

# LOW WOOD BAY

RESORT & SPA

Welcome to Low Wood Bay Resort and Spa, we hope you had a great journey. The team are looking forward to making your New Year experience very special. We should, by now, know most of your requirements, if however there is anything in particular that you need, please do not hesitate to speak to a member of our team.

Please find below the details of what we have planned during your stay.

## MONDAY 30TH 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.

From 3.00pm – 5.00pm a Champagne afternoon tea will be served buffet style in the Winander lounge, let our Winander team look after you whilst you relax ready for the celebrations.

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.

## NEW YEAR'S EVE

For those already in house, breakfast is available in the Winander lounge, with its Lakeland views, between 8.00am – 11.00am. 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.

From 3.00pm – 5.00pm a Champagne afternoon tea will be served buffet style in the Winander lounge. The Health Club is open today 6.30am – 7.00pm; last Swim 6:30pm. The Spa is open 9.30am – 7.00pm.

### **Blue Smoke on the Bay Celebrations**

Champagne and canapés are served in the Atrium from 6.30pm, your table has been reserved at your requested timing, please check with Reception if you are unsure. Enjoy the evening, dance to the music, then delight in our ever popular firework display from either the outside terrace or the warmth of the restaurant. Let our DJ help you welcome in 2020 until 1.00am, then retire for the evening.

## NEW YEAR'S DAY

Sadly all good things must come to an end but not before we serve you breakfast in the Winander lounge from 8.00am-12.00pm. Or for those of you who would like a more leisurely start to your day, why not join us for brunch in Blue Smoke on the Bay from 10.30am-1.00pm.

For those guest staying for the evening both Blue Smoke on the Bay and The Windermere will be serving their popular menus. All rooms are on a bed and breakfast basis this evening, however should you wish to dine please ensure you make a reservation through Reception to avoid disappointment

The Health Club is open today 6.30am – 7.00pm; last Swim 6:30pm. The Spa is open 9.30am – 7.00pm.

## MEET YOUR HOSTS FOR THIS NEW YEAR CELEBRATION

**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