



APPLEBY MANOR
HOTEL & GARDEN SPA



Dear Guest,

On behalf of the entire staff of Appleby Manor we warmly welcome you .

This folder is your hotel encyclopaedia.

Feel free to consult it for the answer to any problem which may arise during your stay. if the answer isn't within these pages, simply dial 620 (or 0 between the hours of midnight-7am) on your telephone and ask one of the team.

A little bit of knowledge is a dangerous thing, they say, but in this case a few moments spent perusing this folder may make your stay even more enjoyable.

We want you to have a great stay and to enjoy yourself immensely. If that's the case, we've succeeded. If not, please let us know straight away so that we can get things right for you.

With best wishes,

Michael & Angela Dunbobbin.

Oak Room Restaurant

You'll enjoy choosing exactly what you fancy from the wide range of imaginative dishes on the menu. The freshest ingredients are used, and selected from local suppliers whenever possible. Your chef, Chris Thompson, takes pride in his work. There's plenty of choice for vegetarians, too.

The restaurant is open for service as follows:

Breakfast . 7.30- 9.30 am (8 - 10am Saturday/Sunday)
Dinner from 6.30 pm (last orders 9.00pm)

Bistro 1871

The Bistro was created to complement our existing fine dining restaurant and benefits from a fantastic outlook over the Eden Valley with views of Appleby Castle to the Lake District fells in the distance. There is an emphasis on using locally sourced produce.

The Bistro is open for service as follows:

Lunch 11.30am-2.30pm
Dinner 6.30pm-9.00pm

English (£10.00 tray charge) or Continental breakfast can be served in your bedroom from 7.30am until 9.30am. If you wish to depart very early, it can be placed in your room before you go to bed. Please see *Room Service Explained* on Page19 of this folder.

A special menu for children is available from 5.00pm (last orders at 7.30pm). Half-portions from the main menu are available for children from 7.00pm (last orders at 9.00pm).

Your Relaxing Bar and Conservatory

You can relax with a drink from the bar any time from 7.30am until midnight. If there is no-one there to serve you simply ring the bell by the bar door. You have a vast range of drinks to choose from including a unique selection of malt whiskies.

Help! The manager on duty can be contacted at any time of the day or night by dialling 101 (or 0 between the hours of midnight-7am) on your room telephone. Please be patient if it takes a little time to raise us at night - we sleep soundly!

Don't Get Locked Out !

If you go out, please leave your room key at reception so that we know not to lock you out! (Ask for a front door key if you're not sure what time you'll get back. Reception is manned from 7am to 12 midnight.

In Case of Fire

Please make sure you understand the escape-route from your room. Information is on the inside of your bedroom door.

All Good Things Must Come to an End

We know it's hard to tear yourself away, but it really will help us if you are able to vacate your room by 11am on your day of departure (we'll look after your luggage, if it helps.) If you want some help with your luggage, dial 101.

Oh! By the way! We lock most of the car-park at night. So if you will be leaving before 7.00am, please, please make sure your car is parked in the area beside the Coach House, at the rear of the hotel.

Snacks and Hot Beverages in the Lounges

Soup, sandwiches, salads and cream teas, to name but a few, are available from 10.00am in the lounges and conservatory. You'll find the menu on the tables.

The Doctor

For any emergency please dial 101 (or 0 between the hours of midnight-7am) immediately to inform the manager.

You can also dial "9" to obtain outside help for any emergency

Don't Miss Your Favourite T.V . Soap

Free View is available, please see the on-screen guide for a list of channels

Pillows, Duvets, Blankets and Towels

If you prefer blankets instead of your duvet, dial 101 and we'll change it for you.
The same goes for towels, pillows and face cloths.

Wait a Minute, Mr. Postman!

Leave your letters on the tray by the front door and they'll be collected in the morning. Buy your stamps from reception.

When You Must Be On Time

If you need a wake up call, please dial 0 or if you prefer to set your own use the radio alarm clock..

Shavers, Heaters, Presses, Irons, Electrical Fans, Kettles and Rubber Bath Mats

To borrow any of the above, simply dial 101 (or 0 between the hours of midnight-7am) and ask. There are complementary toiletries too, if you've forgotten yours.

If you think you've got a problem with your kettle, it's because some rooms are fitted with (chrome) kettles which only boil when the small red button is pressed *and the light goes out* - it seems odd, but that's the way they work!

Wi-Fi

The hotel has free wi-fi coverage throughout the building there is no password just select Appleby Manor Hotel ID

For the Bookworm

Feel free to read any of the books provided around the hotel - there's a big selection under the main stairs. If you can't finish it before you depart, simply post it back afterwards!

Going on a Picnic ?

Please order your tasty packed lunch at least 30 minutes before you intend to depart. £12.95 each.

Bedroom Furniture

Please DO NOT take any of your bedroom chairs or cushions outside. There are patio cushions in your wardrobe or you can ask a member of our team for extra cushions if you require them.

Complementary Toiletries

Are available from reception toothbrushes, toothpaste, shaving kits, foam, combs, ladies hygiene, shower caps. Just dial 101 or call at the reception desk



Smoke Free Policy

PURPOSE

This policy has been developed to protect all employees, service users, customers and visitors from exposure to second hand smoke and to assist with compliance with the Health Act 2006.

Exposure to second hand smoke increases the risk of lung cancer, heart disease and other serious illnesses. Ventilation or separating smokers and non-smokers within the same air space does not completely stop potentially dangerous exposure.

POLICY

It is the policy of Dunbobbin Hotels Limited that all our workplaces are smoke free, and that all employees have a right to work in a smoke free environment.

Smoking is prohibited in all substantially enclosed premises in the workplace. This policy applies to all employees, consultants, contractors, customers or members and visitors.

The policy shall come into effect on Sunday 1st July 2007.

Overall responsibility for policy implementation and review rests with Mrs Angela Dunbobbin. Those who do not comply with the smoke free law may also be liable to a fixed penalty fine and possible criminal prosecution

Guests found to have been smoking in the bedrooms will have a **£200.00 cleaning cost added to the room account.**

Things To Do - Whatever the Weather

Within the hotel you can relax playing Scrabble or other board and card games in the lounges, or check out the Settle/Carlisle Room for pool (50p per game), snooker (£1 first game, 50p thereafter, £4 refundable deposit) or table-tennis.

Enjoy a stroll round the award-winning gardens and wooded grounds, admiring the views, or buy a golf ball (£1 from reception) and putt to your heart's content

To help you plan your day we have provided lots of leaflets in the rooms and also in the folders in the hall.

You can get copies of some of the leaflets from reception, particularly the ones detailing walks or car tours.

Glance through the *Things to Do* leaflet in this folder if you get stuck.

When the sun has got its hat on ...

1. Stroll around the National Trust herb garden at Acorn Bank, Temple Sowerby, to admire 250 different species.
2. *Explore the nooks and crannies of historic Sizergh Castle, Kendal.*
3. Cruise on the largest lake in England - Windermere, then drive to the only genuine "lake" - Bassenthwaite Lake.
4. *Travel aboard the steam yacht 'Gondola' on Coniston water, to marvel at the spectacular scenery.*
5. For a week up to the second Wednesday in June watch the horses being washed in the river as you take-in Appleby's world-famous horse fair.
6. *Travel on the scenic Settle/Carlisle train, stopping at Skipton to look around the castle and pick up a bargain at the market held 5 days a week.*
7. Tread in the footsteps of the legionaries along the ancient Hadrian's Wall.
8. Take a round walk through lanes and fields around Croglam and Stenkrith, Kirkby Stephen, admiring the plantlife and views.
9. *Cruise on Ullswater, one of the most beautiful lakes, then test your car over the breathtaking Lake-District passes.*
10. Wonder at the Stalactites and Stalagmites at Ingleborough Caves, Clapham. Which is which? Answers on a postcard, please.
11. *Take a trip to Hawes to watch the rope-maker at work, then drive up to admire the strange and unique "Buttertubs" in the hills above.*
12. Visit the beautiful historic home of Lord Inglewood at Hutton-in-the-Forest, with its 'pele' tower, then stroll around the grounds.
13. *Peace and tranquility on a Pony & Trap Ride at Hardhills Riding Centre.*
14. Jump on board the steam train from Lakeside to Haverthwaite, then go for a picnic at scenic Tarn Hows.
15. Admire the views when you climb ancient and crumbling Brough Castle.
16. Learn about the ancient town of Appleby, walking the 'Town Trail'
17. Ride a tram at Beamish Museum - an exciting day out for all the family.

18. View the man-made Lacy's Caves, then count the stones at Long Meg's stone circle, Kirkoswald. You won't get the same number twice!
19. Keep all four wheels on the ground as you quad-bike on Greystoke Estate.
20. Nunnery Walks is now CLOSED
21. Walk along the picturesque Eden's riverbank to the village of Ormside.
22. Find out *where and how prisoners wore the wall away at Carlisle Castle.*
23. Take your binoculars up the scenic Pennine Way to High Cup Nick.
24. March out around the 'Pikes, Mines & Commons' at Hilton and Murton.
25. Buy souvenirs at historic Barnard Castle then pop into the castle itself.
26. *Try your hand at clay pigeon shooting (booking essential) at Greystoke.*
27. Walk from Howtown to Glenridding; catch the Ullswater steamer back!
28. *Plenty to do at Penrith Castle in the summer with bowls, putting, crazy golf and tennis on offer, as well as the ruins.*
29. Get wet, windsurfing on Windermere.
30. *Wander around Brougham Castle and imagine yourself in Norman times.*
31. Safari on foot round the unique South Lakes Wild Animal Park.
32. Supernatural or Natural - take a spooky walk around Appleby and frighten yourself to death.
33. *Have a full day out at Holker Hall and Gardens, Grange over Sands.*
34. A variety of different activities are available at Brockhole - the Lake District National Park Visitors Centre, Windermere. Plenty to do!
35. *View the outstanding rhododendrons and other flowers at Lingholm Gardens, near Derwent Water, then climb the Bowder stone, Buttermere.*
36. Have a gentle game of bowls at Appleby's Bowling Club.
37. *Step out for 7 miles 'Beneath the Fiend's Fell', Dufton and Knock.*
38. To say you've 'done' Appleby we can give you a full walk around Appleby and the surrounding countryside.
39. *Take your dog (on a lead, please!) through Flakebridge Woods on a pleasant walk, keeping an eye open for red squirrels and pheasants.*
40. Walk from Muker to Thwaite and back in Herriot's beautiful Swaledale.
41. *Board the South Tynedale Railway at Alston station and enjoy a unique 40-minute trip through the beautiful North Pennines.*
42. Stroll along the delightful Raven Beck which provided power for milling, and return past a 13th century castle, Kirkoswald to Parkhead.
43. *Try one of the eight walks around Settle, after travelling the Settle/Carlisle railway to get there, over the famous Ribbleshead viaduct.*

When the sun hasn't got its hat on ...

1. Drive along the scenic route incorporating Kirkby Stephen, Pendragon Castle, Sedbergh and back through Orton Scar - Drive 1.
2. *Watch the magnificent mechanical swan eat the fish - one of the antique exhibits at the interesting Bowes Museum, Barnard Castle.*
3. *Take time to walk around Kendal museum and learn about prehistoric times. Then drive to Lakeland Plastics, Windermere for a wide choice.*
4. View the East Window with its fine 14th-century stained glass in Carlisle's beautiful sandstone Cathedral.
5. *A morning well spent at Carlisle's Tullie House museum to see the untold story of England and Scotland and learn about the fierce Reivers.*
6. Take a drive along Ullswater that incorporates Aira Force, where you must see the spectacular waterfall - Drive 2.
7. *Hundreds of stalagmites and stalactites await you at Britain's biggest tourist cavern - White Scar Caves, Ingleton.*
8. Treat yourself to a delicious afternoon tea and a browse round the crafts in the Keld Butter Market and Craft Shop (May-October).
9. *Take the train from Appleby along the beautiful Settle & Carlisle railway - there's plenty to see and do in Skipton and Carlisle.*
10. See milk turn into cheese as you watch, at the Wensleydale Experience.
11. *Take a day trip to York to stroll round the famous York Castle Museum.*
12. Wander round well-stocked antique shops: Kirkby Stephen
13. *Dove Cottage, Grasmere was William Wordsworth's home. Learn about the daily life of the poet. Go in spring for "a host of golden daffodils".*
14. *Go shopping in 'The Lanes' or browse around the Victorian covered market at Carlisle. Make the trip by train along the Settle/Carlisle line.*
15. Take your car on a round trip through 'James Herriot country' made famous by the TV series 'All Creatures Great and Small'.
16. Visit Mirehouse to explore the 1666 family house, adventure playground, ancient lakeside church and walks available at Bassenthwaite Lake.
18. When it's wet outside, get wet inside! Keswick Spa is a fun swimming pool With lots to keep the kids occupied, including waves and a flume.
19. *Dalemain, near Ullswater, is a home full of surprise, well worth a visit.*
20. An ideal place to buy your gifts: Dent Craft Centre in the beautiful dales.
21. *At Levens Hall, Kendal, you can explore the interesting corners of this fascinating Elizabethan house, with its idyllic gardens.*
22. Beat your opponent at ten-pin bowling: Carlisle's 'Hollywood Bowl'.
23. *Find out (safely) how nuclear fuel is made at the Sellafield Visitors Centre. This is one of Cumbria's most popular attractions.*
24. Learn the ins and outs of pencil-making at Keswick's Pencil Museum.
25. *Sample the ales on a shepherded tour of Masham's Black Sheep Brewery.*
26. Explore Eden and the lovely Lyvennet Valley on a motor tour - Drive 1.
27. *Take a leisurely drive through Ullswater and John Peel country - Drive*
28. Take the road north-east to look into the interesting history of Weardale.

29. *Experience history brought to life - a lead mine and crushing mill is just one of the things to see at Kilhope Wheel. Great for the kids!*
30. The award winning exhibition of Beatrix Potter's original drawings awaits your inspection in her gallery at Hawkshead.
31. *Tour historic Raby Castle set in a 200-acre deer park at Staindrop.*
32. Penrith, with its individual shops, is just the place to wander around.
33. *Take a drive around North Eden and the Pennine Fellside - Drive 3.*
34. See Stephenson's 'Locomotion' at Darlington Railway Centre and Museum. A must for all train-spotters and steam-lovers alike!
35. *Wander round Lakeland's most popular garden centre and pick up an exotic plant or ornamental fruit tree - Hayes Garden World, Ambleside.*
36. Learn about starfish and animals with backbones at the Lakeland Wildlife Oasis, Milnthorpe. Now just what are they called?
37. *See and hear the evocative sights and sounds of the Lake District when it was an industrial centre - Stott Park Bobbin Mill, Newby Bridge.*
38. Drive around some of Eden's picturesque local villages including the market town of Kirkby Stephen and the Mallerstang valley.
39. *A short drive to the lovely village of Morland and you can purchase exactly the right gear for the weather from Penrith Survival Centre.*
40. Follow the story of Lady Ann Clifford, from Skipton, through Appleby, and finishing at Brougham Castle where she died.
41. *Drive around the East Fellside taking in the pretty villages - Drive 3*
42. Take time carefully to produce a copper rubbing or try your hand at hot-Poker - work at The Craft Village, Windermere.
43. *Admire the oldest propeller-driven mechanically-powered boat in the world, afloat and in working order at Windermere Steamboat Museum.*
44. Take a leafy-laned drive from the Border City of Carlisle to the Solway and Inglewood Forest - Drive 4.
45. *Watch woolly work in progress: Eden Valley Woollen Mill, Armathwaite.*
46. Brush up on your pool and snooker or table-tennis in our games room.
47. *Just relax in the hotel's leisure club. That's it - just relax!*
48. Visit Alston, the highest market town in England, and pop into Gossipgate Gallery to choose a gift for someone at home.
49. *Presenting the past at Richmond's Three Museums, and if the sun comes out, why not climb the castle too?*

Room-Service Menu

Items on the A La Carte menus are available during the hours of 7.00pm - 9.00pm (£10 per room Tray Charge)

The following items are available at any time

And prices include the room service charge

Today's Freshly-Made Soup: £ 8.95

Served with Speciality Bread, or Brioche, and Butter

Freshly-Made Sandwiches: £ 9.95

Two slices of buttered bread (white or wholemeal) generously filled with your choice of

Roast Turkey Breast with Cranberry

Cheddar Cheese & Apple Chutney

Ham with Tomato & Grain Mustard, Tuna Sweet corn & Red Onion

Smoked Salmon (£3 supplement)

Norwegian Prawns, Roast Beef (£1 supplement)

Hot Beverages: £ 4.95

Served with Three Home-made Biscuits:

Pot of Freshly-Brewed Tea: English breakfast - Earl Grey

Pot of Natural or Decaffeinated Coffee

Herbal and Fruit Tea

Cadbury's Chocolate Break

Something Sweet

Selection of Home-made Biscuits (three): £ 3.45

Home-made Scones (two) with Butter, Strawberry Jam & Whipped Cream

plus your choice of Tea or Coffee: £ 9.95

Jug of fresh Semi-Skimmed Milk: £ 1.95

Support for the Great North Air Ambulance Service

Sculpted over thousands of years by nature and by man, Cumbria is one of the most Beautiful and unspoilt places in Britain. But the ravages of time, the Lakeland weather and the many visitors can all take their toll on this fragile environment. These environments attract many walkers and climbers to the area every year and accidents do occur in the most far and difficult of places for rescue and medical help.

Here at Appleby Manor we're helping to raise funds through our guests to help support for The Great North Air Ambulance which is funded solely by Charity Donations and Fund raising events. It is a invaluable free rescue services provided in the area for both local and visitors alike who need their assistance,

Details from their web-page for your information

From its origins in 1991, the Great North Air Ambulance Service (GNASS) has grown to become a leading healthcare charity, operating three helicopters in the North-East, North Yorkshire and Cumbria. To find out more about how the charity is run, please read on:

Every day at the Great North Air Ambulance Service presents a different challenge. The area the helicopters cover is so vast that the crews never know what to expect when they arrive for work every morning. The crew arrive early to get The Guardian of the North aircraft ready in time for 8am. It is brought out of the hangar and checked over by the pilot. The doctor and paramedic check the medical equipment and drugs, making sure that the helicopter is fully stocked and ready to go when it goes on line at 8am. The emergency telephone rings. A motorcyclist has come off the road at Gainford, near Darlington, and has gone on to hit a fence. He has sustained serious head, chest and arm injuries. The crew make the short flight to the scene. The patient, a man in his 20s from the Darlington area, is treated at the scene by the GNAAS doctor and paramedic. He is made comfortable, then loaded into the aircraft for the journey to James Cook. From the scene to the hospital takes the Guardian of the North just ten minutes. By road, it would have taken 45 minutes in light traffic. The patient is handed over to hospital staff in a stable condition. The crew then make their way back to base once more.

We do hope that you will support us and play your part in safeguarding the future of this magnificent and vital service.

HOW YOU CAN HELP

When you check in we will ask you if you wish to make a voluntary £1.00 donation per stay towards this vital work.

Important Notice to guests of
Appleby Manor Country House Hotel

**PLEASE BE FIRE AWARE
AND HELP US PREVENT FIRE IN THIS HOTEL
BY BEING CAREFUL AND VIGILANT**

- 1 Before entering your room - check for your nearest fire escape
- 2 Report any obstructions in corridors, stairs and fire escapes
- 3 Report any faulty smoke detectors
- 4 Report any accumulation of rubbish
- 5 Report any faulty electrical equipment
- 6 Switch off all appliances at the mains switch when not in use
- 7 Do not light candles
- 8 Do not cover heaters
- 9 You are reminded that smoking is not permitted on the premises,
under current legislation
- 10 Keep smoking materials, lighters away from children
- 11 Keep your key in a safe place so that you can always find it
- 12 In case of emergency call the Main Reception by dialling 0
- 13 You are reminded to book in and out at the reception, to avoid
Any confusion in the event of an emergency occurring in the
Premises.

HOTEL GUEST FIRE CARD

***IN THE EVENT OF A FIRE IN THIS HOTEL
THE FIRE ALARM WILL SOUND OR STAFF
WILL TELL YOU TO EVACUATE THE BUILDING:***

1. If your door is hot to the touch do not open it.
2. Otherwise exit and close the door to your room.
3. If possible walk to your nearest exit using stairs
Holding handrails.
4. If the corridor is smoky, the freshest air is nearest
to the floor - so crawl.
5. If you are trapped in a room open your window and
Shout for help if you have a mobile telephone, dial 999
And ask for the Fire Service.
6. If necessary, keep smoke out of your room by filling
any gaps with wet sheets or towels.