

WELCOME TO HERDWICK GUEST HOUSE

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 the information below, and also the welcome email you have already received. Further Covid-19 information regarding your stay with us is available via our website.

If you require assistance during your stay please ring the bell on our door (next to the dining room). If we are out, we will leave a visible sign with our mobile number to reach us on.

To make sure your stay is as enjoyable as possible, if there is anything we can help you with please ask one of us and we will do our utmost to assist you. We 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 have achieved a score of 9.5 on Booking.com, and trip advisor has awarded us a certificate of excellence. We would like to thank all our guests for writing reviews.

We hope you enjoy your stay at Herdwick Guest House and look forward to seeing you again in the future.

Andy and Tracey

INFORMATION

Breakfast

Breakfast is served in two sittings at a designated time, (please see your welcome email for details). You will be informed of your allocated breakfast sitting time on your menu which is in your room to select what you would like for your cold and cooked breakfast. Could you please leave your completed menus on the hall table before 10pm. Decaf or instant coffee, decaf / green / earl grey or fruit teas available on request.

WIFI

Free of charge, use Herdwick Guest House

Password: herdwick1

Smoking

Please be aware that smoking is not allowed in the guest house. If smoking or evidence of smoking is found in the rooms you will be asked to leave immediately and extra charges will apply. All rooms are fitted with smoke detectors.

Hospitality

Complimentary hot drinks trays are in your room and can be replenished daily (upon request via text). All water from the taps is drinking water. There is a spare pillow and blanket in your room should you require them, and a hair dryer either in a draw or hanging from the back of the room door. An iron and ironing board are available on request.

En-suites

All our en-suites are fitted with dehumidifiers for your comfort and to alleviate condensation. They come on with the light and go off when they no longer detect moisture. They may stay on longer than normal after the shower has been used.

Bedroom Cleaning

We have reduced the frequency of our house keeping depending on your length of stay as discussed upon arrival.

Heating

Radiators are thermostatically controlled. Please adjust accordingly to your temperature preferences.

First Aid Kit

The first aid kit is situated in the draw of the dresser in the hallway. Please tell us if you have to use this so that we can replenish items and sanitise it.

Damage and Breakages

Please take care of our accommodation. You are responsible for any breakages or damage. However, we know accidents do happen. We will not normally charge for minor breakages but we will charge if the breakage or damage is significant. Lost keys will incur a £20 cost for replacement.

Lights and Electrical Equipment

The lamps on each landing are on timer, and are pre-set to go on and off. Please turn your lights out when you are not in your room, and the ceiling lights on the landing and hallway to help conserve power. If using chargers and entertainment equipment, please turn these off when not in use to avoid using unnecessary electricity usage.

Check-out

10am please. Your bill for accommodation is payable on arrival. Payment can be made using cash or card, unfortunately we do not accept American Express, Diners card or company charge cards. Guests wishing to have a later check out are requested to check with us the day before to ensure their room is available. If travelling by public transport we can look after your luggage to collect later.

In the Event of the Fire Alarm Sounding

In the event of the fire alarm sounding please evacuate the building as quickly and calmly as possible and assemble outside the front door. 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. Please do not leave your keys in the door locks.

In the Event of Finding a Fire

If the alarm has not already been activated, press one of the fire alarm call points.

Dial 999 and ask for the Fire Brigade.

Herdwick Guest House, 13 Leonard Street, Keswick, Cumbria, CA12 4EL

Our telephone number is 017687 72772

Evacuate the building in line with the instructions above.

Medical

Castlehead Medical Center 017687 72025

Doctor 017687 72438

Keswick Hospital (no A&E) 01768 245678

Taxis

Davies Taxi 017687 72676

Theatre by the Lake

Unfortunately, currently closed due to pandemic.

Places to Dine, Takeaways and Public Houses

Keswick Tourism will be keeping in regular touch with the local businesses and have up to date details on their website at www.keswick.org .

Books

For a small donation books can be purchased (all donations going towards replenishing book stock from local charity shops). If you handle a book please do not put it back, but leave it on the floor. We will quarantine the book for 72 hours then replace.

Fridge

Unfortunately, we will not be able to provide this facility during the pandemic.