

WELCOME



Harrabeer Country House

Harrowbeer Lane
YELVERTON
Devon
PL20 6EA
01822-853302

EMAIL	reception@harrabeer.co.uk
WEB	www.harrabeer.co.uk
TEL NO	01822 - 853302



USEFUL FACTS

ADDRESS

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PL20 6EA

TEL. NO

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WEBSITE

www.harrabeer.co.uk

PROPRIETORS OFF SPRING CAT

MICHAEL AND AMANDA WILLATS

OGGIE (24/4/84) and DOUGLAS (7/1/90)

TIGER (ginger, 3 legs, no tail (due to RTA May 2007)
loves people but dribbles on them)

MIN (unfortunately had to be put down Nov 2012)
Tiger loves sitting by the fire on the seat. If he is sitting
where you want to please do not hesitate to move him...
gently please!...he is an old chap! B. Sept 1997



EMERGENCY NUMBERS

DOCTOR:

01822-852202

DENTIST:

01822-611121

DERRIFORD HOSP.

01752-777111 AE **major** problems.

TAVISTOCK HOSP.

01822- 612233 AE **minor** problems. **Ring first.**

VET:

01822-854255



Dear Guest

Welcome to the **Harrabeer Country**
House

We want your stay to be relaxing and enjoyable and for you to feel that it is “home from home”, without the “nasty bits”!

If there is any way we can make your stay more comfortable, you find something needs attention please let us know. We are open to constructive comments and suggestions: verbally or on our comment sheet.

We hope you will find the enclosed notes helpful. You will probably have noticed when you came through the front door that there is a good source of local information, maps and things to do. If you can't find what you are looking for – just ask!

Hopefully you will enjoy your stay with us so please feel free to take our brochures and tell your friends about us. If, on the other hand, your stay hasn't been as you would have wished, please tell us – preferably at the time or at least before you go! We want you to leave us with positive thoughts....

Wishing you a peaceful and relaxing stay – Remember- **ASK**, if we can help we will**we are here for you!**

Yours sincerely

Michael and Amanda Willats.

MISCELLANEOUS



CHURCH SERVICES See “Roundabout” Magazine in bar.

FIRE PRECAUTION We respectfully draw your attention to Procedures in Case of Fire placed in your room.



HAIRDRYER, HOT WATER BOTTLE In your room.

IRON/ BOARD Available on request.

KEYS If you are staying longer than one night keep your keys so you can come and go as you please. You should have had your “training session” but please ask again if unsure.

LINEN We would be grateful if you will give us “The Sign” with regards to un-used linen. See room sign.

NEWSPAPERS We will be pleased to order any newspaper of your choice-the cost will be added to your bill.

NOISE Please be kind enough to remember others are in close proximity and we ask that your television volume is kept to a **minimum**.
THANKYOU!

PETS In the interests of your fellow guests we ask you to please keep your animal under control at all times.

ROOM CLEANING Please vacate your room by 10.30am. to enable our cleaners to “get going”. However, if this is not convenient to you please let us know and we will arrange to clean your room last.

SMOKING By law we are a NO SMOKING premises. However, there is seating outside the reception door and on the veranda outside to the garden with “butt stops”. We will even find you a warm coat to wear, if you ask!

TAXIS

Crownhill	01752-773363	Murphy’s Taxi	07870961146
VIP Cars	01822 852975	Bernie	01822 615777
Abbey Taxis	01822 617473	Tavistock	01822-616266

TELEPHONE Most people have mobiles and you will get reception in rooms but not in the bar area as we are below ground. Step outside and you should be OK. Telephone in room is an intercom system. If you want us to bring something up, have a query press press 0.

WALKING We have selection of maps, timetables and books with details of walks, which you are very welcome to borrow. We can also dry your clothes and footwear if necessary!!

WIFI Connection is free and is now available in all parts of the building.

PASSWORD: dartmoor 1



Please **ASK** if there is anything else you need.
We hope will enjoy your stay with us and will want to return.

EATING ARRANGEMENTS

BREAKFAST

7.30-9.30 a.m. Sundays: 8.00-9.30am.

However, we are flexible so, given prior notice, breakfast can be arranged before 7.30am



LUNCH

Picnic lunches can be provided. Please request before midday for following day.

TEA/COFFEE

Complimentary facilities in your room.
We can provide you with fresh milk if you prefer.
We will be pleased to serve you complimentary
tea upon your arrival and on your return from a day out.



BAR

The Bar is always open to residents so long as we are around, of course! If you have a favourite “tipple” tell us and we will try to make sure we have it at the bar for you. Due to Licensing Laws we are unable to accept payment from any non-residential guests outside licensing times.

THE BAR CLOSSES AT 10.30pm



WINES

We have an extensive wine list that has been carefully selected for us by our wine merchant, Charles Steevenson, in Tavistock. However if there is a particular wine you would enjoy please tell us and we will endeavour to track down a bottle for you.

PLACES TO EAT



PUBS: In distance order not preference but all tried and tested !
Some better than others, in our opinion! Please ask for further details.

The Rock, Yelverton	01822 852022 PL20 6DS	9.30
The Royal Oak, Meavy	01822 852944 PL20 6PJ	
Walkhampton Inn, Walkhampton	01822 855345 PL20 6JY	
Whitchurch Inn, Whitchurch	01822 612181 PL19 9ED	
Drake Manor, Buckland Monachorum	01822 853892 PL20 7NA	
Who'd Have Thought It, Miltoncombe	01822 853313 PL20 6HP	
The London Inn, Horrabridge	01822 853567 PL20 7ST	
Leaping Salmon, Horrabridge	01822 852939 PL207TP	
Halfway House, Grenofen	01822 612960 PL19 9ER	
Skylark, Clearbrook	01822 853258 PL206JD	
Trout and Tipple, Tavistock	01822 618886 PL19 0JS	
Peter Tavy Inn, Peter Tavy	01822 810348 PL19 9NN	
Elephants Nest, Horndon, Peter Tavy	01822 810273 PL19 9NQ	9.00
The Warren House Inn, Postbridge	01822 880208 PL20 6TA	
Old Plough, Bere Ferrers	01822 840358 PL20 7JL	
The Dartmoor Inn, Lydford	01822 820221 EX20 4AY	
The Castle, Lydford	01822 820242 EX20 4BH	

OTHERS:

Taylor's (Contemporary)	01822 613045 PL19 0DD
Church Lane (Pizza/contemporary)	01822 610413 PL19 8AA
Drakes Café	01822 617697 PL19 9ER
Jasmins, Yelverton. (Chinese)	01822 852807 PL20 6AD
Birds Nest Chinese, Tavistock	01822 610611 PL19 0JF
Platters, Plymouth.(Fish)	01752 227262 PL1 2LS
Ganges, Tavistock.(Indian)	01822 616731 PL19 8LD
East Gate, Tavistock	01822 615665 PL19 0BW
Thariks (Indian)	01822 616520 PL19 8A
Robertson's (Italian/organic)	01822 613045 PL19 0DD
Cornish Arms, Tavi	01822 612145 PL19 8AN

Plymouth has an excellent selection of other types of food. Please ask for telephone directory.

WE ARE NOT BEING MEAN..... **WE ARE TRYING TO BE GREEN**

WE ARE ENDEAVORING TO CONSERVE AND PROMOTE AN ENVIRONMENTALLY FRIENDLY SURROUNDING WITHOUT UNDERMINING THE SPECIAL WAY WE WANT TO LOOK AFTER YOU, OUR GUESTS

.....AND HOW YOU CAN HELP

If you..... need clean **towels**, leave them the bath/shower.

We will... see that as a sign that you would like in clean, dry ones.

Saves on laundry products and water down the drain and electricity.

If you..... leave **plastic bottles/newspapers** and other **recyclables** outside the bin from any other rubbish.

We will...Put them into our recycling bins and dispose of them separately.

If you.....need a **light** on please feel free to flick the switch but be kind enough to remember to flick it back when you leave the room.

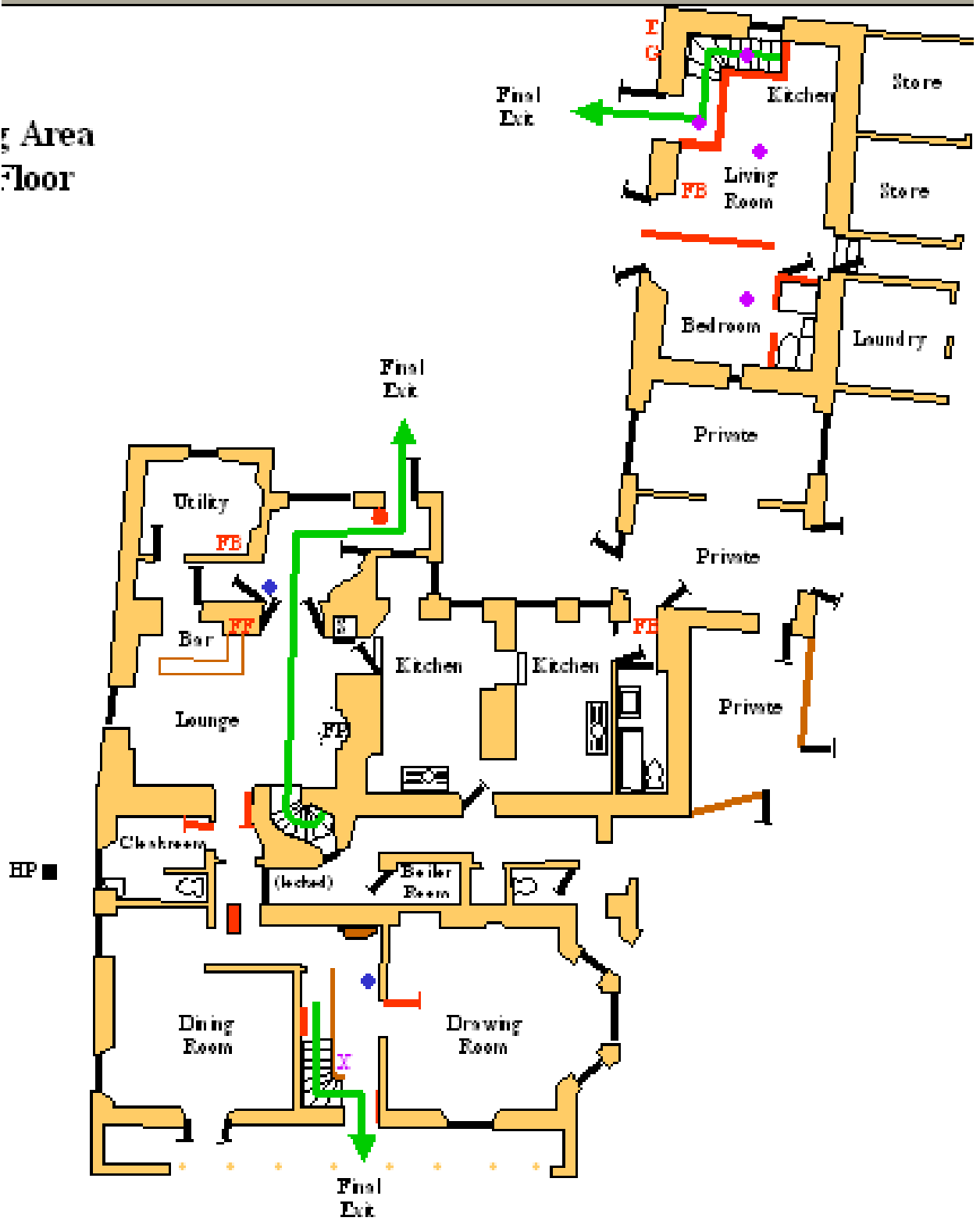
If you.....want the **television** on during the day, flick the timer switch. TV's are on timers as the "little red light" still uses electricity and is a fire risk.

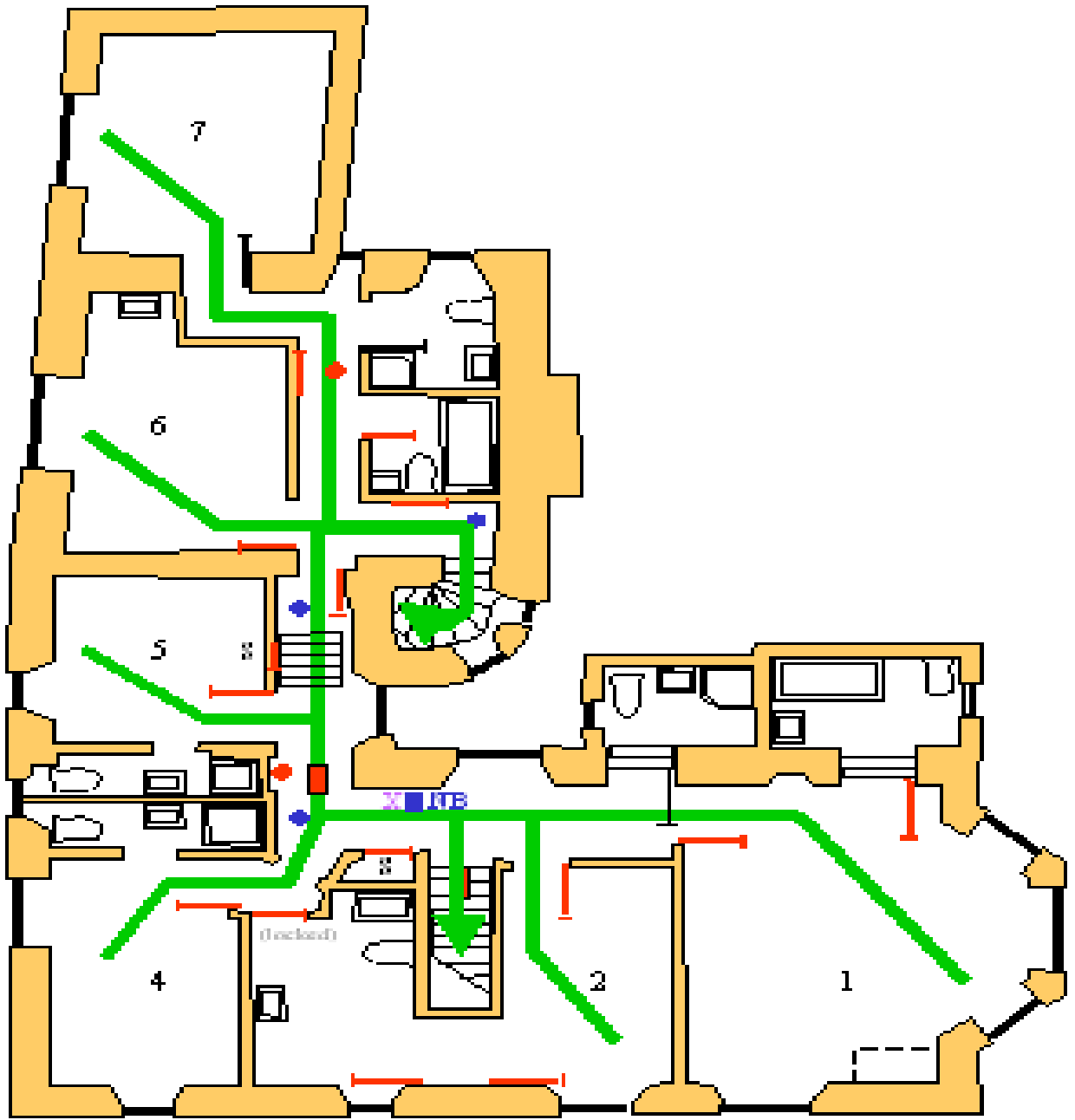
If you....want a warmer/cooler room do turn the radiator thermostat.

If you.....are aware of a **dripping tap** or something not in order in the room please tell us.

We will...try and act on it straight away. Most problems we can deal with immediately but miracles may take a little longer!

g Area
Floor





3 pages

**FIRE SAFETY AND
EMERGENCY PLAN FOR
HARRABEER COUNTRY HOUSE**

It is the responsibility of the management of the
HARRABEER COUNTRY HOUSE
under the Regulatory Reform (Fire Safety) Order 2005, to
inform **ALL GUESTS** what is expected of them where
FIRE SAFETY is concerned during their stay in the property.

The emergency plan has been compiled on completion of the
Fire Risk Assessment carried out initially on 24th April 2008,
and annually thereafter, and the Management are fully
committed in ensuring that they comply with the RR (FS) 0
2005 and to make this property as fire safe as possible.

To this end we would be grateful if you would please take the
time to **READ** and **FAMILIARISE** yourselves with **YOUR
RESPONSIBILITIES** whilst staying here and the procedure put
in place in the unlikely event of a fire.

WE ASK YOU TO.....

- **FAMILIARISE** yourself with the **FIRE ACTION NOTICE** and the **EVACUATION ROUTE PLAN** on arrival in your room. It is on the wall near your room door.
- **ENSURE** that all non-essential items are un-plugged before going to bed or before leaving your room
- **NOT SMOKE IN THE ROOM.** Smoking is not permitted anywhere in the building. The FDS is very sensitive and will pick up cigarette smoke very quickly.
- **NOT LIGHT CANDELS.** The use of lit candles in the room is not permitted.
- **BE AWARE OF FIRE HAZARDS.** During your stay, should you discover a fire hazard please inform Michael or Amanda immediately for us to assess the situation.

SHOULD YOU.....

- **HEAR** the fire alarm please **evacuate** the building straight away by the nearest exit to the **ASSEMBLY POINT** in the **GARDEN** at the back of the building.
- **DISCOVER** a fire you must raise the alarm straight away by **shouting** **“FIRE, FIRE, FIRE”** and then **operate** the nearest **fire alarm call point** and proceed to **evacuate** the building immediately.

YOU MUST.....

- **REPORT** to the FIRE ASSEMBLY point in the **GARDEN** at the **BACK END** of the building.
- **NOT** re-enter the building until told to do so by the Fire Officer or owners.
- **NOT** attempt to fight a fire.

EMERGENCY FIRE PLAN

1. HOW PEOPLE WILL BE WARNED IF THERE IS A FIRE.

If the Fire Detection System (FDS) has not already detected a fire situation, the person discovering the fire will alert all others by shouting **“FIRE, FIRE, FIRE”**. That person will then proceed to **set off** nearest **Fire Alarm Call Point**.

2. HOW THE FIRE AND RESCUE SERVICE WILL BE CALLED.

After alerting all other occupants the person discovering the fire will **CALL** the **FIRE SERVICE** by dialling **999** on the nearest telephone. If the fire is detected by the FDS, the owners of the building will call the Fire Service. If you are unsure as to whether there is a fire or not then the Fire Service should be called anyway. If it is a false alarm the FDS should be re-set. Should there be a problem with the FDS engineer to be called out without delay.

3. WHERE PEOPLE SHOULD ASSEMBLE.

GUESTS should be directed to the **ASSEMBLY POINT** in the **GARDEN** at the back of the building. The senior person present should ascertain that all people are present. Asking people present can achieve this. A roll call will be carried out and if there are any missing persons the Fire Services should be called again. Only Fire Warden trained staff should assist with evacuating guests.

4. ARRANGEMENTS FOR FIGHTING THE FIRE.

Trained members of staff only should attempt to fight the fire and only if safe to do so. **Guests should not in any circumstances attempt to fight the fire.**

5. WHO WILL HAVE OVERALL CHARGE IN AN EMERGENCY

The OWNERS of the property or most senior person present will direct all operations until the arrival of the FIRE SERVICE

FIRE SAFETY AND
EMERGENCY PLAN FOR
HARRABEER COUNTRY HOUSE
FOR THE
TEMPORARY RESPONSIBLE PERSON
HIRING THE UPPER
or LOWER SUITE

It is the responsibility of the management of the
Harrabeer Country House
under the Regulatory Reform (Fire Safety) Order 2005, to
inform guests what is expected of them where **FIRE SAFETY** is
concerned during their stay in the property.

The emergency plan has been compiled on completion of the
Fire Risk Assessment carried out on 24th April 2008 and the
Management are fully committed in ensuring that they comply
with the RR (FS) 0 2005 and to make this property as fire safe
as possible.

To this end we would be grateful if you would please take the
time to **READ** and **FAMILIARISE** yourself with **YOUR**
RESPONSIBILITIES as the **TEMPORARY RESPONSIBLE**
PERSON hiring the accommodation to point out to all his/her
guests of the procedure put in place in the unlikely event of a
fire. The **TEMPORARY RESPONSIBLE PERSON** is totally
responsible for the safety of his/her guests whilst on the
property. You will be asked to sign stating that our policy is
understood and that you will abide by emergency plan.

WE WILL HAVE.....

1. taken you for a tour of the property, shown you escape routes and fire fighting equipment.
2. advised of NO SMOKING POLICY
3. advised that escape routes should not be blocked or become unusable.
4. ask that noise should be kept below 70 decibels(fire alarm would not be heard apart from some rather angry guests below!)
5. advised you what the emergency warning signal sounds like
6. advised you not to collect belongings in the case of an emergency.
7. advised you of the location of ASSEMBLY POINT
(**ASSEMBLY POINT** in the **CAR PARK** at the reception end of the building.
8. advised you NOT to re-enter the building unless it is safe to do so by ourselves or Fire Officer

WE ASK YOU TO.....

- **NOT SMOKE IN THE ROOMS.** Smoking is not permitted anywhere in the building
- **NOT LIGHT CANDELS.** The use of lit candles in the suite is not permitted.
- **NOT USE PLUG IN AIR FRESHNERS.**
- **NOT TO USE ANY ELECTRICAL EQUIPMENT** other than supplied by the accommodation providers except for hairdryers, tongs, straighteners etc.
- **ENSURE** that all non-essential items are un-plugged before going to bed or before leaving your suite.
- **ENSURE** that escape routes do not become blocked and unusable
- **GIVE US NAMES** of all guests so a roll call can be carried out. This is for security reasons as well as a fire safety measure.
- **PARK** vehicles in car park or around the back in such a manner that access for emergency vehicles is not impeded.

PLEASE ENSURE YOUR PARTY UNDERSTAND THEIR RESPONSIBILITIES

EMERGENCY FIRE PLAN

1. HOW PEOPLE WILL BE WARNED IF THERE IS A FIRE.

If the Fire Detection System (FDS) has not already detected a fire situation, the person discovering the fire will alert all others by **shouting** “**FIRE, FIRE, FIRE**” to alert all others in the building.

2. HOW THE FIRE AND RESCUE SERVICE WILL BE CALLED.

After alerting all other occupants the person discovering the fire will **CALL** the **FIRE SERVICE** by dialling **999** on the nearest telephone either in the main building or by mobile telephone.

If you are unsure as to whether there is a fire or not then the FIRE SERVICE should be called anyway.

If it is a false alarm the FDS should be re-set. Should there be a problem with the FDS please advise owners and an engineer will be called without delay, if necessary.

In all circumstances the owners MUST be notified. Please come into the main building and shout for us or phone us on 01822 853302 or 07799433087 if the front door is closed.

3. EVACUATION AND WHERE PEOPLE SHOULD ASSEMBLE.

Everyone should make their way to the **ASSEMBLY POINT** in the **CAR PARK** at the reception end of the building. The TEMPORARY RESPONSIBLE PERSON present should ascertain that all people are present. Asking people present can achieve this. A roll call can be carried out and if there are any missing persons the Fire Services should be called again. Assist all children and guests with disabilities. On arrival the Fire Officer should be told where the missing person was last seen. Only Fire Warden trained staff should assist with evacuating guests.

4. ARRANGEMENTS FOR FIGHTING THE FIRE.

Trained people should attempt to fight the fire but only if safe to do so. If at any point people are in doubt whether to fight or not then it should be left to the Fire Services. If the fire appears to be getting out of control then the building should be evacuated.

It should be pointed out that the misuse of fire fighting equipment is an offence and any person found to be tampering with or misusing the fire fighting equipment may face prosecution and will be asked to pay for the equipment to be serviced/replaced.

5. PROCEDURES FOR MEETING THE FIRE AND RESCUE SERVICE.

The TEMPORARY RESPONSIBLE PERSON or the OWNERS will meet the Fire and Rescue Service. They should be given information as to where in the building the fire is and what is involved. If any person is reported missing you should give the Fire Service their last known location so that they can locate that person and affect a rescue.

6. WHO WILL HAVE OVERALL CHARGE IN AN EMERGENCY

The TEMPORARY RESPONSIBLE PERSON or the OWNERS of the property will direct all operations until the arrival of the FIRE SERVICE. This person shall take overall responsibility for all their party and, on the arrival of the Fire Service hand over control to the Senior Fire Officer.

IT IS IMPORTANT THAT THE **TEMPORARY RESPONSIBLE PERSON** UNDERSTANDS THEIR RESPONSIBILITIES WHERE FIRE SAFETY IS CONCERNED AND THAT THEY WILL ABIDE BY THE EMERGENCY PLAN.

IF YOU ARE UNSURE OF ANY PART OF THE PROCEDURE or RESPONSIBILITIES PLACED UPON YOU PLEASE **DO NOT HESITATE** TO COME AND SEE MICHAEL OR AMANDA AS SOON AS POSSIBLE.