

LOW WOOD BAY

RESORT & SPA

Welcome to Low Wood Bay Resort and Spa for Christmas 2019. We hope you have had a great journey. The team are here to make your Christmas experience special and to help you create precious memories to treasure for years to come. We do know most of your requirements by now, but if there is anything that would add to your experience please do not hesitate to speak to one of our team. Please find listed below details of everything we have planned for you during your stay.

MONDAY 23RD DECEMBER

Once you have checked in, why not explore the Resort or visit the Health Club for a relaxing swim, a dip in the hot tub or a visit to the infra-red sauna and steam room? For something refreshing, pop to Norman's for a homemade juice, smoothie or artisan coffee. Dinner this evening is included in your festive package and will be served in either The Windermere or Blue Smoke on the Bay. If you need to check your dining time please contact Reception.

CHRISTMAS EVE

For those already in house breakfast is available in our Windermere Restaurant, with its Lakeland views, between 7.00am – 10.00am. Once you have started your day, why not make the most of the local area? If you are looking for inspiration on what to do and places to visit please contact Lynda, our Concierge, who will be happy to give you great local advice.

Don't forget to visit our wonderful Low Wood Bay Christmas cake on display in the bar, don't forget to guess how much it weighs! A festive quiz will be available as well as other festive games. Prizes for all competitions (including children's entries) will be announced and awarded at our Boxing Day Gala Dinner. If you would like a copy of the quiz earlier than Christmas Eve please ask a member of our Reception team.

A Champagne afternoon tea is served buffet style in The Lake Suite from 2.00pm-4.00pm. Sit back and enjoy this festive treat! Back by popular demand we have re-introduced our festive Bingo fun with Nevil and his helpers, so come along and have a go as this is not to be missed. Bingo will start at 2.45pm in the Lake Suite.

From 4.30pm until 5.15pm, the Christmas Belles will sing carols and entertain us in the Atrium. Please feel free to join in and enhance the holiday spirit.

At 4.45pm Santa's reindeer will gather outside in the courtyard where children can sprinkle reindeer dust so that Santa knows where to find them. Please assemble in the Atrium by 4.40pm prompt. Ensure that children are dressed warmly as we may have traditional Lakeland rain to contend with. Once the reindeer dust has lit the path please move inside to the Atrium where the children are welcome to join in with a festive story or two and a cup of delicious hot chocolate.

Dinner this evening is served in either The Windermere or Blue Smoke on the Bay with a pre-dinner glass of Champagne and canapés served in our Langdale lounge and bar from 6.00pm. Dinner timings are as per your pre-requested booking time.

For those wishing to attend Midnight Mass, a warming glass of mulled wine awaits you on your return prior to retiring to bed ready for the big day ahead. Please note that transport for Midnight Mass is not provided.

The Health Club is open today 7.00am - 7.00pm; last Swim 6:30pm. The Spa is open 9.30am – 7.00pm. For guests in Lime rooms or Oak suites, turndown service will operate between 6.00pm – 8.00pm; please let Reception know if you do not require this service.

CHRISTMAS DAY

Bucks Fizz is served with breakfast between 7.00am – 10.00am in The Windermere, where stockings full of treats are provided for all the children.

Prepare yourself for Santa's arrival at 11.00am in the main Reception accompanied by 'Sam' the dog who will guide everyone up to the Gallery lounge Christmas tree. Here, Santa will deliver a gift for each of the children. Santa will also choose the winner of the children's bauble competition. If you are still peckish, a range of pastries will be served with tea and coffee.

Christmas Lunch is served in either The Windermere Restaurant or Blue Smoke on the Bay as per your individual bookings. Enjoy a festive affair full of party poppers and seasonal cheer. At 3.00pm, the Queen will address the nation and we will serve a slice of the Low Wood Bay Christmas cake accompanied by a hot drink in the Langdale Lounge.

From 7.00pm, a buffet dinner will be served in the Lake Suite accompanied by a glass of wine and a top up. Between 8.30pm – 10.00pm it's onto our popular casino tables for after dinner entertainment with prizes to be won - from Champagne and wine to weekend breaks.

The Health Club is open today 8.00 am – 12.00 noon; last Swim 11:30am. The Spa is closed today. There will be no turndown service on Christmas Day.

BOXING DAY

After a hearty Lakeland breakfast, served from 7.00am until 10.00am, enjoy the rest of the day at your leisure. Don't forget to return your quiz sheets to Reception ready for the 'winner reveal' this evening.

At 9.45am, we welcome the children to join in our annual cracker hunt. All children should meet outside The Windermere, whoever collects the most crackers wins!

This morning, we have organised a private charter on Lake Windermere. The cruise sets sail at 10.30am returning at 11.30am. Once on board you can take in the sights of England's largest lake whilst enjoying luxury mince pies, a hot drink or a cold beverage from the on-board bar. Please note, we have two boats leaving at the same time as we cannot accommodate everyone on one boat. Please ensure that you are gathered in Reception for 10.15am prompt so that a member of the Guest Relations team can guide you on board.

Should you wish to take lunch, this is not included in the package but Blue Smoke on the Bay will be open all day to serve you. Pre-booking is advised, alternatively, if you prefer something lighter, we are serving a soup and sandwich lunch in The Windermere between 12.00pm – 2.00pm.

From 3.00pm we have organised a cocktail making master class with the bar team in the Winander Club. Here, you will see the bar team at their best as they teach you how to make a selection of popular cocktails and add in that bit of flair! In order for us to prepare for the correct number of master cocktail makers, please let Reception know if you wish to join in.

The time has come for our themed Gala Dinner. Please join us at 7.00pm when Champagne and canapés will be served in the Gallery lounge as we reach the finale of our Christmas House Party. (This evening is a black-tie event, if you don't have black tie don't worry but smart attire is essential). Our stunning Gala Dinner will be followed by music from our DJ and dancing for all the family. Please note, to enhance the party atmosphere we have created a table plan joining our guests on tables of 8-10. The table plan will be displayed alongside the festive menus in Reception from Christmas Eve.

The Health Club is open today 9.00am – 7.00pm last Swim 6:30pm. The Spa is open 9.30am – 7.00pm. For guests in Lime rooms or Oak suites, turndown service will operate between 6.00pm – 8.00pm. Please let Reception know if you do not require this service.

FRIDAY 27TH DECEMBER

To conclude another memorable Christmas stay, a hearty Lakeland breakfast is served between 7.00am – 10.00am.

The Low Wood Bay team will bid you farewell and trust that your Christmas stay with us was truly magical!

MEET YOUR HOSTS FOR THIS CHRISTMAS

Nevil Jeffery: General Manager

Dawid Croukamp and Daniel Buck: Operations Managers

Festive Elves working to make sure your stay is perfect:

Michelle Croukamp: Personnel Manager

Gemma Jeffery: Weddings and Events Manager

Nicola Wright: Front Office Manager

The team ensuring ensure that your every restaurant and beverage experience is exceptional:

Filip Kierasinski: Food and Beverage Services Manager

Lenka Novotna: Food Services Manager

Jenny Stocks: Windermere Restaurant Manager

Elke van Laarhoven: Blue Smoke on the Bay Manager

Michael Haworth: Liquor Services Manager

The team delivering exceptional food:

Marc Sanders: Resort Head Chef, oversees all kitchen operations working alongside

Chris Hibbert: Hotel Head Chef

Tyrone Blake: Blue Smoke on the Bay Head Chef

The team here for your every need:

Tanya Thompson & James Wilkinson: Guest Relations Managers

Chad Morgan: looks after our Winander Club, the newest part of the Resort

The Front of House team looking after all your room requirements:

Sarah Harker: Executive Housekeeper

Tammy Wilkinson: Housekeeping Manager

Thomas Roach: Reception Manager

Mick Parker: Night Manager

Lynda Horsman: Concierge

Ensuring that your relaxation is of utmost importance should you venture their way:

Andy Sharples: Health Club Manager

Sophie Chubb: Spa Manager

On behalf of myself and the team, we thank you once again for choosing Low Wood Bay to celebrate the festive season and we wish you a very Merry Christmas and a Happy New Year.

Kind regards,

Nevil Jeffery
General Manager