

# Welcome to



## NANNY BROW

To make your stay with us as comfortable and safe as possible, we would be grateful if you could take a few minutes to read this information folder.

If you require assistance during the day, please come to the reception desk located at the bottom of the main stairs. If we are not in reception, please use the phone to the left of the door to call 202. A member of staff will have a phone with them to help you. If we are out, we will leave a visible sign with our mobile number to reach us on.

Overnight, there will always be a member of staff in the building. In an emergency, please call them using the phone on the left of the reception door to dial 202. Alternatively, call 07746 103008.

We are a small team at Nanny Brow working hard to make sure your stay is as enjoyable as possible. If there is anything we can help you with during your stay, please ask one of us and we will do our utmost to assist you. We pride ourselves on our reputation and therefore would appreciate it if you speak to us if there is anything not to your satisfaction so we can try to resolve the situation.

We love to read the comments in our visitor's book so please feel free to leave a comment during your stay or as you depart. Our visitor's book is located on the hall table at the bottom of the stairs. Also, with review sites such as Trip Advisor proving so popular we would appreciate it if you could take the time to post a review.

We hope that you enjoy your stay with us.

Thank you

Sue, Pete and the Nanny Brow Team.

**If you would like a larger print copy,  
please ask at reception.**

## QUICK REFERENCE GUIDE

Nanny Brow, Clappersgate, Ambleside LA22 9NF (015394 33232)

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**In an emergency or life threatening situation dial 999 or 112 and contact duty staff on dialling 202 from reception wall phone and if no answer call 07746 103 008.**

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Fire Alarm	Two-tone continuous siren with strobe light
Assembly Point	Main car park
Out of Hours Doctor	03000 247 247 (Cumbria Health on Call)
First Aid Kit	In lounge, right hand drawer of large table straight ahead of you

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Breakfast	Monday to Friday 8.30 am – 9.00 am Saturday and Sunday 8.30 am – 9.15 am
Check-out	10am please. Payment can be made using cash or card
Internet Access	Free of charge and no password, use Nanny Brow Guest
Smoking / Takeaway meals	Are not permitted in any part of the building. See folder for more details
Refreshments	Complimentary hot drinks trays are in your room and replenished daily. They are for in room use only. <b>All water from the taps is drinking water.</b> A selection of wines and bar drinks can be served in the lounge or to your room
Telephone	Limited mobile reception, best reception main lounge by window or away from thick interior walls
Pillows	Extra pillows are stored in the wardrobe / chest of draws
Heating	Radiators and towel rails are all thermostatically controlled. Please adjust according to your temperature preferences
Laundry & Ironing	Please ask at reception for details on washes and ironing facilities
Places to Eat	Turn to pages 16 through to 19.
Taxis	Turn to page 6 for this information.

Ambleside (1½ miles) Post Office & Tourist Information Centre, Co-op, Spar, Tesco, Bakery, Off Licence, Chemists, Newsagents, NatWest, Barclays, Cumberland Building Society, Library, Bus Station & Petrol Station.

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### **In the event of a POWER FAILURE**

Emergency lighting will operate for about 2 hours. The fire alarm panel will bleep but is still operational. Automatic doors will close. Cooking, heating and hot water systems will cease operation (conserve heat using window blinds and curtains). House phones will not work.

## EMERGENCY INFORMATION

### **IN THE EVENT OF THE FIRE ALARM SOUNDING**

In the event of the fire alarm sounding (a two-tone siren) please evacuate the building as quickly and calmly as possible to the assembly point which is located at the top car park. Please close all doors behind you. Do not stop to pick up belongings. Do not re-enter the building until authorised to do so. Please familiarise yourself with your means of escape which is as follows:

#### **Loughrigg, Wansfell, Skelwith, Lingmoor, Brathay, Whitwell**

From your room, make your way to the main staircase, come down the stairs into the main hallway and out the front door. Outside the building, turn left to the main car park. A roll call of all residents will be taken.

#### **Brantwood & Langdale**

Proceed out of your rooms, into the main hallway and out the front door. Outside the building, turn left to the main car park. A roll call of all residents will be taken.

#### **Rydal & Sawrey**

From your room, make your way to the staircase, come down the stairs into the lounge and out the front door. Outside the building, proceed through the gate into the main car park. A roll call of all residents will be taken.

#### **Buttermere, Grasmere, Kentmere & Loweswater**

Exit room onto link corridor and proceed right. Turn right in lobby area and out of the door. Go down the outdoor steps, turn left towards the lower car park and proceed up the drive to the main car park.

Please be advised that all doors normally left open will close automatically when the alarms sound.

Please **DO NOT** leave your keys in the bedroom door lock. This is to ensure we can gain access to all our rooms at any time in an emergency.

If you have any hearing or sight problems, mobility difficulties or issues which may make it difficult to evacuate the building in the event of an emergency, please notify us upon arrival so that we can assist you.

### **IN THE EVENT OF FINDING A FIRE**

If the alarm has not already been activated, press one of the fire alarm call points (first floor landing and by all exit doors).

Dial 999 or 112 from any telephone and ask for the Fire Brigade.

NANNY BROW, CLAPPERSGATE, AMBLESIDE LA22 9NF

Our telephone number is 015394 33232

Evacuate the building in line with the instructions above.

### **FIRE ALARM TEST**

Our weekly test of the fire alarm system will take place around 11.00 am every Monday

## OTHER EMERGENCIES

For non-emergency calls to Cumbria Police, use 101

## MEDICAL INFORMATION

If you require an ambulance, please dial 999 or 112

Nanny Brow, Clappersgate, Ambleside LA22 9NF (015394 33232)

Please also contact on duty staff by dialling 202 using the phone on the left of the reception door or call 07746 103008

PLEASE DO NOT LEAVE YOUR KEYS IN THE BEDROOM DOOR LOCK. This is to ensure we can gain access to all our rooms at any time in an emergency.

For non-emergencies please contact the services listed below:

## DOCTORS SURGERY

Ambleside Health Centre, Rydal Road, Ambleside LA22 9BP	015394 32693
Out of Hours Doctor (Cumbria Health on Call)	03000 247 247
Health Services in South Lakes	111

## DENTIST

Mint (NHS), Rydal Road, Ambleside LA22 9AN	015394 34999
Total Dental (Private), Millans Park, Ambleside LA22 9AG	015394 32544

## NEAREST HOSPITALS

Westmorland General, Kendal (Minor Accidents and Injuries) 17 miles LA9 7RG	01539 732288
Furness General Hospital (Accident and Emergency) Barrow 29 miles LA14 4LF	01229 870870
Royal Lancaster Infirmary (Accident and Emergency) 36 miles LA1 4RP	01524 65944

## TAXIS

Amber Taxis (Ambleside)	015394 42000
Kevin's Taxis (Ambleside)	015394 32371
G Taxi (Ambleside/Bowness/Windermere)	015394 47170
Lakeside Taxis	015394 88888
Pegasus Taxis (Bowness / Windermere)	015394 48899

## GENERAL INFORMATION

### REGISTRATION / CHECK IN

You will be required to complete a guest registration form upon arrival at Nanny Brow. Please be assured that your personal information remains secure and at no point will we give your details to any third party.

### SMOKING

You are respectfully reminded that Nanny Brow is a non-smoking establishment and we request that you refrain from smoking whilst in the house or on the front terrace. If you are found to have been smoking in your room, we will levy a deep cleaning charge equivalent to one night's accommodation. Guest staying in Buttermere, Grasmere, Kentmere are asked to smoke well away from the building as it affects the rooms above.

You may smoke on the car park / driveway and in the main gardens but please dispose of your cigarette ends responsibly using the sand bucket provided.

### FIRST AID KIT

As you enter the lounge, the first aid kit is situated in the right hand drawer of the large table straight ahead of you. Please tell us if you have had to use this.

### PARKING & ACCESS TO MAIN ROAD

Please **DO NOT PARK** in the turning area. We have left this area for Emergency Services, taxis and for you to turn around in only. Please park responsibly using the designated spaces at the top car park and on the drive. The lower car park is private parking.

### **IT IS NOT POSSIBLE TO TURN RIGHT OUT OF OUR DRIVE.**

Please exit the drive turning left towards Ambleside. If you need to go the opposite way please turn left and use the layby that is down the road with the large tree in it, to do a U turn. Similarly, if approaching with Nanny Brow on your left, continue past our drive, use the layby to do a U turn and access our drive from a better angle.

Please take extra care when exiting the drive as visibility is poor due to the blind bend and fast traffic, making pulling onto the road difficult.

### ACCESS TO HOUSE & KEYS

Your room has a set of keys for your bedroom and front door (also a terrace door and back door if applicable). Please keep these safe and take them with you as the front door may be locked on your return. If you inadvertently take a key home with you we will give you seven days to post it back otherwise, a replacement key charge of £20.00 will be levied to your account.

You are welcome to come and go as you please but if arriving late we do ask you to keep the noise down out of respect for other guests. Please note that the lights in the halls and landing are on sensors so will come on as you move through the house.

## BREAKFAST

The dining room is located off the main hall, just after the fireplace and left of the front door.

We ask our guests to arrive for breakfast between 8.30 am and 9.00 am Monday to Friday then 8.30 am and 9.15 am Saturday, Sunday and Bank Holidays. We don't want our guests to feel rushed so this point is stressed that these are the times you can arrive in the dining room and place your order. (not the window of time you spend in the dining room)

Guests are respectfully requested not to use their mobile phones and devices whilst eating breakfast.

## CHECK OUT

Guests are requested to settle their bill either after breakfast on their last day or the evening prior.

We accept payment by Visa, Visa Debit, MasterCard Maestro cards and American Express or cash (we do not accept personal / traveller's cheques or foreign currency). On rare occasions we may be unable to process card payments (i.e. a power cut). If this situation occurs, we will require your account to be settled in cash. We will inform you with as much notice as possible should this situation occur.

All guests are requested to vacate their room by **10.00am** on the day of departure.

Guests wishing to have a later check out are requested to check with us the day before to ensure their room is available. If available, a late check out is 1pm and is tariffed at 25% of the nightly room rate.

## ROOM INFORMATION

### DUVETS, PILLOWS & SHEET CHANGES

Due to the number of our guests suffering from allergies all our beds are made up with two synthetic pillows (additional two available in your room) and four season, feel like feather, synthetic quilts.

As part of our environmental policy, we dress the bed with only one pillow per person. Extra pillows are stored in the wardrobe or chest of draws. Please ask at reception if you would like further pillows or would prefer feather pillows.

As part of our quality grading, you are welcome to have your bedding changed every four days whilst staying with us however, in line with our environmental policy we prefer to only wash bedding if absolutely necessary and therefore will only change bedding if requested.

### IN ROOM BEVERAGE TRAYS

All beverages supplied in you room are with our compliments and are replenished daily. We actively support fair trade and local suppliers and use their products where ever possible. Please do not over-fill the kettle to avoid wasting electricity.

**Please note room beverage trays are for use in your room only.**

Drinks from these trays are NOT to be taken into the lounges or outside. If you would like a beverage in the lounges or outside, please see our lounge menu.

**The tap water in your room is drinking water**, we do not have water storage tanks and our cold water comes straight from the mains. Fresh milk is available on request and should you need more supplies during your stay, please feel free to ask.

### FOOD IN ROOMS

Please note that food brought in from outside or take always cannot be consumed in your room or on our premises as per our Terms and Conditions which you agree to upon booking. Guests found breaking this policy will be liable to a deep cleaning levy equivalent to at least one night's accommodation and you may be asked to leave.

### TELEVISIONS

Television remotes are in each room and the televisions offer a wide range of digital, satellite and radio channels. If you have any problems, please do not hesitate to contact reception.

### DVD PLAYER / ALARM CLOCK

These are available at reception for you to borrow whilst staying with us.

### TELEPHONE

Mobile phone signals are pretty good, however if you need to use our land line telephone please ask.

We do not make a charge as only local and national calls are permitted however a small donation to one of our local charities in lieu of the call cost would be greatly appreciated.

## **BEDROOM CLEANING**

We will make up your bed, replenish your tea tray and clean your bathroom every day during breakfast or between the hours of 9.00 am and 11.00 am.

We have our own unique sign system which we would love you to participate with. You will find on the back of the doors a cushion with an owl on one side and a cleaner on the reverse. If you would like your room to be cleaned, please place the cushion outside your room with the cleaner facing forwards before you go out. If you would prefer us not to clean your room or to not be disturbed, please place the owl outside.

## **IRONING & LAUNDRY**

Please let us know if you wish to use an iron and ironing board. We have a room you can use as irons are not permitted in bedrooms.

Washing, drying and ironing can be arranged for a small charge, please ask for further details.

## **FORGOTTEN ANYTHING?**

Shoe cleaning, hair dryer, sewing kit and fan are all stored in your rooms wardrobe. Shaving kits, tooth brushes, sanitary products and basic painkillers can be purchased from reception for a small charge.

If guest property is found after departure, we will endeavour to contact you. If you would like your items returning, we are happy to send them back to you. We simply ask for the postage and a £1.50 handling fee. Unclaimed items will be disposed of after 14 days.

## **NOISE**

While every effort has been made to reduce the impact of noise travelling, this is an old house and inevitably there will still be some. As guests come to relax at Nanny Brow, we respectfully request that you do not play music or use the television on a high volume especially after 10.00pm.

## **HEATING**

Most of the walls benefit from high grade insulating plasterboard to help reduce heat loss. Cavities in floors, ceilings and walls (where possible) have also been insulated. The radiators in your room do have thermostats so you can adjust them according to how warm you like your room. The hot water supply to the rooms is continuous.

## **INTERNET ACCESS**

Wireless internet access is available throughout Nanny Brow and is free for guests to use. To connect please select 'Nanny Brow Guest' on your device and you should be connected.

## **NEWSPAPERS**

Ambleside offers a couple of newsagents should you fancy the 20-30-minute stroll or 5 minute drive into town, Tesco's is open very early every day.

## **LIGHTS & ELECTRICAL EQUIPMENT**

All the lights in the corridors at Nanny Brow are automatic so will come on as you walk past. Most of the lights in guest bedrooms are energy saving. Even though this is the case, please turn your lights out when you are not in the room to help conserve power. If using chargers and entertainment equipment, please turn these off when not in use to avoid using unnecessary electricity.

## **EN-SUITE INFORMATION**

### **TOWELS**

Please help us maintain our commitment to being environmentally friendly, by using the following system to prevent the unnecessary washing of towels:

If you leave your towels in the bath/shower, we will gladly change them  
If you leave your towels on the rail, you are happy to re-use them

### **DRESSING GOWNS**

Luxury towelling dressing gowns can be hired for £5.00 each. Please ask at reception if you would like some placed in your room.

### **TOILET**

Nanny Brow's wastewater is serviced by a septic tank. Please do not flush anything other than a minimum amount toilet paper down the toilet. All other items should be placed in a sanitary disposal bag before depositing in the bathroom bin (which we empty daily).

### **SHOWERS**

The showers are fed directly from the mains water supply and so can be easily controlled by the user. To turn the rain shower head on, turn the top knob. For the temperature, turn the bottom knob (press the safety button for hotter water).

Our shower trays are designed to be anti-slip. If you prefer a rubber suction mat, please come to reception and we will provide you with one. You are reminded to make sure the mat is stuck to the shower tray before getting in to avoid slipping. The flooring in the en-suites, although tiled, is also non-slip however we do recommend you use the towelled bath mat provided.

Please use the towel rail in your en-suite to keep your towels aired.

### **SHOWER GEL / SHAMPOO BOTTLES**

In line with our environmental policy, we have chosen to use larger, refillable bottles of shower gel, hand lotion, shampoo and conditioner. We hope you enjoy using these luxury products. We respectfully remind guests that these products are to be used as required and then left in the room ready for the next guest.

## COMMUNAL AREAS

### **BAR**

We are licenced to serve alcohol for consumption on or off the premises. We offer a small selection of spirits, wine by the bottle, soft drinks, lager, local real ale and local cider. These can be served either in your room, the lounges or outside in the gardens. Please do not hesitate to ask if you require a drink and we shall bring it to you. Our bar tariff is priced to offer good value and full details are available in the lounge menu.

Off-site beverages are not allowed in public areas.

### **ICE BUCKETS & GLASSES**

If you have brought your own celebratory drinks, we respectfully request that consumption is confined to your room. We are more than happy to provide an ice bucket and glasses should you need them but suggest a donation of £5.00 be made to one of our local charities in lieu of this service.

### **REFRESHMENTS**

We are happy to serve fresh leaf tea, cafetiere coffee in the lounge or on the lawn at the front of Nanny Brow, we also serve drinks from the bar please see the lounge and bar menu for further details.

We do not provide evening meals however you will find a comprehensive list of recommended places to eat (see pages 16-19). If you would like us to book a table or taxi on your behalf, please ask.

### **RECYCLING**

Guests are actively encouraged to recycle their room waste so please use the recycling bins on the corridor. Please ensure recyclable waste is clean when thrown into the recycle bins.

## GARDENS

We have over five acres of gardens at Nanny Brow for our guests to enjoy. They are continually being developed and restored. There are benches strategically positioned around the grounds for you to sit and enjoy the views. We have a small woodland with meandering paths that lead you from the upper gardens to a stream and down to the old tennis court lawns. There are many species of wildlife to spot on this walk including red squirrels, owls and deer.

Please be advised that the gardens are very steep in places and not all the paths are level. Steps are made from Lakeland slate and can be very slippery when wet. Please take extra care in the woodland as even in bright daylight, paths are dark, undulating and unforgiving. For your own safety, areas / steps may be cordoned off and you are asked not to step over these barriers.

We also have private access onto the fell side behind us leading onto Loughrigg fell. The access to this walk is only via an exterior door on the north wing corridor. Please ask any member of the team to show you and provide you with maps.

## TRAVEL INFORMATION

### WALKING & CYCLING

Whilst out for the day there is a good chance you will get wet and muddy with the inevitable rain the Lake District is so famous for which is why we have so many meres, tarns and lakes. If planning a day walking or cycling why not order a packed lunch from reception to fuel you up for the day?

We have an area in our cellar to help you dry your walking / cycling gear so please feel free to hand over your soggy belongings so we can dry them ready for the next adventure. Secure storage is available for bicycles is also available in this area upon request.

There is a boot scraper along the path between the front door and car park entrance. An outside tap is underneath the kitchen window which can be used to wash muddy boots and bicycles. Please ask at reception and we shall show you where the tap is.

We operate a voluntary log of guests' whereabouts which is kept in the lounge. If you are going fell walking or cycling, please fill this in with your estimated time of return and a contact number. We will then be able to contact emergency services if you have not returned. Please inform us that you have used the guest log book and remember to record your return.

We also work in partnership with a local Mountain Leader, Tom Rumsey, who offers guided walks. Tom can tailor a day out around your specific needs and ensure you get the most out of this beautiful part of the country. Ask at reception if you would like more information.

### TAXIS

Kevin's Taxis (Ambleside)	015394 32371
Amber Taxis (Ambleside)	015394 42000
G Taxi (Ambleside/Bowness/Windermere)	015394 47170
Lakeside Taxis	015394 88888
Pegasus Taxis (Bowness / Windermere)	015394 48899

### BUSES

Stagecoach North West (Carlisle) 01228 597222  
Route plans and timetables are available online and from reception and we would be more than happy to recommend journeys to enjoy a car-free day in the Central and South Lakes.

The main bus station is situated in the centre of Ambleside.

A regular service passes the bottom of the drive running between Ambleside and Great Langdale / Dungeon Ghyll (route 516). Please ask for a current timetable.

Connections to route 555, 556 or in summer 559 in Ambleside will take you north to Grasmere and Keswick or south to Windermere, Kendal and beyond.

## CYCLE HIRE

Lake District Bike Hire (Deliver & Collect bikes)  
Country Lanes, Windermere Railway Station

0793 295430  
015394 44544

## TRAINS

National Rail Enquiries

08457 48 49 50

Nearest Station (Branch Line) is Windermere

5 miles

Oxenholme Lake District is on the West Coast Main Line station, situated just outside Kendal; about 17 miles from here. Oxenholme not only offers connections to and from Windermere but also North to Scotland and South to Manchester, Birmingham, London and the South West.

## MINI COACH TOURS

Tours & Transfers by Lakeland Chauffeurs can take you on a private tour of the area, more information can be found on their website: [www.lakesdrive.co.uk](http://www.lakesdrive.co.uk). This can be booked through us at reception.

There is also a shuttle bus that runs daily between Ambleside and Waterhead, it picks up and drops off at the pier and outside the White Lion in the centre of Ambleside. Tickets are £2.

## LOCAL AMENITIES & ATTRACTIONS

### POST OFFICE and TOURIST INFORMATION CENTRE

Central Buildings, Rydal Road, Ambleside LA22 9BS  
Situated in the town centre, opposite the Market Cross

### BANKS

Cumberland Building Society, Lake Road, Ambleside LA22 0AD

### CASH MACHINES

Cash machines are available outside Tesco. Nanny Brow does not offer a cash back service however Co-op and Spar in Ambleside will offer cash back if making a small purchase.

### CHEMISTS

Boots, 8 – 9 Market Cross, Ambleside LA22 9BT	015394 33355
Bell Thomas, Lake Road, Ambleside LA22 0AD	015394 33345

If you have forgotten your prescription or require urgent medication outside normal chemist hours, you will need to contact Cumbria Health on Call on 03000 247 247.

### VISITOR ATTRACTIONS

We have a great selection of visitor attractions on our door step and details of these can be found in our information point on the ground floor, left of the main stairs. If you have any queries or would like more information on anything you have seen, please come to reception and we will be more than happy to help and recommend. Some favourites include:

Blackwell Arts and Crafts House near Bowness  
Brantwood, John Ruskin's Home  
Seizer Castle & Gardens  
Wray Castle  
Holker Hall Estate & Gardens  
William Wordsworth's Dove Cottage, Rydal Mount and Grasmere Village  
Beatrix Potter's Hill Top Farm at Hawkshead

Coniston Gondola & Boat Hire  
Windermere Lake Cruises, from at Ambleside  
Ullswater Steamer  
Tarn Hows

The Lakeland Motor Museum at Backbarrow  
Lakeside and Haverthwaite Steam Railway  
The Armitt Museum in Ambleside

Award winning gardens including Holker Hall Estate at Cartmel, Holehird at Windermere, Stagshaw at Ambleside and Levens Hall.

## ENVIRONMENTAL POLICY

Nanny Brow is proud to have been awarded a Gold Award by Cumbria Business Environment Network (CBEN) in recognition of our initial awareness and commitment to improving environmental practice. We are working hard to maintain and improve on this.

We strive to offer luxurious accommodation without effecting our surrounding environment by understanding how we can exist with our environment rather than working against it.

In light of this we have introduced a number of policies which we feel reduce the impact of running a guest house on a Lakeland fell side, but in no way diminish the luxurious opulence that our guests expect from Nanny Brow.

### KEY POINTS:

Sheets, duvet and pillows will be changed after every guest departure. In line with our quality grading, bedding should be changed after every two nights however, bed linen will only be changed if absolutely necessary or if requested.

A second pillow for each guest is sealed and stored in the wardrobe. Both these steps aim to reduce unnecessary washing of bed linen.

The heating and hot water is provided by a biomass boiler. A biomass boiler burns wood pellets (naturally compressed wood shavings from sustainable Cumbrian forests) and reaches temperatures above 700 °C. The very small amount of ash created from this process is then re-cycled by using it as a soil enhancer for the flower borders. Our carbon footprint is reduced dramatically by using this method for heating and hot water making Nanny Brow carbon neutral.

Heating is thermostatically controlled by each radiator. Hot water is always available.

Outside walls have been insulated with high grade insulating plasterboard. Cavities in floors, ceilings and walls (where possible) have been insulated. Each window is equipped with an insulating blind to help keep the heat in.

All the lights in the corridors at Nanny Brow are automatic / motion activated and all of the lights in guest bedrooms are energy saving.

Guests/staff are encouraged to turn lights, chargers and electrical equipment off when not in use.

Towels are washed only if necessary by adapting the following in-room system: towels changed if left in the bath / shower, towels on the rail will be re-used by the guest.

Chemicals used to clean the bedrooms and en suites are biodegradable and environmentally friendly to reduce the impact on our septic tank and the water systems of Cumbria. We also by concentrate and then dilute it down to reduce waste.

Refillable dispensers of shower gel, shampoo and hand lotion to reduce waste.

Economical toilet cisterns with reduced and full flush to save water. **All cold water from our taps is drinking water.**

Recycling all paper, cardboard, plastic, metal and glass which is generated by the business. Guests are also encouraged to recycle and reduce land fill waste.

## RECOMMENDED PLACES TO DINE

Our list of recommended places to eat in the local area has been carefully selected to provide you with a diverse choice of dining experiences that suit every palate and pocket. We have no affiliation with any of these establishments; recommendation is purely down to our own experiences and that of our guests. We therefore operate a policy that if we receive 3 or more negative reports from you, the establishment is removed for our top 12.

**Our top 12 in no particular order are:-**

1. Lakes Rd Kitchen
2. The Old Stamp house
3. The Fulling Mill
4. Doi Intanon
5. The Jumble Rooms
6. Steam in Coniston
7. Hooked
8. Cedar Manor
9. The Drunken Duck
10. The Three Shires Inn
11. Forest Side
12. The Log House

## FINE DINING

**LAKES ROAD KITCHEN**, Lake Road, **Ambleside** LA22 0AD **015394 22012**

If it doesn't grow in the North European climate, it's not on their menu. They forage a large amount of local plants, with over 80% of everything green on the menu picked by their small team as part of their daily routine. The food at Lake Road Kitchen is simple, tasty and will challenge your taste buds. (Closed Monday and Tuesdays, last reservation is 9.30pm).

**THE OLD STAMP HOUSE**, Church Street, **Ambleside**, LA22 0BU **015394 32775**

A unique 'cellar' dining restaurant with an excellent menu. It has a strong emphasis on using local seasonal produce and they have a true passion for cooking and have had very good reviews. Booking is essential. (Closed Sunday & Monday).

**CEDAR MANOR HOTEL**, Ambleside Road, **Windermere**, LA23 1AX **015394 43192**

We've had fantastic reviews from our guests for this fine dining restaurant, awarded 2 AA rosettes. Superb locally sourced food, informal dining and family run with great attention to detail. There is a small discount given if you mention you are staying with us when booking. (15 minutes by car. Open daily).

**L'ENCLUME**, Cavendish Street, **Cartmel**, LA11 6PZ **015395 36362**

Idyllic riverside setting offering a cosy and relaxed atmosphere with a contemporary edge. Passionate about local produce they even have their own farm. Simon Rogan has no set menu, this is a truly personal experience and as they say 'relish the experience'. (35 minutes by car. Open daily).

**FORREST SIDE**, Keswick Road, Grasmere, Ambleside, LA22 9RN **015394 35250**

Fairy-tale gothic mansion, The Forest Side is the fulfilment of a romantic dream. Set in the magical Lake District landscape of Wordsworth's beloved Grasmere, this beautiful house has charmed visitors for over a century before falling into disrepair.

## RESTAURANTS AND BISTROS

- THE FULLING MILL**, Rydal Road, **Ambleside**, LA22 9AN **015394 32137**  
Using the freshest local produce from the Lakeland fells and farms and offering classic British and European dishes in a bistro environment. The restaurant occupies a cleverly restored Grade II listed building dating from the 15<sup>th</sup> Century that operated as a saw and fulling mill (cleansing of cloth in woollen making). Excellent reviews from guests and a great place to enjoy wonderful food in a friendly atmosphere. (Closed Mondays).
- STEAM BISTRO**, Esk Villa, Tilberthwaite Avenue, **Coniston**, LA21 8ED **015394 41928**  
A small bistro in the small village Coniston, very relaxing atmosphere and a lovely décor. All of their ingredients are sources from local famers and producers. Has a great reputation with all of the staff and they do great alternatives for dietary restrictions if you call ahead.
- DOI INTANON**, Market Place, **Ambleside**, LA22 9BU **015394 32119**  
A fabulous restaurant with an enviable reputation for some of the finest and flavoursome Thai cuisine in the Lakes. Using only the freshest ingredients, Chris and Busara have made Doi Intanon a restaurant you cannot leave Ambleside without trying. (Open daily).
- MATTHEW'S BISTRO**, Compston Road, **Ambleside**, LA22 9DR (✓ options) **015394 31234**  
Really good home-cooked food in a relaxing and informal atmosphere. Excellent reputation with emphasis on good value and quality. (Closed Sunday).
- ZEFFIRELLIS**, Compston Road, **Ambleside**, LA22 9AD (✓) **015394 33845**  
Ambleside's most popular venue for food and entertainment offering traditional and modern vegetarian cuisine using the very best local organic ingredients. Four cinema screens and a Jazz bar with live music most Friday and Saturday evenings from 8pm. (Open daily. Last orders 10pm).
- FELLINIS**, Church Street, **Ambleside**, LA22 0BT (✓) **015394 32487**  
A sister restaurant to Zeffirellis, Fellinis offers a new modern restaurant catering for the most discerning vegetarian palette with a distinct Mediterranean twist. Also boasts a state of the art cinema showing niche and arthouse films. (Open daily).
- DODDS RESTAURANT**, Rydal Road, **Ambleside**, LA22 9AN **015394 32134**  
Great place to enjoy formal Italian dining that is easy on the pocket. No table reservations taken just turn up and wait for a table. Excellent reputation for good quality cuisine including pizzas, pasta, steaks and seafood. (Open daily).
- TARANTELLA**, Lake Road, **Ambleside**, LA22 0AD **015394 31338**  
Smart dining with freshly cooked modern Italian style dishes. Trusted favourites including pizza, pasta, meat and fish dishes with special menus making the most of the season. Good value and recommended by guests. No reservations, but can relax in wine bar during your wait. (Open daily).
- SHEILA'S COTTAGE**, The Slack, **Ambleside**, LA22 9DQ **015394 33079**  
A traditional Lakeland cottage tearoom and restaurant serving good quality home cooked food sourcing most ingredients from the surrounding area. We recommend sitting downstairs. (Open daily).
- HOOKED**, Ellerthwaite Square, **Windermere**, LA23 1DP **015394 48443**  
Offers the freshest, tastiest seafood and fish dishes. Their fish is supplied daily from Fleetwood and Manchester. (15 minutes by car. Closed Mondays).
- THE JUMBLE ROOMS**, Langdale Road, **Grasmere**, LA22 9SU **015394 35188**  
A simple ethos really, 'take the very best local and where possible organic ingredients and cook them with love and care' A small bohemian style restaurant in the heart of the Lake District. Casual, honest,

restorative and uncompromising in the pursuit of quality. Excellent cuisine prepared with love and served with pride. The owners are passionate about music and local artists too. (10 minutes by car. Closed Tuesdays).

**GILPIN SPICE**, Crook Road, Windermere, LA23 3NE

**015394 88818**

Gilpin Spice is inspired by that history and the dishes follow the spice trail along the silk road – from Whitehaven all the way to Japan. We personally source quality spices from farms who believe in nature, and have picked the tastiest dishes

**ITIHASS**, Kelsick Rd, Ambleside, LA22 0BZ

**015394 31250**

Itihass is a chain of traditional Indian restaurants one of which is located in Ambleside and another in Keswick.

**PORTO**, Ash Street, Bowness, LA23 3EB

**015394 48242**

Porto provides award winning dining in a beautiful Bowness on Windermere, delivering freshly-prepared food, using locally sourced ingredients from the best regional suppliers.

**THE LOG HOUSE**, Lake Rd Ambleside, Ambleside LA22 0DN

**015394 31077**

Set in a Norwegian log cabin which was imported to The Lake District by famous local artist Alfred Heaton Cooper, great dining experience with top quality produce. Guests can also get 10% off if they mention they are staying at Nanny Brow.

## **PUBLIC HOUSES, INNS AND GASTRO-PUBS**

**THE DRUNKEN DUCK**, Barnegates, **Ambleside**, LA22 0NG

**015394 36347**

Commanding dramatic views over the Lakeland fells The Duck showcases an extensive range of local produce and draws water from the fells for all its beers brewed on site. Dinner is more formal than lunchtime. Excellent service and it has been family run for more than 30 years. Remember to ask about the legend of how the pub got its name. (Open daily).

**THE GOLDEN RULE**, Smithy Brow, **Ambleside** LA22 9AS

**015394 32257**

Traditional pub with great local beers and welcome to all. There is no TV or pub meals but the atmosphere and beers are what you go for. (Open daily).

**THE ELTERMERE INN**, **Elterwater** (towards Chapel Stile/Great Langdale) LA22 9HY **015394 37207**

A beautiful inn and restaurant with spectacular views over Elterwater and Loughrigg. They have a very special dedication to all the food served by endeavouring to use the finest local ingredients and local recipes together with a modern influence. Great reviews from guests, a hidden gem of the Langdale Valley. (Open daily).

**BRITANNIA INN**, **Elterwater** (towards Chapel Stile/Great Langdale) LA22 9HP

**015394 37210**

A traditional Lakeland pub set in the shadows of the Langdale fells yet only a few miles from Nanny Brow. Good reputation for locally sourced food with daily changing chef's specials. Quiet and well recommended, informal (bar) and formal (restaurant) dining available. (Open daily).

**THE THREE SHIRES INN**, **Little Langdale** (towards Wrynose Pass) LA22 9NZ

**015394 37215**

The last inn on the road to the Wrynose Pass. It's well worth the drive to this isolated but traditional inn boasting unrivalled views over Wetherlam and the Tilberthwaite Fells. Excellent reputation in the Langdales for good food reflecting the region and season. Plenty of real ales. Booking advisable, particularly in the low season.

**TWEEDIES BAR** at DALE LODGE, Red Bank Road, **Grasmere**, LA22 9SW **015394 35300**  
Dale Lodge offers fine food in either the relaxed and welcoming Tweedies Bar, a traditional Lakeland pub or as more refined and elegant experience in The Lodge Restaurant. Both offer excellent service and a wide ranged menu with regularly changing seasonal specials. Live music on Saturday evenings. (10 minutes by car. Open daily).

**THE WILD BOAR**, Crook Road, Windermere LA23 3NF **03332203108**  
A great place for an out of the way dining experience, very relaxed but with the highest of quality food. Open fires and a wide range of choices for dinner it is the perfect place to spend the evening.

## CAFÉS & TEA ROOMS

**APPLE PIE SHOP**, Rydal Road, **Ambleside**, LA22 9AN **015394 33679**  
Great to dine in or takeaway. All the food is freshly prepared and have a wide range of cakes, homemade soups, baked potatoes, steak sandwiches, and open toasties to choose from. (Open daily).

**CHESTERS BY THE RIVER**, Skelwith Bridge, LA22 9NN **015394 34711**  
A great stop off when walking to Eltermere. This tea room offers exciting, delicious and different food made from scratch every day. Lunch is available to eat in and take away. (Open daily).

**BLUEBRID CAFÉ**, Lake Road, **Coniston**, LA21 8AW **015394 41649**  
Situated on the shores of Coniston Water, The Bluebird Café is positioned in a unique and idyllic location and enjoys outstanding views from all the seating. They serve soups, sandwiches, homemade smoothies and some delicious cakes. This is Sue's favourite café in the Lakes. (Open daily).

**BALDRY'S**, Red Lion Square, **Grasmere**, LA22 9SP **015394 35301**  
A vintage style tearoom with delicious light lunches, loose leaf teas, fresh ground coffee and enormous home baked cakes. Well-known for their lemon meringue pie. (Open daily).

**RYDAL HALL**, Rydal, Ambleside, LA22 9LX **015394 32050**  
Set in a stately 17th-century mansion on 34 acres of grounds, this modest Christian hotel is next to Rydal Mount & Gardens, former home of poet William Wordsworth.

**HOME GROUND**, Main Rd, Windermere LA23 1DX **015394 44863**  
Great café in Windermere which serves brunch and various other hearty meals until 3pm, great coffee and tea. All served in a neat and homely café.

**BABAGANUSH**, Unit 4, Berrys Yard, 27 Finkle St, Kendal LA9 4AB **01539 738210**  
Situated in Kendal town the café and the food shop are located down a thoroughfare with a selection of homemade treats such as sandwiches or soups and in the café there is a wider range of café-style meals.

**THE HAZELMERE**, 2 Yewbarrow Terrace, Grange-over-Sands LA11 6ED **015395 32972**  
A great place to visit after a walk along the shore, a place that is passionate about tea and locally sourced food it is the perfect place to relax.

**THEATRE BY THE LAKE**, 30A Lake Rd, Keswick CA12 5DG **017687 81102**  
With spectacular views it is somewhere you need to visit, not just for the area it is situated in but for the snacks, drinks or full meals that they provide.

## DRINKS AND LIVE MUSIC

**BAHA BOWNESS**, 18 Ash St, Bowness-on-Windermere, Windermere LA23 3EB **01539 277515**

A very flashy and classy venue that serves food seven days away and hosts regular nights of live music, with a lounge-bar atmosphere BAHA is right next to and owned by The Fizzy Tarte cocktail bar.

**THE LILY**, 12-14 Lake Rd, Ambleside LA22 0AD **015394 33175**

All of the local ales you can imagine and a great selection of wines and spirits. The Lily provides live music regularly including local talent, look at their website for upcoming events: [www.theilybar.co.uk](http://www.theilybar.co.uk)

**ZEFFERELLIS**, Compston Rd, Ambleside LA22 9DJ **015394 33845**

Zefferellis has it all, cinema, authentic pizzeria and an upstairs jazz bar. The music upstairs is booked on a regular basis and is set in a perfect atmosphere.

**FINO**, Unit 2 Millans Park, Ambleside LA22 9AD **015394 32920**

Straight across from Zefferellis, Fino wine bar is a great place to stop by to try a great selection of cocktails and wines. Although they don't have live music this wine bar is the perfect atmosphere for a relaxed evening.