



ACCESSIBILITY STATEMENT

If you require this in large print please let us know

INTRODUCTION

Mylor Harbourside Holidays is part of the larger Mylor Yacht Harbour complex which includes an award-winning state of the art marina and supporting marine services as well as great places to eat and watersports/sailing activities.

The refurbishment of our historic harbour has been carefully planned to make it as welcoming and enjoyable for you as possible. We're in a beautiful, unspoilt location and it is our aim to make this as accessible to all as possible. Whether you have mobility requirements, would like to bring your dog on holiday with you or if you have allergies to pets, we have a suitable apartment for you. If you have any particular requirements and are considering a holiday at Mylor Harbour please get in touch and let us know -we'll be happy to answer any questions you have about our facilities and services.

All of our ground floor apartments are rated M1 under the National Accessible Scheme and are suitable for guests who can walk with an aid. Our first floor accommodation feature stairs and are unsuitable for less mobile guests.

PRE-ARRIVAL INFORMATION

If you have any queries regarding your booking, please call or email and we'll be happy to help.

Mylor Harbourside Holidays direct line	01326 254977
Main harbour office	01326 372121
Fax	01326 372120
Email	celeste.gagnon@mylor.com
Web	www.mylorharbourside.com (apartments) www.mylor.com (marina and boatyard)

Mylor Harbourside Holidays
Mylor Yacht Harbour
Mylor Churchtown
Falmouth
Cornwall
TR11 5UF

HOURS OF OPERATION

MAIN HARBOUR OFFICE HOURS:

8.30am – 5.30pm 7 days a week

NIGHT SECURITY

6pm - 6am 7 days a week

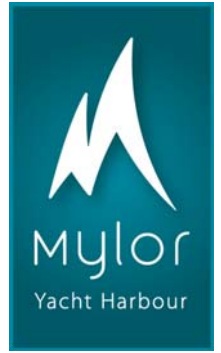
MARINA

October - April: 8.30am - 5pm
May and June: 8.30am – 6pm
July and August: 8am - 9pm
September: 8.30am – 7pm

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GETTING HERE AND ARRIVAL

PUBLIC TRANSPORT

There is no direct public transport to the harbour. The closest train station is Penryn, approximately 3 miles from the harbour. Newquay airport is approximately 30 mins by road. There are wheelchair friendly taxi companies who can collect you from the station and airport.

Truro train station	0845 700 0125
Newquay Airport	01637 860 600
Aquacab (water taxi)	07970 242 258
Mylor Shuttle (water bus)	07970 242 258
Flushing Ferry (passenger only)	07974 799 773
King Harry Ferry (car and passenger)	01872 862 312
Buses (Traveline)	0871 200 22 33

LOCAL TAXIS WITH WHEELCHAIR LIFT

Gary's Cars, Falmouth	01326 312 470
Radio Taxis, Falmouth	01326 315 194
Treble One, Falmouth	01326 210 111

CARAVANS / OVERNIGHT PARKING

Overnight parking is allowed onsite but overnight stays in caravans/vehicles is prohibited.

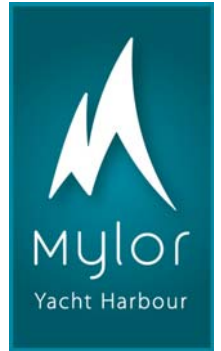
CAR PARKING FACILITIES

- There are currently two disabled car parking spaces and we have plans to increase this to six. We will do everything we can to ensure that a disabled parking space is available for you on arrival
- Parking is within the harbour pay and display areas - you are provided with a free parking pass for the duration of your holiday
- If you require any assistance on arrival with unloading your car or moving your things into your accommodation, we'll be happy to assist you
- If you need to arrange a drop off point during your stay we can discuss this with you on arrival and arrange the best place for you
- The road/car park surface is tarmac and the paths to the accommodation are paved and include ramping where appropriate
- You should have adequate rear access to your vehicle in any of the harbour parking spaces
- There are no speed bumps, barriers or other obstacles on site
- The harbour contact number is displayed on advertising signage for the apartments on the harbourfront
- Signage is standard i.e. wheelchair symbol, male and female symbol for toilet facilities. There is no Braille or reflective signage at the harbour
- The car park is not lit at night. The route to the accommodation does benefit from external lighting
- After parking your car, you should head to the Main Harbour Office Reception to collect your keys, car park pass, and to be shown to your accommodation

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MAIN HARBOUR OFFICE - RECEPTION AND KEY COLLECTION

Reception is in the main harbour office which is in the main car park.

- The main harbour office is located on the first floor of the main office building in the main car park
- The office has two entrances from the car park, which is level and tarmac;
- Steps on the front of the building (two flights of steps with a mid-point landing) with handrails both sides
- Via a disabled lift which can be found to the rear of the building. Once out of the lift there is a standard office door to open into the open plan office area
- The reception area is a level open plan layout with plentiful clear space around front of house desks
- There are no steps or stairs inside the harbour office - all one level on the first floor
- There are no barriers or glassed partitions in the main office
- There are no registration procedures requiring desk access
- There is a comfortable sofa provided in the main harbour office for guests requiring a seat or alternatively there are a number of office chairs with and without arms provided beside front of house desks for visitors to sit and discuss their requirements
- The harbour office is open every day except Christmas Day, 9am – 5.30pm
- There is late key collection available after 6pm from night security staff

THE ROUTE TO YOUR APARTMENT

GROUNDS AND GARDENS

- The approach to the ground floor apartments is from the tarmac surfaced main harbour car park (where there is disabled parking), up a concrete ramp and along a paved path to the gate for the individual apartment
- The gates have latches on the top inside corner and these can be operated from a sitting position
- The gate to the apartment leads across a fully paved, level courtyard to the ramp at the apartment entrance. The route is clear of garden furniture or other obstructions
- Each of the accessible ground floor apartments has ramp access into the apartment from a private courtyard area
- A large picnic table with generous sun parasol and a BBQ are provided in each courtyard. These can be repositioned if required
- A tour of the harbour is offered to all guests

ENTRANCE

- Access to the accommodation is by key
- Additional keys to the accommodation are available on request
- The accommodation has ramp access

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THE ACCOMMODATION

EMERGENCY CALL PROCEDURE

The apartments do not have telephones installed. Please bring your mobile phone with you. O2 and Orange networks are the most reliable. In the event of an emergency please call the office on 01326 372121 and ask for assistance. If you cannot get a signal please ask your companion to report the problem to the harbour office and request help.

Emergency numbers;

Main harbour office 01326 372121

Emergency services 999

EVACUATION PROCEDURES

- Evacuation procedures are provided in the main sitting room area and are available in large print in designated accessible bedrooms
- All staff working in the accommodation have been briefed regarding evacuation procedures and staff are available to help evacuate guests
- All sitting room areas and each bedroom is provided with a smoke alarm which is tested weekly

REFRIGERATION

The temperature of the fridge/freezers in the kitchens can be adjusted and should provide ample space for storing medication and special dietary foods.

DOGS

Family pets as well as seeing and hearing guide dogs are very welcome in 5 of our 8 apartments.

- Dog bins are provided on site for the disposal of waste.
- Seeing eye or hearing dogs are welcome in the bedrooms in the accessible apartments only.
- Non-working pets should be restricted to the open plan sitting room area and not allowed in the bedrooms.
- Owners must provide bedding, bowls, etc.
- Please note that dogs should never be left unattended in the accommodation.

CONNECTIVITY

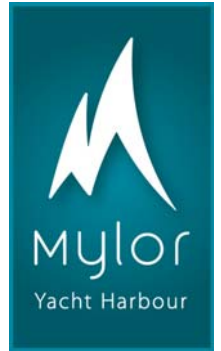
- Free WiFi is provided in all the accommodation. There is no access code
- Mobile phone coverage can be unreliable. The best networks are O2 and Orange. Vodafone is the least accessible
- In the event that your mobile will not connect in the accommodation you should be able to Skype if you have access to a laptop
- We are happy to accept Type Talk calls

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SMOKING

The accommodation is non-smoking. Cigarette bins are provided in each outdoor seating area at standing height. Please ask if you require an alternative receptacle.

LEVEL OF ACCESSIBILITY

The ground floor apartments are all accessible for guests who have some degree of mobility (walking with an aid, using a wheelchair but able to take a step or travelling with a helpful companion). The accommodation is not suitable for guests using wheelchairs who are travelling unaccompanied. Please see "Available Aids" for details of mobility aids that we have on hand for your use. We regret that the accessible ground floor apartments are unable to accept or provide hoist facilities.

Guests requiring wheelchairs should please note that Effingham and Grenville apartments include improvements to make them more accessible, however it is important to consider that the doorway widths into the bath or shower rooms will not permit wheelchair access. Guests must be able to walk a couple of steps or have a helpful companion to use these facilities.

ACCESSIBLE BEDROOMS

- Designated accessible bedrooms are on the ground floor and there are no internal steps or stairs
- The flooring in the bedrooms is a stiff, fully fitted jute carpet which provides a firm, unmoving surface. The furniture in the bedrooms is quite easy to reposition on request
- There is good clear floor space around the furnishings
- All bedrooms in all apartments are fitted with smoke alarms
- Tea making facilities are provided in accessible bedrooms only (kettle, Thermos mugs with lids, tea, coffee, sugar and creamer)
- A portable mirror is provided in accessible bedrooms which can be placed wherever most convenient
- A selection of aids are available for your use - see "Available Aids" for a list of these

EFFINGHAM APARTMENT

- Effingham apartment is located completely on the ground floor with a ramp access
- The en-suite standard bathroom for the accessible bedroom has a portable battery operated bath lift and fixed hand rails
- There are additional (repositionable) hand rails which are available on request
- The flooring is non-slip
- A seat raiser for the toilet is available on request
- The basin is fitted with a lever mixer tap

GRENVILLE APARTMENT

- Grenville apartment is located completely on the ground floor with a ramp access
- The shower has a built in shower seat and fixed hand rails and is operated by a twist control
- There are additional (repositionable) hand rails which are available on request

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- The flooring is non-slip
- A seat raiser for the toilet is available on request
- The basin is fitted with a lever mixer tap

SELF CATERING KITCHEN

- The kitchens in the self catering accommodation are part of an open plan, kitchen / sitting room / diner located on the ground floor.
- Access into the ground floor apartments is by ramp and there are no internal steps or stairs.
- The flooring in the kitchen/open plan area is laminate with good clear floor area around furnishings and fittings.
- The height of the kitchen fittings (work surfaces, cooker hob/grill / oven, sink, cupboards, fridge / freezer) is standard height. It is possible to use the work surface/hob and bottom cupboards from a sitting position but the top cupboards are out of reach.
- The fridge section of the fridge / freezer is of a partially accessible height
- The kitchen is ideal for a guest with limited mobility who is travelling with a helpful companion

AVAILABLE AIDS

- Integral shower seat in Horatio apartment
- Removable bath lift (available for use in all apartments with baths)
- Adjustable toilet seat raiser (with arms)
- Adjustable walking sticks
- Adjustable bath / shower support grip 600mm
- Adjustable bath / shower support grip (small)
- Foldable gripping arm
- Universal grip turner for help with door knobs, keys, taps, etc
- Ring pull opener
- Key aid
- Illuminated magnifying glass
- Shower caddy for shampoo etc
- Removable hooks for shower and bathroom (use for bath robes on doors, or over bath/in showers for any hang able toiletry item)
- Small stool
- Thermos mugs with lids for tea trays
- Tea bag strainer
- Repositionable loo roll holders

Please note: Hoists and other large aids are not suitable for use in the apartments



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LOCAL CARERS

We are unable to provide details for any local carers.

Treliske Hospital (Truro -- main area hospital, A+E)	01872 250 000
Falmouth Hospital (minor injuries unit)	01326 434 700
NHS Direct	0845 4647
Penryn Surgery	01326 372 502



LOCAL EQUIPMENT HIRE COMPANIES

The Harbourside apartments are unable to accommodate large aids such as lifts.

Please see the "Available Aids" section for details of what we have onsite and which you are welcome to use during your stay.

Information regarding local equipment hire, such as all terrain sand chairs (suitable for guests requiring a wheelchair to use on the beach) is provided in the designated disabled accommodation.

CATERING FOR YOUR HOLIDAY

If you prefer not to have to pack your shopping and bring it with you there are these alternatives;

FOOD DELIVERY

We are happy to accept food deliveries for you if you let us know in advance. Please arrange for your delivery to arrive between 3pm and 5pm on your day of arrival. We will put all your cold food in the fridge/freezer for you.

MYLOR VILLAGE

Mylor Bridge Stores and Butchers are five minutes drive from the harbour and this is an excellent village shop and one of the best country butchers you will find. Fresh Cornish pasties are made daily on the butcher's premises.

Both the store and the butchers are owned by the same family so you can phone a shopping order to them and they will deliver to your door. If you wanted to visit the shop or butchers they have level access to the pavement. However the shop particularly is very restricted in space between the aisles (not wheelchair friendly). The butchers is wheelchair accessible.

Mylor Harbour Café, on site, carries a small selection of everyday requirements (milk, juice, cereal, etc) but is not suitable for stocking your larder for your holiday. Its main purpose is as the harbour cafe.

LARGER NATIONAL CHAIN STORES

- Tesco - in Truro. A large branch store with plentiful parking
- Tesco Express - in Falmouth by the Maritime Museum. Entrance level with pavement. A much smaller Tesco store
- Tesco Metro – in Falmouth near to The Moor Taxi Rank. Entrance level with pavement.
- Sainsburys - one large store in Truro, one medium sized store in Falmouth
- Lidl - one medium store, moderate parking in Falmouth
- Asda - one large store with plentiful parking in Penryn

All of the national chain stores have disabled parking/access facilities etc.

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SHOP ONLINE

We are happy to make things more convenient for you and will accept your online grocery shopping delivery. We will put your cold food in the fridge / freezer for you and leave the rest of your shopping neatly to one side for you to store as you prefer on your arrival.

GRID REFERENCE

Mylor Yacht Harbour is located;

Latitude 50°10'49.6"N
Longitude 05°3' 8.4"W

Post code: TRI 1 5UF

THE HARBOUR AND ITS FACILITIES

Mylor Harbourside Holidays is part of Mylor Yacht Harbour, which in addition to the holiday apartments also provides the facilities shown below at the harbour site. All road surfaces to the activities are tarmac and level. Ramping is provided where appropriate. There are no barriers or gates on the harbour site. External lighting is minimal on site so please remember to use the torches provided in the accommodation if you are going to be returning after dark. The marina pontoons are well lit but great care must be taken due to the lack of guardrails.

LAUNDERETTE

- The new launderette is currently under construction and completion is expected by Easter 2011
- The new launderette will be wheelchair accessible
- The current temporary launderette is not wheelchair accessible
- Please contact the Main Harbour Office on 01326 372121 for further details and assistance with services for the temporary launderette

RESTAURANT/DINING ROOM, BAR & BAR AREA, TAKE AWAY & CAFÉ

- All eateries at the harbour have level paved or ramp access, are disabled accessible and centrally located near the main harbour car park
- Mylor Harbour Cafe provides breakfasts, lunches, and snacks, and has a small selection of foodstuffs (milk, juice, cereal, etc). Packed lunches can be provided (building under construction)
- Castaways Wine Bar is open for breakfasts, brunch, lunch, bar snacks and evening meals. Packed lunches can be provided
- The Seafood Restaurant is open for evening meals but it is advisable to check opening hours beforehand (seasonal) Phone 01326 377710 (castaways Wine Bar) for opening hours
- Restaurant Guides for the local area are provided as part of your holiday

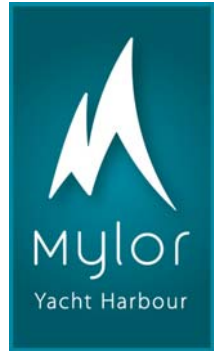
PLENTY OF PLACES TO SIT AND ENJOY THE VIEW

There are a number of picnic tables and benches at the harbour all sited to maximise your enjoyment of the stunning views.

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TOILET BLOCK

- The harbour's private shower and toilet block has ramp access and a disabled toilet with baby changing facilities
- The entrance is by security keypad (the code can be provided if you wish to use this facility)
- The shower and toilet block is located in the main harbour car park. All access is paved

WATERSPORTS ACTIVITIES

There are boat hire, kayak hire, and sailing tuition or hire facilities at the harbour. For more information contact the harbour office who will put you in touch with the providers. They will discuss your requirements and levels of fitness with you to help you find the right holiday activity.

MYLOR YACHT HARBOUR MARINA

Visiting boats are welcome to Mylor Marina. Your holiday booking includes use of the public slipway and trailer storage if required. Marina berthing is charged at the prevailing rate.

- There is ramp access onto the marina pontoons. The ramp has handrails either side
- The pontoons do not have any hand or guardrails. Care must be taken for your own personal safety
- Marina staff are always happy to be of assistance on the pontoons if required. If possible, please let us know in advance

BLIND AT SEA

There is a charity called Blind At Sea present at the harbour. Guests with visual impairment are welcome to contact them to arrange to go for a sail with them. There is no charge as they are a registered charity but we suggest that a contribution of £40 per person would be appropriate if you wished to express your thanks. Please contact the harbour office for contact details.

WATER TAXI AND WATER BUS SERVICES

The (seasonal) scheduled water bus service and water taxi services are in the process of changing ownership. The vessels are accessible with assistance and are a very enjoyable way to get from A to B and enjoy a boat trip at the same time!

EVENT ROOMS FOR HIRE

CONFERENCE AND MEETING ROOMS

The new DDA compliant Mylor Yacht Club (completion April 2011) will be available for hire by arrangement. Please contact the Club by post to The Club Secretary, Mylor Yacht Club, Mylor Yacht Harbour, Falmouth, Cornwall, TR11 5UF

BANQUETING

Castaways Wine Bar on the harbourfront provides a beautiful setting for a social function. Ground floor access includes ramping into the large open plan seating area. There are also two mezzanine levels which are not wheelchair accessible.

Please contact Brian or Fay Harbisher on 01326 377 710 to discuss your social event.

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TREATMENT ROOMS

There are no spa / treatment facilities at the harbour. However do we have contact details for local therapists (aromatherapy, etc) whom you can contact direct to visit your apartment.

Alternatively many of the larger hotels in Falmouth provide leisure / sports facilities and treatment rooms. Non-residents are welcome in these hotel spas. Details are available on request.

LEISURE FACILITIES

The nearest local leisure facilities (gyms, squash court, swimming pools, spa treatments) are available in many of the larger hotels in Falmouth. It is not necessary to be a hotel resident to use these facilities. (Available on a pay-per-visit basis)

FUTURE PLANS

Work is currently being undertaken to build a new Yacht Club, Harbour Cafe, watersports activity provider and launderette. Completion is expected just before Easter 2011.

Work will be commencing on upgrading the harbour's shower and toilet block in December 2010. The shower block will be larger, and have improved facilities for all.

12 November 2010



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