262405 Crystal cars 01503 263636

Trains:

The nearest mainline station is Liskeard, however Looe hosts its own Community Railway route. National Rail Enquiries can be contacted on 08457 484 950 or visit www.nationalrail.co.uk for more information.

Buses:

The area is served by First Devon and Cornwall and Plymouth City bus.

Your local attractions.

POPULAR ATTRACTIONS

Where do we start...there is an abundance of places to visit nearby, so your stay with us should never be unfulfilled or dull. To be honest if you just stay here in the lodge, making use of the hot tub, decking area and sheer luxury, no one would blame you! We all need a little rest and relaxation in our lives!

If, however you decide to go out and about and want to reach further afield than the nearby town, here are some places we would recommend. **But please go to the Visit Cornwall website: www.visitcornwall.com and you'll find a whole array of other local attractions and details of opening times and prices.**

Treasure Trails (varying distances)

One area to see the natural beauty of the countryside and good for all ages is to try one of many treasure trails available within a 10-mile radius from site with a variety of different themes and varying distances. Crack the clues along the route to unlock incredible stories from the past and solve the mystery at the end. They're brilliant for the whole family, children and dogs included.

Visit www.treasuretrails.co.uk for more information.

Some of the nearest trails to us here are: Fowey Estuary (3.5 miles), Lostwithiel (4.3 miles), Fowey (4.9 miles), Polruan and Fowey (5.4 miles) Polperro (5.5 miles), Looe to Polperro (5.8 miles) and Looe (5.9 miles).

Porfell Wildlife Park (11 minute drive)

Cornwall's biggest exotic animal sanctuary, home to more than 250 animals from around the world.

Children can get up close to some of the wildlife, feed the animals, touch them and learn about their natural habitat and where they come from in the world.

Additional information on park opening times and admission prices can be found at:

www.porfell.co.uk

Talland & The Giants Hedge (18 minute drive)

An inspirational and varied 7 mile walk for those who don't mind a challenge. This route takes in an important ancient boundary wall, that may be up to be 1500 years old, through ancient woodland rich with wildlife. The route climbs up through fields before crossing the Looe to Polperro road and descending down into Talland Bay. The secluded beaches were once a haven for smugglers but now attract visitors who enjoy the beach cafe before heading back along the South West Coast Path towards Looe.

Your days out.

Explore

As you'll already have discovered by just getting here, Cornwall is blessed with beautiful countryside & places to visit, one of the reasons why it's such a popular holiday destination for both UK & overseas visitors. You can use your lodge as a base to visit many wonderful attractions, towns, villages & places of interest. **There are plenty of open air activities to do, though again please make contact with any business prior to travel to check opening times.**

Nearby

Stonerush Lakes is in a wonderful location nearby the town of Lanreath; described by Sir John Benjamin as comprising "...old farms and trackways of undisturbed Cornwall." is just 2 miles away and, despite its small size is very well served by a community operated shop. Also nearby can be found the village of Pelynt, home of the famous Jubilee Inn, a more than 400 year old coaching inn.

Accessed via the Bodinnick Ferry, the famous town of Fowey is only 7 miles away. Renowned for its literary connections with authors such as Daphne du Maurier, it is also an outstanding sailing venue and home to one of the finest harbours in the country.

Polperro, 6 miles away is to many, the archetypal Cornish fishing village and squeezes down the valley to a small harbour where you'll find fishermen's cottages and sail lofts clinging to the rocks.

Talland Bay can be found also 6 miles away and provides 3 small beaches flanked by a rocky foreshore together with 2 of the nautical mile marker posts used for calculating the speed of ships.

Further Afield

The commercial fishing port of Looe is 7 miles away and for those prepared to rise early, the day's catch can be auctioned on the quay. Safe beaches, a wide choice of restaurants, excellent walking routes, fishing trips, diving, even an annual festival & much more. Looe Tourist Information Office has a comprehensive guide of events during your stay for Looe & Polperro. Call on 01503 262072 or visit www.looetowncouncil.go.uk/tourist-information.

Virtually every outlying village boasts a traditional country pub and there are many choices within a short distance together with other restaurants and takeaways. No shortage of local walks are available, with public footpaths and bridleways running directly from Stonerush Lakes.

Circular walks from the site are plentiful and diverse, cycling and horse riding is available nearby and this is just a taste of the activities that can be accessed in the immediate vicinity

So whatever and whenever your reason for choosing Stonerush Lakes as your location, you'll never be lost of places to explore...safely.

Your time to explore.

Even more places you can explore whilst here are detailed below:

Adrenalin Quarry (22 minute drive)

We spoke about this briefly on the previous page. Launched in 2018, the quarry offers zip line wires, giant cliff top swing, aquapark, karting, coasteering and axe throwing! Plenty of activities on offer to choose from.

The quarry also offers free entry for wild swimming and is popular for sunbathing, games and picnics amongst its beautiful scenery.

For more information on prices and opening times visit their website:

www.adrenalinquarry.co.uk

Wild Futures Monkey Sanctuary (25 minute drive)

Nestled into the side of the south Cornish coast between Looe and Seaton since 1964, Wild Futures' Monkey Sanctuary cares for a range of species of rescued monkeys, giving visitors an intimate insight to a working sanctuary.

There is so much for the whole family - take a tour of the monkey enclosures and learn about these fascinating animals from the expert carers. Kids will love the play area where they can learn about the environment around them and let off steam. Take a gentle stroll around the beautiful Wildlife Gardens, check out the sea view or enjoy a delicious lunch at the Treetop Café. See their website for more details:

www.wildfutures.org

Scenic Railways Looe to Liskeard

Heavily wooded valleys teeming with wildlife open up to glorious estuary views as the river meets the sea. Bird watchers will love this line as, especially at low tide, the river is full of wading birds such as Grey herons, Oystercatchers and Curlews.

Visit the website for train times and prices at **www.greatscenicrailways.co.uk/lines/looe-valley-line/**

The Eden Project (31 minute drive)

A popular attractions, nestled in a huge crater, The Eden Project shows houses the largest rainforest in captivity, with stunning plants, exhibitions and stories serving as a backdrop to the striking contemporary gardens, summer concerts and exciting year-round family events. This is a great day out for all the family.

Visit **www.edenproject.com** for more information.

Lost Gardens of Heligan (47 minute drive)

A little further drive this is a unique and fascinating place to visit. Set in 200 acres you can explore ancient woodlands, lost parklands, sub-tropical jungles the award-winning garden, listed by the Imperial War Museum as a 'living memorial'.

Go to their website for the latest information **www.heligan.com**.

Your health & safety.

Making sure you're safe and secure during your stay here, is of our utmost importance. So PLEASE do read the following notes carefully to ensure you're taking all the necessary precautions to remain in the best of health whilst enjoying your break with us.

General

Please respect your neighbours and keep noise down, especially after sunset.

In order to ensure the grounds are kept well maintained, please park your car in the designated parking area and never on any grass area around the site. All cars are parked entirely at the owner's risk. 1 car per lodge, any additional vehicles should be parked in the car park at the park entrance.

Barbecues/Candles/Bonfires/Fireworks/Chinese lanterns

Due to the wooden construction of the lodges and decking areas, we regret that these are not permitted in addition to any other naked flames.

Kites/remote control planes/helicopters and drones

Are also not permitted.

Security

We have regular security checks around the park, please assist us if you see anything untoward by reporting to us on 01503 220 220. Please also ensure your lodge windows are closed and all doors locked when you leave the lodge at anytime.

First aid

If you have an accident on site, then please call or visit the hospital. 01579 373 500

Smoking

Smoking is NOT permitted in any lodges, this includes the use of e-cigarettes.

Dogs

Dogs must be on a lead at all times whilst on the park.

Electric Cars

It is not permitted to charge any cars through our lodges at any time or any circumstances.



Your health & safety.

Your lodge is equipped with a foam or powder fire extinguisher and fire blanket. Please familiarise yourself with the usage instructions as soon as possible.

In the event of a fire

1. Turn off gas & electricity supplies if safe to do so.
2. Evacuate property and alert neighbours if possible.
3. Raise the alarm by contacting us at The Old Mill on 01503 220 220 or calling 999 stating 'Fire at Stonerush Lakes off the B3359, postcode PL13 2RW.'
4. Do not re-enter property to collect personal belongings.
5. Evacuate to the fire assembly point (The Old Mill Car Park) and await further instructions.

DO NOT TAKE RISKS - Your safety and that of your party are important

Open water

We have several areas of open water on site and kindly ask you to take care around these areas, never leaving children unattended. Please ensure you are aware of the locations of the life rings. These are only to be used in an emergency.

Gas leak procedure

All gas appliances have been safety tested. If you suspect a leak, then do not smoke or use naked flames. Do not operate electric switches. Inform us immediately.

1. Don't smoke or use naked flames. Don't operate electric switches.
2. Turn off gas supply if possible (at the skirt of the lodge) Do not put yourself in danger.
3. Open doors and windows to disperse the gas as you evacuate premises.
4. Contact us immediately on 01503 220 220 do not assume someone else will have.

Carbon monoxide

Carbon Monoxide (CO) is potentially fatal and even low levels of the poison can cause lasting damage to your health. You can't see it, taste it or smell it but CO can kill quickly without warning.

Be aware of the following symptoms: headaches, dizziness, nausea, vomiting, drowsiness and fatigue. Never tamper with fire equipment, as one day it may be needed in an emergency.

Emergency contact numbers:

Reception:	01503 220 220 24 hours (including Gas, water or electric enquiries)		
Doctor:	01579 343 133		
Hospital:	01579 373 500		
Local Police:	101	NHS: 111	
Dental Surgery:	01579 348 001		

Your Useful Numbers.

We hope you are able to simply unpack, sit back and relax throughout your stay with us here at Stonerush Lakes though please know we are always on hand to assist in making your stay a content and peaceful one. So, for ease, please find a list of contact numbers which may be of use to you during your stay:

Reception: 01503 220 220 24 hours (including Gas, water or electric enquiries)
The Old Mill Bar & Restaurant 01503 220 220

Visit Cornwall 01872 261 735
Taxi 07930 870149 (Chariots of Hire) 01503 262405 (Looe Taxis)

Local Doctor: 01579 324252
Liskeard Hospital: 01579 373 500 PL14 3XD
NHS Out of Hours: 111
Local Police: 101
Local Dental Surgery: 01579 348 001
Vets: 01579 342129 (24hr emergency)

Sykes Holiday Cottages: 01244 352048



Your rubbish.

Recycling & household rubbish

The refuse and recycling bins are located next to the information board opposite the entrance to the site. We can recycle glass, card, metals, paper and plastic.

Please do not leave rubbish outside your lodge as the wildlife love to rummage!

Dog waste

We love dogs on site and are always happy to say hello but please clean up after your pet. Dog waste bins are located opposite the refuse/recycling area, at Streamside and opposite The Old Mill. Please also be aware of the following:

- Dogs must remain on leads at all times when outside your lodge, there are many bridle paths around Stonerush Lakes so there may be horses around.
- Well behaved dogs are welcomed on the deck of The Old Mill bar & restaurant and on the ground floor. Dog water bowls are provided.

Wildlife & grounds

Our sites have been awarded a Gold David Bellamy Conservation Award. This award is presented to areas enhancing and protecting the natural environment as demonstrated by the wildlife that make Stonerush Lakes and Southern Halt their home.

Life rings should only be used in an emergency. Unreasonable or irresponsible damage/destruction of the safety equipment is unacceptable and will be charged to the visitor.

Please help us respect the natural environment around your lodge and do not dispose of any rubbish into anything other than the bins provided.



Your Feedback.

We love to receive feedback, it's how we ensure we continue to provide a great service and make any changes where needed, so if there is anything, big small or indifferent please do let us know. If something is not quite right, please give us the opportunity to rectify it whilst you are here. Please contact reception.

Reception:

01503 220 220 24 hours (including Gas, water or electric enquiries)

Yours to Relax & Enjoy.

We hope we've provided you with all the information you need to have a wonderful stay with us here at Stonerush Lakes. If there is anything we have missed, or you have a query, please do not hesitate to give us a call on the numbers provided.

Thank you for choosing Stonerush Lakes as the location for your break, we hope you come back time and time again! Be sure to share with others on our Trip Advisor page.

Have a wonderful stay. Enjoy the peace, the quiet, the beauty, the luxury! Follow us on Instagram and Facebook and share your pictures with others, we love a good pic!

Take good care,

All the team

Charteroak Estates Ltd
Southern Halt & Stonerush Lakes

Oh & we don't like to mention goodbyes, but check out is 10am on the day of departure, thank you!

FOLLOW US ON SOCIAL MEDIA



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