



Cornish
holiday cottage

EBB & FLOW

GUEST HEALTH AND SAFETY GUIDELINES

FIRE SAFETY

On arrival, please familiarise yourself with the property and pay attention to all exits, location of fire fighting equipment (fire extinguishers and fire blankets) and the location of any emergency lighting / torches.

In the event of a fire at the property, raise the alarm, shout "Fire" and proceed to your nearest exit.

Call the emergency services on 999 and ask for the fire brigade.

Do not stop to collect your belongings or attempt to tackle the fire yourself.

Remain a safe distance from the property while you wait for the fire brigade.

Do not attempt to re-enter the building until you are advised to do so.

GAS

If you smell gas, do not turn lights on or off and avoid using other electrical switches and appliances.

Turn off the gas at the meter, unless the meter is located in a cellar or basement - in which case, do not enter.

If there is a smell of gas in the cellar or basement, you should evacuate the building.

Extinguish all naked flames - do not smoke or strike matches.

Open windows and doors to let air in, make sure all gas appliances are turned off and turn off the gas at the mains if possible. Do not use until they are checked by the engineer.

Keep people away should the area be evacuated.

Immediate access will be required.

SCALDS AND HOT SURFACES.

Please employ caution when using hot taps, showers, baths, ovens, hobs, kettles and other hot surfaces.

Always test the temperature of any water before using.

Ensure everyone in the party is aware when the oven, hobs or fire are in use as the heat may not always be visible. Take care touching radiators or water pipes if the central heating is on and ensure children or vulnerable people are supervised at all times.

SMOKING/CANDLES

All Cornish Holiday Cottages have a strict no smoking and no candles policy, this includes naked flames of any kind.

DECKING

Please take care on the decking in wet weather, it can be slippery when wet.

ELECTRICS

Please ensure that any sockets in use are switched off before items are plugged in or unplugged, and that any non-essential items are turned off when not in use.

Please do not use block adaptors or extension leads.

Guests are permitted to use their own electrical equipment at their own risk. Any visible defects on electrical items should be reported to Cornish Holiday Cottage and removed from use until said items have been repaired or replaced.

BLINDS

Please keep all blind cords stowed away and out of the reach of children as they can be a hazard.

SLIPS, TRIPS AND FALLS.

Please ensure that any spillages are cleaned up immediately so as to prevent any slips or falls. Take care on any stairs or steps and use the handrails and lighting provided at all times.

Please do not create a trip hazard by leaving cables trailing.

DAMP/MOULD

Please help us to combat damp and mould spots by drying clothes and towels outside where possible, and opening windows regularly to allow air to circulate.

WORKING AT HEIGHT

All tasks that involve working at height are strictly prohibited to guests. Please inform Cornish Holiday Cottage if you encounter a situation that requires high level maintenance. Under no circumstances should chairs or furniture be used to reach high level areas.

SECURITY

Please ensure that all doors and windows are closed and locked when you leave the property, and the keys are securely placed back in the key safe with the numbers jumbled.

WATER

If there are any bodies of open water close to the property, please ensure that children and vulnerable people are supervised at all times. Follow the safety guidelines in place and never enter the water unless you are sure it is safe to do so.