

Cornwall Plus

Welcome Guide for groups

We look forward to welcoming you to the beautiful county of Cornwall. Our accommodation, known as Cornwall Plus Glasney Rooms, is situated on Penryn Campus which is home to Falmouth University and University of Exeter students for much of the year. During the summer holidays our accommodation is made available to for holiday stays, conferences, summer schools and other visitors to experience all that our lovely region has to offer.

We provide affordable, clean and functional accommodation on our picturesque campus in the heart of Cornwall.

Attached is some information which you may find useful in preparing for your stay. However, if you do have any questions, please do contact your Events Officer.

Thank you for choosing to stay with us at Cornwall Plus Glasney Rooms.

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How to find us

If you are using GPS or sat nav please use postcode TR10 9AJ to reach our Reception at Glasney Lodge.

Alternatively, the entrance to the Campus is at coordinates:

50°10'21.21" N

5°07'34.04" W

Glasney Village is on the Penryn Campus, located on Treliever Road, just off the A39 from Truro. Follow signs to the 'University Campus Penryn'. Once you arrive at the Campus site follow signs for Glasney Lodge (not Main Reception), which is straight over the roundabout through the bus lanes, then bear left past the Main Reception building to Glasney Lodge.

Arrival

The Event Officer you have been liaising with will be your immediate point of contact over the course of your stay. Check-in is from 4.00pm onwards.

Group Check In

On arrival you will be met by your Event Officer. If arriving by coach we ask you to pull up at Bus Stop D, where your group can disembark. Your coach driver will then be directed to parking by the Event Officer or a member of security. Please let your point of contact know your time of arrival.

If your group are arriving by car please follow signs to car park C, D, E or F.

Your Event Officer will go over any relevant paperwork, including Health and Safety information. If you are leading a group of young people or are holding your own registration you will also be given your group's room keys.

Check-out is strictly before 10.00am on the day of departure. If you need to arrange storage for luggage, we have limited space available, please discuss with your Event Officer in advance.

Individual check in

If your guests are checking in individually, please confirm this with your liaison. Guests should be directed to check in at Glasney Lodge.

Please make sure your guests are aware of your events schedule and the time and location of their first appointment.

Parking

Parking is available at the campus car parks but is not permitted in Glasney Village itself except for Blue Badge Holders or emergency vehicles. Glasney Lodge Reception will allow your cars through to drop off and collect luggage, however cars should then be parked at one of the campus car parks situated 30 – 100 metres from the accommodation.

Parking charges

(Until 31 August 2026)

Cars

Monday to Friday (between 8.00am and 6.00pm)

Up to 1 hour = Free

1 to 2 hours = £2.00

3 or more hours = £1.00 per hour

All day = £6

Minibus All day = £8

Coach All day = £12

Monday to Friday Between 6.00pm and 8.00am = Free Weekends

Friday 6.00pm to Monday 8.00am = Free

Please contact your Events Officer if your group will be arriving by coach.

Event Code Parking

If you have more than 6 delegates, we can issue an event parking code so that parking costs can be charged back centrally to the main account. For more details, please contact your Events Officer if you have not already arranged this.

Prices may vary dependant on vehicle size, again please contact your Events Officer for more information.

Accessible parking

If you are a blue badge holder, please speak to the staff at Glasney Lodge Reception who will direct you to the disabled parking bays within the accommodation grounds.

Accommodation

Reception

You will access your rooms with a key or card. Please keep these in a safe place as you will incur a charge for lost keys or keys not returned on departure. Please refer to the Terms and Conditions.

Should you have any queries out of hours Glasney Lodge Reception is manned 24hrs a day. Our friendly reception team can be contacted on telephone number 01326 253503.

Guests with accessibility requirements

If you have special requirements, please let us know as soon as possible. Although we cannot guarantee we will be able to meet your exact needs we will do our best support you.

Our entry-level rooms are wheelchair accessible, however, we are unable to provide specialist equipment such as shower stools so please bring these with you if required.

Maintenance

Please report any maintenance issues to your Event Officer or direct with Glasney Lodge Reception where your issue will be logged and dealt with as soon as possible.

Health and Safety

Fire Safety

Your Events Officer will go over Health & Safety procedures with you on arrival. Please familiarise yourself with these and the fire safety procedures attached and located on the back of your bedroom door. A short fire alarm test takes place weekly but usually takes place at a quiet period of the day, there is no need to evacuate the building at this time.

First Aid

Staff at Glasney Lodge have been trained in First Aid. If you require first aid assistance, please contact Glasney Lodge on 01326 253503.

In an emergency – please contact Glasney Lodge Reception who will call emergency services as needed. If you should need to call the emergency services yourself, please let Glasney Lodge know as a matter of urgency. This will enable Security and campus staff to direct the emergency services to you without delay.

Catering and Campus Facilities

Catered stays

If you have chosen a catered option with us, you should have already pre-booked your meals. If there are any changes to your agreed meals or eating times, please contact your Event Officer as soon as possible. We will do our utmost to accommodate you but please be aware we will have other groups on campus so cannot promise that additional meals or alternative dining times will be available.

Self-catering stays

If you have chosen the self-catering option, we have an excellent range of services on campus.

The Lower Stannary Restaurant is available for both breakfast and a choice of both hot and cold lunches on weekdays. Evening meals are only available for groups. If you're looking for something quick and easy, Koofi does a great range of pizzas and sandwiches, along with Starbucks coffee.

You will find all of the general items you need in the campus shop during the week. We also have supermarkets nearby, please ask at Glasney Lodge for details.

Stannary Restaurant

Serving a range of hot food, snacks and drinks throughout the day on weekdays.

Koofi café

Koofi café includes seating inside and out on the terrace. Serving Starbucks coffee, breakfasts, snacks and hand-made pizzas, plus a selection of wine and beer.

Sustainability Café

Serving a range of sustainable and local hot and cold drinks,

Stannary Café Bar

The new Café Bar is located on the ground floor of the Stannary. It is available for event requests please speak to your event officer if you would like to book this space.

The Campus Shop

Well stocked convenience store stocks a range of items for your stay.

For opening times, see in room information.

Other Facilities

Laundry

Laundry facilities are available to you on site. We recommend downloading the 'Circuit Laundry' app to pay for the laundry services or ask for a payment card at Glasney Lodge Reception.

Wi-Fi Access

Choose "GlasneyRooms-WiFi" network in your Wi-Fi settings. Complete the User Agreement and Registration details. Then type in a URL address to access the internet.

Sports Centre

Penryn Campus Sports Centre offers a gym with 90 stations of the latest fitness equipment and a free weights area, a fitness studio offering a variety of regular classes, and a four-court sports hall available for hire. Please call 01326 370770 or call in for more information and admission fees.

Finally, we would like to wish you a safe journey and hope that you have a fantastic holiday in Cornwall.

If there is anything we have missed, or anything else we can help you with, please do not hesitate to contact your Event Officer.

www.cornwall-plus.co.uk