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Firstly, thank you for booking our Caravan for your holiday at Trecco Bay. We hope you enjoy your stay as much as we do. If this is the first time you have visited Trecco Bay then you have lots to look forward to and if you have visited before then you already know what to expect!

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### **On Arrival**

The Gas will have been turned off near to the bottle. To switch it back on you will need to turn the yellow lever so that it is in a vertical position. The boiler, which is located in the cupboard to the right of the door, should have been turned off at the switch (Right-Hand side). Turn this back on to enable hot water and central heating (see Central heating later for instructions).

All other switches should be turned off so switch them on when needed. **DO NOT** turn off the left-hand plug in the boiler cupboard as this is for the fridge freezer.

### **Prior to Leaving**

Please remove all bedding, leaving the mattress protectors in place, and re-make the beds with the spare clean set. If you do need to use the spare set can you please have them laundered so that at least the next person has made beds to arrive to. Please also replace the shower mat with the clean one provided.

Please also ensure all switches, including the boiler, are turned off except for the fridge/freezer switch.

Return the yellow lever on the gas regulator to the horizontal position. Please do not turn the valves on the gas bottles

Please use the vacuum that is stored in the first bedroom wardrobe to clean the caravan before you depart and mop the floors using the mop and bucket in the storage shed at the rear of the caravan.

### **Arriving Home**

Please arrange for the bedding and shower mat to be laundered and returned to us, with the keys, within 3 days to enable us to prepare for someone else.

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### **Smoking**

The caravan is **strictly Non-Smoking without exception**

### **Pets**

Currently we do not allow pets in the caravan

### **Gas**

The gas supplied to the caravan is bottled and there are 2 bottles attached to the caravan at all times. If the gas runs out it will auto switch to the second bottle and there will be no need for intervention. If a problem does occur with the gas supply please contact Adam.

### **Electric**

The electric is supplied via a prepaid card. There should always be enough on the meter. To check please use the black 'Meter Key', hanging up under the microwave, and open the electric meter located outside (below the main bedroom window). If there is not enough on the meter then £5 cards are available from reception for £4.40. If there are any issues with the Electricity again call Adam

## **Central Heating**

The caravan is equipped with a gas combi' boiler that generates the hot water as well as the central heating. There is a radiator in each room and the thermostat is situated in the living room and is pre-set to 3 temperatures. To operate the thermostat just touch to reach the desired setting. Please **DO NOT** touch the boiler settings

## **Decking**

Please feel free to use the decking and the furniture as you desire. Please bring in the cushions for the chairs each evening to avoid them getting damp.

## **TV**

The TV has a built in DVD player and all your standard Freeview Channels. Press source/AV to select the correct input. For TV channels select Freeview, for the built-in DVD select DVD, and the PS3 is on HDMI 1.

## **PlayStation 3**

The PS3 is connected to the TV over HDMI giving you High Definition movies via Blu-Ray disk. There are numerous Films including children's films and music on the PS3 Hard drive. You have the option of using one of the PS3 Controllers or the Bluetooth Remote to control the PlayStation.

## **Stereo**

The Stereo has an FM / AM Radio and CD player built in. There is also a connection so that you can connect another device, such as an iPod via a 3mm Jack and the AUX Input function

## **Oven**

The Oven is Gas operated and is ignited via the electronic ignition. The door must be left open when the grill is in use or the gas will automatically cut off.

## **Coffee Machine**

We have a Nespresso Dolce Gusto coffee machine for you to use. You may need to purchase the capsules, which are readily available from any supermarket. To use remove, fill and return the water reservoir, power on the machine by the switch at the base and insert your capsule into the holder. Replace the holder with the capsule and pull downwards. When the green light is illuminated fully move the lever to the right or left, depending on the type of capsule, to dispense the water. When your cup is to the required level return the lever to the central position, remove the capsule, clean the holder and power the machine off.

## **Laundry**

We currently only supply the ability to air your laundry using the rotary washing line found in the storage shed at the rear of the caravan, a large ailer found in the bathroom and 3 radiator airers for when the weather is not in your favour. There is a laundrette onsite and it is shown on the map below marked N.

## **Patio Table & Chairs**

As well as the seating on the decking we have a patio set consisting of a glass top table, four folding chairs and a parasol. The set is stored in the storage shed at the rear of the caravan. Please note that the parasol will fit into the post hole used for the rotary washing line. The key for the shed is hanging up, to the right of the hob, and has a black key-fob attached. The shed also contains four further adult folding chairs. Please ensure the set is cleaned fully and stored away each evening

## **BBQ**

Also in the storage shed is a two burner gas BBQ for your use. The gas bottle is stored under the BBQ. Please again ensure that the BBQ is cleaned thoroughly and stored away when not in use. The utensils for the BBQ can be found in the kitchen drawers. To ignite the BBQ turn on the gas and leave for 10 seconds then click the ignition button. Continue to click the ignition button until the BBQ has lit.

## **Towels**

We don't supply towels so please take your own hand, bath and tea towels.

## **Bedding**

We will provide you with an extra set of bedding with the keys, the previous person should have made up the beds with clean bedding. Please use these to make the beds before your departure.

## Park Passes

Passes to the site facilities such as SplashLand, Jungle Jims and the ShowDome are available from Reception in the main square. They are priced at approx. £25 each for the week. You cannot access the ShowDome or other evening entertainment without a pass.

## Extras

Please help yourself to any food, tea, coffee or sugar in the cupboards, fridge or freezer. All we ask is if you use anything can you please replace it.

## Food Shopping

There is a small super market on site (marked N on the map) where you will be able to pick up any essentials but if you need to do a bigger 'shop' then there is a Co-Op in Porthcawl town centre (CF36 3AH) and a large Tesco about 20 minutes away on the Cowbridge Road, Bridgend, Mid Glamorgan (CF31 3SQ)..

## Useful Numbers

### On Site

Security	01656 774 385
Reception	01656 774 360

### Off Site

#### Healthcare

Doctors	01656 785 411	The Portway, Porthcawl, CF36 3DT
Hospital	01656 752 752	Princess of Wales, Coity Road, Bridgend, CF31 1RQ
Pharmacy	01656 782 508	72-74 John Street, Porthcawl, CF36 3BD

#### General

Police Station	01656 785 411	John Street, Porthcawl, CF36 3DT
Tourist Information	01656 786 639	John Street, Porthcawl, CF36 3DT
Post Office	01656 788 990	66 John Street, Porthcawl, CF36 3BD

#### Travel

Bus Service Enq	0871 200 22 33
Railway Service Enq	0845 748 49 50

#### Taxis

Don Taxi	01656 786 663	Porthcawl Hotel, Dock Street, Porthcawl, CF36 3BL
Ace Taxis	01656 771 077	33 New Road, Porthcawl, CF36 5DL
Lee Cabs	01656 772 448	

#### Shops (Supermarkets)

Co-Op	1-2 Lias Road, Porthcawl, CF36 3AH
Tesco	Cowbridge Road, Bridgend, CF31 3SQ
Asda	Coychurch Road, Bridgend, CF31 3AG

## Contact Details

Adam 07736 360 144

Email [Caravan@carterhome.org.uk](mailto:Caravan@carterhome.org.uk)

More information about our caravan, Porthcawl and the surround area can be found on our website

[www.carterhome.org.uk](http://www.carterhome.org.uk)

## Site Map and Directions

### Address

Trecco Bay Holiday Park  
Larches 17,  
Porthcawl,  
Wales  
CF36 5PW



**Parkdean**  
24 Award Winning UK Holiday Parks  
**Trecco Bay**  
Porthcawl, Wales, CF36 5NG



### Directions

From the M4 take junction 37 turning left onto the A4229 Pyle Road towards Porthcawl

Take the second exit at the roundabout and continue onto the A4229 towards Porthcawl

Take the third exit at the roundabout following the A4229 going past The Grove Golf Club

Take the first exit on the roundabout onto A4106 Newton Nottage Road towards Newton

After approx. 400 yards turn right onto Newton Nottage Road then left onto Newton Nottage Road

At the end of the road turn Right (opposite the Globe Inn) onto Aldenham Road

At the roundabout take the first exit onto New Road

Turn Right onto St Johns Drive and enter Trecco Bay Holiday Park. Follow the red line below to get to Larches 17

