



WELCOME TO
**WATERNOOK LAKESIDE
ACCOMMODATION**

A SUPER LUXURY DESTINATION IN THE HEART OF THE ENGLISH
LAKE DISTRICT NATIONAL PARK



A WORLD HERITAGE SITE

We hope you thoroughly enjoy your stay and to help you we offer below some useful arrival and house information. Please take the time to familiarise yourself with this information, we appreciate that it is tempting to skip the content but there is some important information within.

Waternook Lakeside Accommodation
Howtown, Ullswater
The Lake District
CA10 2ND





Table of Contents

ARRIVAL INFORMATION.....	3
SECURITY GATES	3
SECURITY BOX CONTAINING HOUSE KEY	3
CAR PARKING	3
HOUSE INFORMATION.....	4
KEYS & LOCKING DOORS.....	4
RAKO LIGHTING CONTROLS	4
HOUSE SECURITY ALARM.....	5
WI-FI.....	5
HEATING.....	5
OPENING THE ENTRANCE GATES FOR VISITORS	6
MUSIC	6
CINEMA ROOM	8
SPA & WELLNESS SANCTUARY	9
HOT-TUB	10
KITCHEN	10
FOOD WASTE DISPOSAL UNIT	11
RUBBISH.....	11
WATER	11
WOOD BURNING STOVE	12
HOUSEHOLD EQUIPMENT	12
ENGINE ROOM [under spa]	12
TOILETS	12
BATHROOM TOILETRIES	12
DOGS.....	13
GATE TO FELLSIDE.....	13
WASHING LINE.....	13
BARBECUE KITCHEN	14
EATING AS ONE LARGE GROUP (when renting both properties)	14
ON DISPLAY IN WATERNOOK.....	14
TELEPHONE	14
LOCAL RESTAURANTS AND PUBS	15
QUALITY FOOD SHOPS.....	15
FARMERS' MARKETS	16
IN THE EVENT OF A POWER FAILURE.....	16
FIRE ALARM.....	16
FIRE EXTINGUISHER LOCATIONS	17
EMERGENCY CONTACTS and other useful numbers.....	17
WATERNOOK HISTORY	18





ARRIVAL INFORMATION

SECURITY GATES

Code to open the security gates: 8888E

The gates will close automatically. To exit, enter code 8888#

SECURITY BOX CONTAINING HOUSE KEY

The secure box is located on the front elevation of the house; on the stonework, immediately to the left of the double grey doors to the "Engine Room", which is to the left of the main front house door. A movement sensor will activate a light by the door if it is dark.

Set the number roll to 8080 and pull down the small black lever to the left of the numbers; the door will drop open, or can be pulled down, allowing access to the front door key.

The security alarm will NOT be active when you arrive.

CAR PARKING

On arrival, you may drive right up to the front door to unload. A turnaround area is just beyond. Cars may be parked below the Spa terrace, or, on the open grassed paddock which has car-park matting laid under the turf.



HOUSE INFORMATION

KEYS & LOCKING DOORS

The front door “Master” key opens ALL external doors, including rear Boot Room, the bi-folds in the kitchen and Spa, the cinema door, the door from Boredale to the terrace, and, the Engine Room (at the front of the building under the spa).

To lock external doors, please ensure that you pull the handle sharply upwards to engage all security levers before trying to turn the key. On double and bi-fold doors both handles must be engaged as above.

Extra sets for external door keys are kept in the Boot Room, Spa, Cinema Room, Boredale bedroom and the left-hand blue kitchen drawer. Please remember to leave these keys when you go!

When you are wet or muddy, please access the house via the Boot Room door at the rear of the house. Thank you. Extra drying facilities are located in the Engine Room.

Bedroom keys: are on the inside of all bedroom doors.

When you leave the property each time please return the master keys to the lock box.

RAKO LIGHTING CONTROLS

In most rooms, there are conventional light switches but in the: kitchen, Reading Room, Spa & Wellness Sanctuary & Cinema there are Rako lighting controls [see image below].

Top button – all lights on

Bottom button – all lights off

Other buttons offer various lighting “moods”.

Brightness can be varied by using the “up” and “down” arrows on the right of the panel. Lights will return to the programmed settings when turned-off.



HOUSE SECURITY ALARM

Key pads are located just inside the front and Boot Room doors.

To activate system on leaving house: touch fob to “Prox” and follow instructions.

To de-activate alarm: touch black key fob to top left of control panel (“Prox”), and follow instructions on the display.

There is also an identical control panel by the external Boot Room door to allow entry and exit through this door as well (for when out walking or when wet/dirty). The instructions remain exactly the same as above.

The override code for switching on or off is: 5555

WI-FI

The code for Wi-Fi access is: Waternook

Please note that the internet can be slow and unreliable due to the proximity of the mountains and weather conditions.

HEATING

The property is heated by a Biomass Boiler which is very efficient and eco-friendly. In every room you will find a Heatmiser control. Push the up arrow to increase the temperature or down to decrease the room temperature.



OPENING THE ENTRANCE GATES FOR VISITORS

The keypad, adjacent to the large mirror in the mezzanine, will ring if someone is at the gate. It is possible to view the visitor, speak to them (press button while speaking), and allow entry via the buttons on this keypad.

MUSIC

Music can be played in the house by a number of means: Bluetooth Media Hub via your own personal device or via the Systemline 7 music system that is wired into the property.

Bluetooth Media Hub

There are Bluetooth plates located in rooms under the television.



To connect your device via Bluetooth:

1. Press the top right-hand Bluetooth button on the hub for about 3 seconds, the button will then flash blue.
2. On your personal device go to settings, Bluetooth and then select “mediahub” to connect.
3. When the connection is established, the Bluetooth button will be lit blue.
4. Turn on the television with the remote control.
5. Go to the iPod/iPad sunken into the wall and select “input” from the Systemline 7 app and then select “TV”.
6. Select the music you wish to play. Your music will now play out of the KEF speakers in the ceiling.
7. If you would like to return to playing music from the Systemline 7 server select “Net Music” from the Systemline 7 app on the iPod/iPad in the wall. You can then select your desired music.

Troubleshooting:

1. If you cannot connect your device please check the Media Hub’s Bluetooth button isn’t already lit blue. If it is this indicates someone has already connected to this hub. To reset please reach behind the television and turn the mains power switch off and on again. This will clear the blue light and allow it to be discoverable for your device.
2. Please restart your personal device.

To play music via the Systemline 7:

Throughout the property there are iPads and iPod sunken into the walls. They offer the opportunity of a great variety of music from our personal server. **PLEASE NOTE:**





The Systemline 7 music system is reliant upon broadband internet to function properly so there may be periods where this facility may be unreliable to the proximity of the mountains.

To use:

1. If the screen is black when you arrive just switch on the round “home” button and then slide your finger to access the home screen of the iPad or iPod.
2. Touch the small HOUSE / Systemline 7 icon 
3. The screen then appears.
4. Touch the icon for music preferred (Artists, or genre of music) and all music available will be listed.
5. The music will then play from the KEF speakers in the ceiling. You may also have a two-way speaker switch [like the one pictured below]. You can adjust this to select which room you would like to hear the music. In bedrooms you can select the bedroom/bathroom or both and for the kitchen you can select inside/outside or both. If The Great Barn is occupied please refrain from playing external music. Please also bear in mind that in this quiet area noise easily carries across the valley.



CINEMA ROOM

Welcome to your private state-of-the-art cinema. Please remember a cinema operates in a different way to a personal television, once you turn it on using the iPad the projector will need to warm up.

Lights: inside the door on the right. Press top button to switch lights on.

The cinema is controlled via the iPad above the Rako light control panel.

1. Press the green icon at the top right of the iPad. The mood lighting will then adjust automatically.





2. Then press the small “remote control” icon on the bottom left – a large “remote control” icon slides into view as well as a DVD disc icon. The remote-control icon is for using the Sky and the DVD disc icon is for playing DVDs.
3. If you select the remote-control icon for Sky you will then need to press the “TV guide” option to select your desired programme. Sky Movies and Sky Sports are available.
4. If you select a Movie and a pin is requested please push the blue ‘PIN” button on the keypad. This process may need to be repeated twice.
5. There is a DVD Player (located below the wall controls) and selection of films.
6. To turn off the cinema please press the same green icon on the iPad..

SPA & WELLNESS SANCTUARY

The light switch is on the right at the top of the stairs leading to the Spa area.

In the Spa area there:

1. iPad for Systemline 7 music or a media hub for your own music. This operates in the same way as the iPad/iPod in other rooms (please refer to “Music” above).
2. A bar area with wine chiller and warmer and an under-counter fridge
3. A Laconium

The Laconium in the Spa is a room for deep relaxation where the floor, seating and walls are all heated to offer the opportunity to restore the body and mind after a hard day’s walking on the fells [the purifying and detoxification process is initiated by the slow heating up of the body.]. The warmth is a comfortable temperature, not at all extreme, allowing you to sit for half an hour or so with a drink in hand, relax and appreciate the amazing views.

The light switches for inside the Laconium are on the wall opposite the stairs: from the left, the buttons offer:

1. Starry sky lighting
2. A light aromatherapy option scent
3. Blue mood lighting



HOT-TUB

The hot tub is located on the Spa's infinity terrace. Bath robes and slippers are provided for your use in your bedrooms. You may keep the slippers; but retained bath robes with the Waternook logo will incur a charge of £35.

Please see separate information and instructions relating to the hot tub, located in the Spa area. These must be read before use.

Importantly: do not use the hot tub if you have a "fake tan" – this will turn the water green & put the tub out of action. A minimum charge of £250 will then be incurred to empty, clean, replace filters & refill.

The cover of the hot tub hinges back easily with two people operating, one at each side. There are numerous modes and options for water jets and massage. Please switch these off after use. The tub will remain on a low water movement setting.

After finishing your hot-tub session, please return the floating chlorine dispenser to the water and replace the hot-tub cover. If a large group have used the tub, you may wish to add an extra scoop of chlorine from the cupboard to the left of the sink in the bar.

Please take care if you have wet feet - the floors may be slippery!

KITCHEN

Specific information relating to kitchen equipment is in a separate folder (kept by the chopping boards).

In this room there is:

1. Induction hobs
2. Coffee machine [bean-to-cup]
3. Microwave
4. Wine warmer and chiller
5. Two 60cm ovens
6. Large fridge
7. Under-counter fridge
8. Under-counter freezer
9. Cooling draw – this can be set at a temperature suitable for storing fruit and vegetables; for meat products; or as extra freezer space
10. Two dishwashers [please be eco-friendly and fill up before using]
11. Quooker boiling water tap





The Quooker boiling water tap is located in the central island sink. Please take great care when using this. For safety, the tap must be pressed and turned before the boiling water comes out. Children should not be allowed to use this tap. A kettle is also provided for those who do not wish to use the Quooker.

Please ensure that glasses are secure if placed in the dishwasher – they may break if allowed to wobble around in the water spray.

FOOD WASTE DISPOSAL UNIT

To obviate food scraps in waste bins, the kitchen has food waste disposal units in each sink. Vegetable peelings and food waste should be pushed down the opening, a small amount at a time, and the motor turned-on whilst water is run into the sink to wash it all away. Please do not put fruit stones or bones into the unit. Take care that cutlery and foreign objects don't fall down!

RUBBISH

Ideally, please pop filled black bags in your car boot, and drop them off in the green rubbish bin at the bottom of the drive (by the road) as you go out. The padlock code is 8888.

Alternatively, full rubbish bags may be placed in the grey wooden storage box by the entrance gates below The Great Barn terrace. Additional black bin bags are kept under the kitchen sink and in the store cupboard under the stairs.

There is no need to sort rubbish and recycling, unless you wish, as this is done at the depot.

WATER

Waternook's water supply comes direct from a natural spring on Hallin Fell. It is unchlorinated and tastes pure and perfect. It is UV light-treated and perfectly safe to drink. You will find that the water is beautifully soft, lathers easily and leaves hair silky soft.

Please do not waste this valuable water resource by leaving taps running unnecessarily. In the event of a power-cut there is an emergency supply of bottled



water in the cupboard under the stairs, and in the Engine Room under the Spa terrace. Please do not use this water unless required.

WOOD BURNING STOVE

Firelighters, matches, kindling and two stacks of logs are provided. Should you require additional logs and kindling, these can be found in the Engine Room. If further kindling is required, it can easily be collected from below the trees along the lakeside walk.

HOUSEHOLD EQUIPMENT

The following can be found in the cupboard under the stairs:

1. Iron and ironing board; Hoover, mop, bucket and cleaning products; ultra-violet fly zapper machine (most effective when used in the dark); spare light bulbs, bin bags, emergency torch.

We are trying to protect the environment. Phosphates in dishwasher powders are particularly damaging to the lake. If possible, please use Ecover or similar environmentally friendly products.

ENGINE ROOM [under spa]

The Engine Room is located through the double grey doors below the Spa terrace. The key to the external house doors, also opens the Engine Room door.

The following facilities are available in the Engine Room: Bicycle storage racks; drying space for wet clothes and boots; a toilet and washbasin; extra logs and kindling; a hot water tap for cleaning boots, bicycles & muddy dogs; several rucksacks and jackets to borrow.

TOILETS

Please **DO NOT** place WIPES or any feminine hygiene products down the toilets.

We are not on mains drainage and these items WILL block the drains and cause instant problems. Please place wipes in the bin. Disposal bags are provided for other feminine hygiene products.

BATHROOM TOILETRIES

A selection of locally produced items from three different companies are provided for your use. These offer an introduction to some of the products which are both made and sold in Cumbria, as well as being available online should you wish to re-order.





Each company uses recyclable containers and recycled packaging. Please leave the containers at Waternook so that we may re-fill and re-use them.

1. Shower Gel from Sandra Pure Lakes: award-winning products using natural bio-degradable ingredients with traceable origins.
2. Hand Wash from The Keswick Soap Company: a social enterprise organisation offering training & employment opportunities to local disadvantaged people, including the blind; producing natural, paraben-free products.
3. Soap & Hand Lotion from Bath House: using only the purest natural plant extracts; free from parabens, sulphates, silicones, micro-beads & chemical surfactants.

DOGS

We respectfully request that dogs are restricted to the Boot Room when wet or dirty. Dog towels are provided. Dog beds are in the Engine Room. Please do not allow dogs beyond the boot-room/kitchen/mezzanine area at any time. Thank you.

Please ensure that your dog is under control and within your sight at all times and always keep on a lead when near sheep. If there are sheep in the paddock directly below the house please be aware that your dog may be able to jump off the house terraces, or over the corner fence and get into the paddock.

GATE TO FELLSIDE

The padlock code for the gate below the Spa terrace allowing access onto the fell is 5555

There is also a rough path along the lakeshore going left from the boathouse; this eventually climbs up and joins one at a higher level running above the lakeshore trees, so making a circular route.

WASHING LINE

There is a washing line at the back of the house so that washing may be dried outside in the fresh air. The line extends and fixes to the Spa wall. A step-stool is kept in the Boot Room to aid reaching the spool to secure the line taut. Pegs are in the under-sink cupboard. We do encourage guests to be eco-friendly and use this outside drying facility! Thank you.



BARBECUE KITCHEN

Crockery, cutlery and everything required to make your barbecue easy is stored in the outside cupboards. Hot and cold water is on tap. There is a spare gas bottle in the Engine Room if required. The barbecue may still be used in the winter months, but the water supply will be turned off. Please do not attempt to move the barbeque.

EATING AS ONE LARGE GROUP (when renting both properties)

There is space to eat as one large group of twenty in The Great Barn. Tables, chairs and tablecloths are stored in the cupboard to the right of the large TV in the barn Lake Room.

If you move crockery, cutlery, kitchenware or cooking items from Waternook to the Great Barn, please remember to return them to the main house afterwards! Thank you.

ON DISPLAY IN WATERNOOK

Large photographs of Lake District landscape and sheep by Ian Lawson. Wall-hung sculptures by Garry Jones.

TELEPHONE

A house landline is provided for emergency use only. The telephone is situated near the bookcase in the lounge. For incoming calls, the number is: 01768486839



LOCAL RESTAURANTS AND PUBS

Sharrow Bay: 01768486301 – regarded as one of the best restaurants in the Lake District, with a cellar stocking over 700 fine wines. About two miles from Waternook.

The Sun Inn; The Crown Inn; Pooley Bridge Inn – all in Pooley Bridge, popular and serving typical good basic pub food.

The Gate Inn, Yanwath: 01768862386 – “Good Pub Guide” Award Winner; “Top Dining Pub” listed; specialising in free-range, organic, local produce. Three locally brewed Cumbrian ales on tap. Situated on the A5320 to Penrith. Booking advised.

The Queens Head, Tirrel: 01768863219 – popular local pub serving all Cumbrian produce; specialising in game, fish, steak and pies. On the A5320 road to Penrith.

“Four and Twenty”, Penrith: 01768210230 - Trip Advisor Certificate of Excellence; popular cosmopolitan city-style restaurant; closed Sunday & Monday.

1863 Bar and Bistro, Pooley Bridge: 01768486334 – changing menu of local seasonal food.

Punchbowl Inn, Askham: 01931712443 – traditional old pub with open fires and fresh home-made meals from locally sourced ingredients.

Askham Hall: 01931712350 – booking essential; set 3 and 5 course meals for groups.

QUALITY FOOD SHOPS

Nearest shop:

Park Foot Mini-Market – at the caravan site on the road to Waternook. Open 8am-8pm every day and stocking a very wide range of products, including freshly baked bread. Closed November to the end of February. Tel: 01768486467

Pooley Bridge Post Office & Shop – open every day 8am-5.30pm. Tel: 0176886168

Cocklakes Farm Shop – butchery, fresh local produce, café, trout fishing lake. On the A66 towards Keswick.

Cranstons – on the road into Penrith from the A66 motorway junction. Small supermarket selling quality fresh produce; butchery and café.

Booths – good north-based supermarket just beyond Cranstons on the way into Penrith.





Grahams, Penrith – well-known artisan bakery and deli in original 1880 shop in town centre; hampers made to order.

Rheged Centre – deli, café, restaurant, crafts, gifts, books, clothing, beauty shops and exhibitions; beauty treatments; giant screen 3D cinema. On the A66 roundabout turning to Pooley Bridge.

FARMERS' MARKETS

Keswick – Thursdays and Saturdays – recognised as one of the best markets in the north. Selling lovely local cheeses and meats direct from the farm, artisan bread, home-made cakes, jams, pickles and other goods; crafts; plants; clothes.

IN THE EVENT OF A POWER FAILURE

Emergency lighting will be activated. The fuse box is in the cupboard opposite Hallin bedroom. The key to this cupboard is hanging left of the door in the under-stairs cupboard. There is a supply of bottled water in this cupboard under the stairs; more is in the Engine Room under the Spa. Please do not use this bottled water except in a power cut.

Two wind-up torches are also located in the cupboard under the stairs. On arrival, you may wish to charge these so they are ready for use “just in case”.

Please leave the torches for emergency use by future guests.

FIRE ALARM

If this sounds, please do check for a reason! In case of emergency, call 999

Give the house address:

Waterbrook, Howtown, Penrith. CA10 2ND

Tel: 01768486839

The nearest Fire Station is Penrith, which is about 20 minutes away.

If there is a fire all guests should evacuate the premises immediately [do not stop to pack belongings]. Guests should go straight to the emergency meeting point opposite The Great Barn on the grassed area.





If it is a false alarm: The control panel is on the wall in the Boot Room to left of outside door. Insert the key (found on the side of the control panel); turn the key (a yellow light will show) and press “Silence Alarms” button. After a minute or two the alarm can be re-set.

FIRE EXTINGUISHER LOCATIONS

Kitchen – at the end of the worktop, by the kitchen table: Blanket & CO2

Lounge area – to the right of the entrance door: Foam

Boot Room – under the sink: Foam & CO2

Spa – in the cupboard to left of sink: CO2

Upstairs – at the top of the back stairs: Foam & CO2

Store Room – in main entrance area.

EMERGENCY CONTACTS and other useful numbers

Fire, Police, Ambulance: 999

Casualty Unit: Minor Injuries Unit, Penrith Hospital, CA11 8HX – 01768245555

Maintenance: Shaun Marston – 07970915.558 or Dominic Gordon 07709098507

Doctor: The Lakes Medical Practice, Bridge Lane, Penrith CA11 8HW – 01768214345

Dentist: Kevin Nutt, Skirsgill Dental Practice, Redhills, Penrith, CA11 0DH – 0560049369

Vets: Rowcliffe House Vets, Crown Square, Penrith – 0176865661

Hair Salon: The Cutting Room, Pooley Bridge – 01768486915

Taxi: Paul at Pooley Bridge – 07785222588

PLEASE NOTE:

1. Guests are respectfully requested NOT to smoke inside the house. An additional cleaning charge will be made if this request has been ignored.





2. All guests are requested to read our Terms & Conditions of stay to avoid unnecessary charges. These terms can be found here:
<https://www.waternookonullswater.com/booking-terms-and-conditions>
3. Guests are welcome to read our Sustainability & Social Value Policies here:
<https://www.waternookonullswater.com/privacy-policy>

WATERNOOK HISTORY

Waternook was first mentioned in the church registers of 1633, so it was obviously already in existence as a small farmstead at that time. It was greatly extended in the late 1800s.

Other local place names were first recorded:

Boredale - as being a valley with a dwelling or storehouse, was recorded in 1250.

Fusedale - a valley with a cattle-shed, was first listed in 1220.

Bonscale - was first mentioned in a rental of 1588, as having a peasant free-holders shieling (or hut used in summer).

We hope that you have a wonderful stay at Waternook and take great advantage of all that the house, surrounding fells and Lake District National Park have to offer



Remember: “There is no such thing as bad weather – only wrong clothing”. It is seldom as bad when you are out as it is when looking out from inside. So, get out and enjoy, whatever the weather!

Thank you

Dominic & everyone at Waternook Lakeside Accommodation

