

The Captain's House



WELCOME

INFORMATION BOOK

The Full Fibre 150 Network is: BT-7FFQ9N

Wi-Fi code is: FKf3N3a3bhJAml

Hello and Welcome to *The Captain's House* and to Falmouth.

We wish you an enjoyable stay in our home and a wonderful time exploring the delights of Falmouth and Cornwall during your holiday.

In this folder we have included information to help you with day-to-day workings of the house, like the oven and the boiler, and with useful information about the town and its amenities. **Please pay particular attention to the Fire Risk & Prevention Section of this document that sets out what we have done to protect against fire risks and what precautions you can take during your stay to reduce the risk of fire.**

We hope you enjoy our home, however if you find that anything isn't working within the first 24 hours do let us know and if urgent, please contact our local manager – Bex - on 07513 385 868.

Please have a look through this folder for information on:

- ❖ The house and Falmouth
- ❖ House stuff – oven, hot water etc.
- ❖ **Fire Risk and Prevention**
- ❖ Emergency contacts
- ❖ Shops, supermarkets and amenities
- ❖ Falmouth is fun – where to go, what to see, where to eat
- ❖ The end of your stay

We have left you a Visitor's Book to sign at the end of your visit and leave a message about your stay and also a Snags Book where you can let us know about any problems, breakages or anything you've noticed that we need to work on, as our caretakers will check this book after your stay and let us know.

There is so much to do and see in Falmouth and nearby whether you love the beach, coastal walks, fishing, sailing, shopping, art, food or many other holiday pleasures. We have put a few suggestions in this book and lots more on our website at captainshousefalmouth.co.uk or you can stroll down the hill to Main Street and walk along to the tourist information office to find out more.

We feel we are custodians of an historic house that has been lovingly restored and we hope that you will enjoy it too and take great care of our home while you enjoy your holiday in Falmouth.

We wish you a pleasant and relaxing stay at The Captain's House.

Best wishes

Carol and Mark. *Updated March 2026*

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About The House

The Captain's House is a Grade II listed property built in 1832 – the time of the 'Sailor King' William IV.

It has period features and we have enjoyed filling our home with interesting furniture and antiques to reflect the era the house was built and our own interests.

Mark was born and brought up in Dartmouth, so you will see several paintings from Dartmouth around the house and some Dartmouth pottery where he worked during summer holidays as a teenager (we have an iconic Dartmouth gurgle jug in the drawing room). Mark began his career in the navy and although after four years he moved on, his love of the sea has continued throughout his life with his interests in diving and navigation. Carol also has a love of the sea and has spent many years sailing. Mark is now a writer, and you should find his novel *The Falmouth Son*, which features The Captain's House, in the Living Room.

Falmouth is famous for its harbour, reputed to be the third largest in the world. The port has played an important role in the UK's maritime affairs for centuries and the Maritime Museum, just down the hill from the house, is well worth a visit to hear the full story.

To get a feel for Falmouth and its history we have left you some books for you to read during your stay – they are on the coffee table in the Living Room. Enjoy! (and please leave them for others to enjoy!)

Have fun.

Mark & Carol

House Stuff

Your arrival and access to the house:

The Captain's House location

The address is: 2 Wodehouse Terrace, Falmouth, TR11 4QY. On arrival, please come to the front of the house to collect the keys and get access, then you can drive your car round to the secure garage at the back.

When you arrive at 2 Wodehouse Terrace you will see a grey iron gate, enter the gate and No.2 is on the left with the red door and porch.

Keys

We have left the front door key in a key-safe – it has a ship's wheel keyring. To find it go round to the back of the front porch, on the opposite side to the door, and you'll find a small black key safe. It is next to the rainwater down pipe and situated at eye level. We will have sent you the combination for the safe in an email prior to your arrival. Inside the safe is the key that opens the front door.

Please close the key-safe and scramble the numbers once you have the key as the key is for your use for the duration of you stay and needs to be returned to the key-safe when you leave so it's available for the next guests.

An additional front door key – also with a ship's wheel keyring – is on the hall table along with the key to the back door. The back door keyring is a metal pasty.

Car Parking

To park your car in the secure garage at the back you will need to get one member of your family to enter the house at the front. Go and get the key to the back door, unlock the outer door and then go up through the garden to the garage entrance.

If it's dark when you arrive you can turn the garden lights on before going up to the garage. They are on the right beside the back door that goes from the house into the rear porch. Turn them on and then the garden will be lit enough for you to easily find your way up the terrace to the door into the back of the garage.

When in the garage the light switch is on the left. There is a light switch for the inside of the garage and also a switch for the garden lights.

When inside the garage walk to the left of the electric garage doors and the buttons are very obvious – push the 'Up' button to open the door.

During your stay this is how you can use the garage by opening and closing from inside the garage. (There is still time to be on the other side and push the 'Down' button and leave the garage).

We recommend you shut the garage door every time you go out by using this method of manually using the button for the scroll garage doors.

Directions To The Garage By Road

Facing up Wodehouse Terrace with the house on the left, turn first left up a road that heads up hill. After 10 metres, turn left down a narrow entrance to a row of garages. Our garage is the blue double garage on the left.

House Arrival Set-Up

All the heating and hot water is controlled by the Hive controller in the hall (on left of the dining room door). When you arrive the heating and hot water will be on and every day the heating and water follow the following schedule:

Hot water will be on 6-8:30am and 4-9pm and this should be sufficient for most people's needs.

Heating is set to be 16° overnight. Then 18° during the day going up to 21° from 6pm – 10pm and between 7pm and 9pm in the morning.

If you feel like you would like to change the heating or hot water at any time the best way is to use the Boost button on the top of the controller where you can vary the temperature at a particular time without altering the programme.

You don't need to adjust heating and water when you leave as we will do this remotely.

The electric supply to the cooker will be on.

The fridge and separate freezer should be on but if not the on/off switch is inside on the right near the top.

All other electrical machines like dishwasher, washing machine and dryer will be switched on.

Electrical Fuse Board

The fuse board is in the hall near the front door. It has modern circuit breaker board, which has been labeled to show which circuits are controlled by which circuit breaker.

Mains Water

Two stopcocks control the mains water. The first is a blue lever in the hall cloakroom cupboard on the right. This will be on and open when you arrive.

The second is the main stopcock for water coming into the house, which is on the pavement in front of the front gate and it is on the left when you are looking at the house with your back to the road.

Fire Risk & Prevention

We have carried out a Fire Risk Assessment in line with current legislation and this is included at the end of this document along with a diagram and description of Fire Escape Routes and Fire Safety Notice. Key aspects of this are:

- The Fire Risk Assessment.
- Regular Testing and Certification of gas and electrical equipment.
- Interconnected fire and, where appropriate, heat detectors in all habitable room.
- Escape lighting in the halls and stair ways.
- Fire extinguisher in the coat cupboard in the hall and fire blankets in the kitchen by the microwave oven and in the utility room.

In addition, we ask you to ensure the following during your stay:

1. No smoking within the house. Smokers can use the rear garden.
2. No candles or other naked flames to be used.
3. The open fire in the Living Room should only be used under supervision, and with the use of the fire guard at all times. Extra care should be taken at bedtime when: the fire should have died down; the guard is in place; and there are no flammable items near the fire.
4. The tumble dryer should **NEVER** be left running if the house is empty, or at bedtime.
5. The toaster in the kitchen should only be used under supervision and it should be pulled out from under the cupboards when in use and when cooling.
6. If using the gas fire in the TV Room follow the instructions below carefully.

Gas Fire & Carbon Monoxide (CO) Risks

There is a risk of CO poisoning if incomplete combustion occurs with gas appliances and open fires. For this reason, CO alarms are provided in the TV Room, Drawing Room, Kitchen, and next to the boiler in the ensuite bedroom. CO monitors should not be moved from their elevated position. They are placed high up as CO rises.

Downstairs

TV Room

There is a gas fire in the TV room with electric ignition. There is also a CO monitor in this room.

To light the fire, you first need to light the pilot light and you do this by turning the switch on the right side of the fire anti-clockwise for a quarter of a turn until it makes a loud click. This should ignite the pilot light at the front of the fire, which you will easily see. If it doesn't ignite immediately try it a couple of times and it will. Hold the switch in that position for about ten seconds until the pilot light is established and then turn the same switch to light the fire.

The Kitchen

The Cooker:

The cooker is a combined gas hob and electric oven. The hobs are lit by turning the gas on and then pushing the black button on the front at the left and holding it until the hob is lit. All controls are self-explanatory. Please note, there is no Flame Failure Cut Off feature on the gas hob.

There is a risk of CO poisoning if incomplete combustion occurs with gas appliances. For this reason, a CO alarm is provided. Please ensure it is not moved.

To set the timer or find out what all the function keys on the oven all do then please look at the instructions printed at the back of this book. If for any reason the electricity to the cooker is turned off the switch is in the cupboard to the right of the cooker.

The Dualit toaster should NEVER be left unattended when in use. Please move the toaster forwards to the front of the worktop (so it's not under the cupboard) before placing bread in for your toast and only heat the slots that you are going to use (you can select 2, 4 or 6 – they work from the left to right). Then please unplug after use.

A fire blanket is on the wall to the left of the microwave cooker.

Utility Room

There is a washing machine and a separate condensing tumble dryer, which is extremely efficient. With the dryer, please make sure you EMPTY THE WATER after EVERY use. This is done by pulling out the compartment on the top left that looks like a drawer. Pull it out and empty all water and then put back.

Also please empty the fluff filter from the compartment inside the door after EVERY USE.

Please change both WATER and FLUFF after EVERY use or the machine will not work and will break down. DO NOT LEAVE THE TUMBLE DRYER ON IF THE HOUSE IS UNOCCUPIED, OR AT NIGHT, BECAUSE OF THE RISK OF FIRE.

The **FIRST AID KIT** is in the cupboard under the sink in the Utility Room. An emergency torch is also in the cupboard in the Utility Room

Living Room

If in the winter, you can use the open fire as long as you are careful and clean up afterwards. Please always use the fireguard and never leave the fire unattended.

Please note that the wooden cabinet to the left of the window has glass protector on top, please be careful of this glass which could get knocked.

We have left coasters in most rooms and there are more spare coasters in the kitchen. We would much appreciate you using coasters and mats when putting hot cups or plates on our furniture.

Broadband

We have an optical fibre network connection to the house and Ultrafast broadband with download speeds of 150mb/s.

<p>The Network is: BT-7FFQ9N The Wi-Fi code is: FKf3N3a3bhJAml</p>
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Upstairs

Boiler

This is in the en-suite to the master bedroom. The boiler has been set up to run optimally **so please under no circumstance touch any of the boiler controls.**

There is a risk of CO poisoning if incomplete combustion occurs with gas appliances. For this reason, a CO alarm is provided in the boiler cupboard. Please ensure it is not moved.

All boiler heating and water settings are controlled by the Hive thermostat in the hall downstairs and explained on Page 7. If you wish to alter the heating please use the thermostat downstairs.

Showers Room

One of the radiators is an electric oil filled radiator and combined towel rail for drying towels and the switch for that is outside the shower room on the half landing low down. Please turn it off when you have finished using it.

On the shower there is a red safety button in order to prevent the water being too hot. Depress the red button to raise the temperature of the water.

Windows

Please be careful when opening the windows as they are old-fashioned sash windows and some open wide. We would suggest you only open from the top half.

When opening please be really careful with the horizontal screw security lock on some of the windows as it can seriously damage the window when you close it again.

All windows have wedges in them to stop them rattling. Again, when opening the window please be careful these don't fall out.

Ironing Board and Iron

These are in the cupboard in the Primrose Room (front bedroom on the right after going upstairs). Or it may have been left in the Coat Cupboard downstairs.

Garden

Please be careful when it rains as the slate in the garden can be a bit slippery.

We have left garden chairs, table, BBQ, sun-loungers and parasol in the garage for you to use.

You can light up the garden at night from the switch by the back porch. **Please do not leave the lights on if you are not in the garden.**

Rubbish

All waste including recycling can go in the same bag as our contractor CTC Waste separate all waste and process it at their licensed waste facility.

The rubbish collection day is Saturdays. Please put your rubbish in black bin bags and tie them up and take out to the large bin at the front of the house (behind the porch). Please put them all out before you leave on Saturday.

They will not collect loose rubbish.

Please don't leave any bags outside the wheelie bin as seagulls will break into the bags.

Emergency Contacts

- For any Major Emergencies (fire, serious injury or illness, crime or security issues) please contact the Emergency Services on **112** or **999**.
 - Your address is 2 Wodehouse Terrace, TR11 4QY
- Falmouth Hospital – Trescobeas Road, Falmouth, Cornwall, TR11 2JA
 - The hospital has a Minor Injury Unit which is open every day between 8am and 8pm. For more information call **01326 430000**
- **Doctors Surgery:**
 - Trescobeas Surgery - www.trescobeas-surgery.co.uk
Tel: 01326 315615
Open weekdays 8am – 6pm.
- **Pharmacies:**
 - **Superdrug Store**
55 Market Street TR11 3AT
Tel: 01326 312445
(0.31 miles away)
 - **Boots**
47-49 Market Street TR11 3AB
Tel: 01326 312373
(0.39 miles away)
- **Dentist:**
 - Falmouth Dental Health Centre
25 Kimberly Road, TR11 2DA
Tel: 01326 313344

SHOPS, SUPERMARKETS AND LOCAL AMENITIES

Supermarkets

SUPERMARKET	ADDRESS	PHONE	DISTANCE FROM CAPTAIN'S HOUSE
Sainsbury's (open till 10pm on Fridays)	Ponsharden Falmouth TR11 2RZ	01326 431400	1.6 Miles (on A39 as you drive into Falmouth)
Tesco	Killigrew St Falmouth, TR11 3P	0845 677 9267	0.4 miles
Tesco Express	Block A Discovery Quay Falmouth, TR11 3XA	0845 671 9300	0.3 miles (near Maritime Museum)
Iceland Foods	3 Berkeley Vale Falmouth TR11 3PL	01326 211545	0.5 miles
ASDA (open 24 hrs. Mon – Fri)	Jennings Road, Penryn, TR10 9LY	01326 378873	3.5 miles (on A39 as you drive into Falmouth)
Lidl	Falmouth Rd, Penryn, Falmouth TR10 8AB	0800 977 7766	1.7 miles

Newsagent

Arwenack Newsagent
39 Arwenack Street
Falmouth
TR11 3JG

(0.2 miles. 3 – 5 minute walk downhill from house, turn right on Arwenack Street and it's on the right.)

Post Office

13 Market Street
Falmouth
TR11 3DB

(0.4 miles. 10-minute walk from the house)

Tourist Information

Tourist Information Office
Prince of Wales Pier
TR11 3DF
(0.5 miles. 10-minute walk from the house)

St Mawes Ferry

The ferry goes 7 days a week from Prince of Wales Pier and Customs House Quay in peak season. Off season it usually only goes from Prince of Wales Pier.

To find out times call 01326 741194 or online information at falriver.co.uk

Churches

St Mary's Roman Catholic Church
Killigrew Street
TR11 3PR
(0.4 miles. 10-minute walk from house)

King Charles the Martyr – Church of England
Church Street
(0.2 miles. 5-minute walk).

All Saints Church – Church of England
Dracaena Avenue
TR11 2EN
(0.6 miles. 10-minute walk)

Falmouth Methodist Church
Killigrew Street
TR11 3PG
(0.4 miles)

Banks and cashpoints

Most major banks and cashpoints are within easy walking distance in the town centre, either along Market Street or Killigrew Street.

Cinema

Phoenix Cinema was converted from the Old Drill Hall into a five-screen cinema.
11 Barkley Vale TR11 3PL
(0.5 miles)

Train station

Falmouth Town train station is the nearest to the house. It is just a ten-minute walk from the station to the Captain's House.

Taxis

Abacus Taxis Falmouth – Tel: 01326 212141 or 01326 312181.

Able Cars – Tel: 01327 373007

EV CHARGING

There is a *myenergy* Zappi EV charger in the garage which you can use. Although we are supplied by Octopus, we do not have the overnight low tariff, so all charging is at the standard domestic tariff rate, which is lower than you pay at a charging station but, as it is only a single phase 7KW supply, it is slower. So, ideal for overnight charging.

The charger is password protected. To use it please ring Mark on 07968 18 30 55 and he will give you the code and details of how to pay. We take £100 deposit and monitor what is used remotely, so we can settle up with you at the end of your stay.

THINGS TO DO, PLACES TO EAT AND TO DRINK

Restaurants

There are too many to recommend and list here! From relaxed and casual to fine dining and all sorts of cuisines from all over the world - you can find it all in Falmouth. We have just suggested a few of the relaxed kind that are in easy walking distance just to get you going.

➤ Fuel

If you wake up on Saturday morning and you haven't stocked up with food yet and need some breakfast then treat yourself to a breakfast or lunch out all you have to do is walk straight down the hill and turn right in Arwenak street and fall into Fuel.

➤ Harbour Lights

The best fish and chips in Falmouth and possibly the world! No stay at the Captain's House or visit to Falmouth is complete unless you have tasted their fish 'n chips. Mushy peas too! And if fish isn't your thing other delights can be found in batter – like sausages or in pastry – like pies! Vegie options available too.

➤ The Stable

Pizzas and cider and great views of the harbour from their garden at the back. And a very short stroll down hill from home.

- Cribbs
Caribbean food and might fine rum right in the heart of Falmouth on Arwenack Street. Rum cocktails and Jerk Chicken highly recommended.
- Amanzi Africa Restaurant.
Casual, modern eatery serving dishes from all over Africa made with seasonal Cornish ingredients.
- Courtyard Deli & Cafe
Tucked away up a side lane called Bells Court, off the High Street is this quiet Café and deli which provides home made food and deli delights.
- The Meat Counter
In Arwenack Street. The best ever beef burgers and very friendly staff. We may even be bold enough to say the best burgers in the world. We have a favourite place in Texas and this is right up there with US style freshly cooked burgers (with options for vegies too).
- Pizza Express
Possibly the best view at any Pizza Express with inside views and balcony views. Head towards the Maritime museum and in Discovery Quay looking out on the harbour is everybody's favourite pizza haunt.
- The Shed
A great location and good food and atmosphere. It offers a bit of everything in the way of pizzas, fish burgers etc., and in the summer you can sit outside on Customs House Quay.
- Zizzi
For the other Italian favourite and right underneath Pizza Express with the same great views (just no balcony!).
- The Shack
Shack is a rustic shellfish bar in Events Square.

Vegetarian Restaurants include:

- Pea Souk Café - Tucked away down Well Lane just off Church Street
- Lots of restaurants serve vegie and vegan food.
- Gylly Beach Café
Only a 15-minute walk away is Falmouth's famous Gyllyngvase beach and there you can enjoy the very popular Gylly Beach Café and when we say popular – we mean popular – standby in peak season for a potential crowd in there – but it's worth it!

Of course you have to try a Cornish Pasty and there are many bakers and cafes that sell this delicious traditional treat.

Pubs

The Seaview, just along Wodehouse Terrace now has Desi cuisine. Or, head straight down towards Customs House Quay. Then around Customs House Quay is the Front, the Chainlocker, the Quayside Inn. In the summer you can sit outside either of these and watch the world go by in the harbour as you sip on local ale.

Or head right along Arwenak Street to Five Degrees West. Or turn left and take your pick from several other pubs down side streets and in town – look down little lanes and side streets to find many lovely pubs and some great ales and ciders!

THINGS TO DO

We have a section on our website with our Favourite Things to do while staying at the Captain's House – have a look here

<http://captainshousefalmouth.co.uk/the-house/our-favourite-things/>

In summary here's a few to get you going. You can also head down to the Tourist Information Office on Prince of Wales Pier to find out more detail of events and activities.

Here's a snapshot of things to do:

- Walk to Pendennis head (20 minutes) for stunning views across the Falmouth bay. Then walk a circuit back home by going along the coast which is part of the route of the shortest motorcycle road race ever held in the UK from 1931 – 1937 (1.5 miles), and towards Gyllyngvase Beach and then back up to the house.
- Walk to Gyllyngvase Beach (10 minutes walk). Here's the lowdown on the quick way to walk to the beach from the house:
 - Head right out of the house and cross over Wood Lane and straight across is the narrow entrance to Fox Lane. This goes down hill and winds around until it comes out on Melville Road where you turn left. Then very soon after turn right on Gyllyngvase Hill (just by the Rosemillion Hotel). Go down hill and you'll be smelling the sea air! Just ahead of you at the bottom are the beach and the café.
- Take a ferry to St Mawes – where you can enjoy the town, the castle and lovely walks along the coast. One of our favourites is the walk to St Just in Roseland and it's beautiful Church.
- No visit is complete with a trip to the Maritime Museum! – It's fun and fascinating and once you've bought a ticket it will last for one year so you can keep going back during your stay.
- More beaches if you walk along the coastal path from Gyllyngvase Beach to Swanpool Beach and Maenporth Beach. You can drive here too.
- Gardens like Trebah, Glendurgan and Trelissick and lovely waterside villages such as St Mawes and Helford, are literally on the doorstep and can be visited by boat, car or walking from Falmouth.

For more information on what to do and see during your visit have a look online at www.falmouth.co.uk

All good things must come to an end!

When You Leave:

Please...

- leave by 10am on your day of departure.
- Switch off the lights.
- Make sure electrical appliances are switched off at the sockets
- It would be helpful to turn radiators down to setting number 3 if you have turned them up. Please do not turn them off.
- Lock all doors and windows.
- Leave the property clean and tidy.
- Take the rubbish out to the bin at the front in a tied up black bag.
- Feel free to sign the Visitors' Book.
- Let us know if there are any snags by filling in the Snags Book
- Let us know if there have been any breakages.
- Check you have all your luggage.

- Leave the house same way that you came in:
 - So please lock the garage from the inside and then come back into the house to lock the back door and leave the back door, and additional front door key, on the hall table.
 - Then exit from the front of the house and put the other front door key back in the key-safe and scramble the locks.

Have a safe journey home and we hope to see you again soon.

Fire Escape Routes

The plans below show the escape routes in **RED** in the event of **FIRE**.

From the **FIRST FLOOR**: If it is safe to do so, the **PRIMARY ESCAPE ROUTE** is via the stairs down to the **HALL** and then proceed out of either the **FRONT**, or **BACK** Doors. There are night lights and torches on the complete route in case it is dark or there is a power cut. In **EXCEPTIONAL CIRCUMSTANCES** when it is not possible to access the stairs due to smoke or flames, a window ladder is situated in Bedroom 2 (see diagram) on the **FIRST FLOOR** to be used to climb down to the flat roof above the front porch and further down to the ground.

From the **GROUND FLOOR**: Access the **HALL** and exit the property via the **FRONT**, or **BACK** doors. In **EXCEPTIONAL CIRCUMSTANCES** exit from any of the windows, or via the **TV ROOM** and **SUNROOM**.



FIRST FLOOR PLAN

GROUND FLOOR PLAN

The front of the house is at the bottom of the page

MB April 2024V3

Fire Safety Notice

YOU ARE STAYING AT:

2 Wodehouse Terrace, Falmouth TR11 4QY

IN CASE OF FIRE

1. If you hear an ALARM it should be treated as a genuine FIRE until proven otherwise and the procedure below should ALWAYS be followed.
2. Exit the property via either front or back doors IMMEDIATELY. In EXCEPTIONAL circumstances, when it is clear that it isn't possible to exit via the stairs, a window ladder is provided in Bedroom 3 on the first floor and exit may be made by ladder and flat roof.
3. Walk clear of the building and STAY clear.
4. DO NOT stop or return to take personal belongings.
5. Dial 999 and ask for FIRE BRIGADE.
6. DO NOT attempt to re-enter the premises until it is declared safe by the Fire Officer in charge.