



## A FEW WORDS FROM THE GENERAL MANAGER

### Improvements & Refurbishments

We have made a concerted effort in the last twelve months to improve all aspects of our facilities on the Estate. Plans are in hand to continue this work and it is very much hoped that these efforts provide noticeable enhancements.

We have at last managed to convert the whole Estate to mains water and are now able to dispense with the unreliable supply of fell water. At the start of some two and a half years of discussions with North West Water we were inhibited by their estimate of £210,000 for carrying out the work. Protracted negotiations reduced this amount to, firstly £150,000, then £90,000 and finally they discovered a way of doing it for nothing by using the reservoir at Loughrigg Fell! We have also doubled the capacity of our own water storage facilities, thus providing a more reliable source of water for the future.

We hope you like the much brighter and welcoming Reception area which has been redesigned using the warmth of a much lighter polished wood finish which gives the area a much brighter appearance. New Information Folders have been put in all lodges and apartments which we hope you will agree are an improvement on previous ones. The Timeshare Office has also been refurbished to a very high standard, providing a warmer, cosier atmosphere.

The photograph shows the first of our new signs manufactured in local slate with gold inlaid lettering. All signs are being replaced in this material.

We are pleased to welcome increasing numbers of owners at the weekly Bucks Fizz Reception. This social occasion provides a very good opportunity to update owners on what is going on. You are encouraged to come along if you can spare the time.

A new Leisure Manager, Bella Edwards, has joined our staff at Langdale with a number of highly regarded leisure qualifications and a hands-on approach to her job which includes a whole new series of exercise and fitness classes, proving to be popular with members.

### Twining with Four Seasons Fairways in Portugal

We continue to get a lively interest in this exchange opportunity and Sharyn Roberts spends a lot of time trying to meet the requests of the growing number of owners attempting to make

an exchange. It is for this reason that from 1st September we will be increasing the exchange fee to £50 to help cover our costs. This is still a lot cheaper than RCI!



*Pictured above (left to right) David Fairs, General Manager, and Granville Graham, Manager of the Langdale Hotel & Country Club.*

### Daily Telegraph Customer Service Award for Langdale

Out of several hundred companies in the UK that entered the 1993 Customer First Awards sponsored by the Daily Telegraph and FirstDirect, we are sure you will be pleased to know that we are one of the twenty four companies who received a Certificate of Commendation and we will be pleased to display this in our Reception.

The Customer First Awards were launched to encourage excellence in customer service and to reward organisations providing outstanding levels of service. It remains our firm commitment to improve our customer care programme and we always welcome feedback from owners.

### RCI Membership offer to Langdale owners

The majority of Langdale owners purchased their week or weeks specifically to visit the Lake District and not necessarily to exchange into the RCI system. Now that RCI has prepared a separate list of world-wide resorts categorised as "Gold Crown" it should be easier to identify resorts that offer similar standards of service and quality as Langdale. We therefore enclose a special invitation from RCI for Langdale owners to become members at a special introductory membership fee.

*David Fairs*

# Notice Board

COMMENTS FROM THE OWNERS' CLUB COMMITTEE

## ESTATE ROADS

The resurfacing of the roads around the Estate following the installation of gas to the lodges is now complete and has improved the overall appearance of the Estate.

## COUNTRY CLUB CHANGING ROOMS

Many persons believe, wrongly, that we contribute to the Country Club; however, we always welcome beneficial changes. Recently both the men's and ladies' changing rooms have been refurbished, with new lockers installed and individual thermostats fitted to showers thus eliminating the problem of water either being too hot or too cold. A costume spin-dryer and upgraded exercise equipment combine to provide an overall lift in the Club facilities.

## CONSERVATION

A recycling facility for newspapers is now available and we are awaiting a

bottle bank and a paper recycling bin. Please use them as much as possible as they help with conservation as well as reducing the demands on Langdale's own waste disposal system.

## "RATES"

In the Report of the Committee on page 4 of the Accounts, you will see reference to the lobbying of Members of Parliament that has taken place regarding the manner in which timeshare lodges are "rated". Many timeshare developments took part in this protest, partly co-ordinated by TATOC, against what we consider to be domestic property being charged at a business rate. As some of you may be aware, timeshares in Scotland have hitherto been treated differently to those in England and Wales.

The first reply from an MP which most received included a copy of a standard letter from John Redwood (now "solving" the problems of Wales). In our

opinion this letter was misleading, if not factually incorrect in some aspects, and really was a disgraceful attempt at obfuscation.

The facts are that, to date, the Government has failed to provide either a fair resolution of the situation or, indeed, any supportable reason as to why timeshares should be rated in this way. At Langdale the impact is currently that the rates applicable to the timeshares are on average in the order of four times as much as the Council Tax on a second home of similar valuation. After the transitional period this will rise to over seven times as much.

We would like to thank again the many owners who took the time and effort to write to their MPs in protest and to keep Langdale informed. We certainly made the voice of the owners of timeshare heard and for once it was not about the sharks in the timeshare industry, but Government sharks that were the focus.

## LODGE SWAPPING 1993/94

### 1993

Week Offered	Week Requested
44	earlier
47	41

### 1 bed (sleeps 4)

### 2 beds (sleeps 6)

40	1
41	42
41	43,50
41	42,1
42	44
42	earlier (1 bed?)
45	Sept, Oct
46	42
46	any before mid Oct.
46	Sept, Oct
47	41-46
48 (EH)	44-46

### 3 beds (sleeps 8)

45	46 on (2 beds?)
46	43 (2 beds)
47	43 (2 beds)
48/49	40/41 (2 beds)
50	40-45

### 1994

Week Offered	Week Requested
21	22, Aug

### 1 bed (sleeps 4)

### 2 beds (sleeps 6)

1 (1/1/94)	21, not school hols
1 (CS)	21
4 (Barn)	not Jan, Feb, Mar
5	16 on
5	later
7	16
8	7
8	7,13,14,15,22,30-32
10	school hols
13	14,15
13	39-45
13	June
15	13-14
18	28-30,34,35,43
19	13,14,7,30-34
21	22
21	13-15, 40-42
24	school hols
24	14,15,16,23,31,32
27	13,14, Oct
29	52 (1993), 1,13,14

Week Offered	Week Requested
32 (EH)	13,14
33	13,14
36	29-34
40	7,13,14,22,30-35,43
41	14,15,42

### 3 beds (sleeps 8)

8	7
8	7
12	52(93),7,14,22,31-35,43, 52(94), (2 beds?)
12	7,13,14,22,26,29-32

For further information and/or application forms, please contact:  
Mrs Sheila Crouch,  
5 Sycamore Avenue,  
Darras Hall,  
Ponteland  
Newcastle upon Tyne NE20 9DJ  
Tel. 0661 823548  
(evenings and weekends)

## LANGDALE OWNERS' CLUB COMMITTEE

Mr. D.E. WATLER  
Cruet Field House, Hollins Lane,  
Hampsthwaite, Harrogate,  
N. Yorkshire HG3 2HH  
Tel: 0423 771224

Mr. I. HAMILTON  
19 Bytham Heights, Castle Bytham,  
Nr Grantham,  
Lincolnshire NG33 4ST  
Tel: 0780 410014

Mr. F.O. CROUCH  
5 Sycamore Avenue, Darras Hall,  
Ponteland,  
Newcastle upon Tyne, NE20 9DJ  
Tel: 0661 823548



## 1993 AGM

The 1993 AGM will be held at Langdale on the 26th of September commencing at 2pm.

After last year's successful meeting, we will again be offering a buffet lunch beforehand. This year, we are also offering a special rate of £45 per person for owners wishing to stay in the Hotel on Sunday night. This rate is based on two

people sharing, and includes accommodation (Sunday night only), breakfast and five course Table d'Hote dinner in Purdeys. To book, please contact Hotel Reservations on (05394) 37302.

If you wish to attend the AGM, please telephone Lynette on (05394) 37302, extension 502. This will help us to plan for the meeting.

## TRADING UP

For the past two years, the Timeshare Office at Langdale has been operating a part-exchange scheme giving owners who wish to change their week or type of property the opportunity to exchange for something more suited to their current needs.

Many owners have taken advantage of this service as

their circumstances have changed or their families grown.

Owners' properties can only be exchanged with a diminishing number of Company-owned weeks. If you are interested and would like further information, please telephone Karen Smith on Langdale (05394) 37391.

## DREAM COTTAGE ... DREAM ON!

Many of you may have been tempted to buy a 2 ticket for the chance of owning No 1 Lane End in Elterwater. We understand that insufficient money was raised; nevertheless a draw apparently took place in somewhat suspicious circumstances and the matter is now being investigated by the CID.

It was recently featured on the BBC consumer protection programme "Watchdog". Sgt Murray of Cumbria Police, Windermere Police Station, Lake Road, Windermere LA23 2JD would be interested to hear from anyone who purchased a ticket.

## SPECIAL WINTER WARMER BREAKS FOR OWNERS

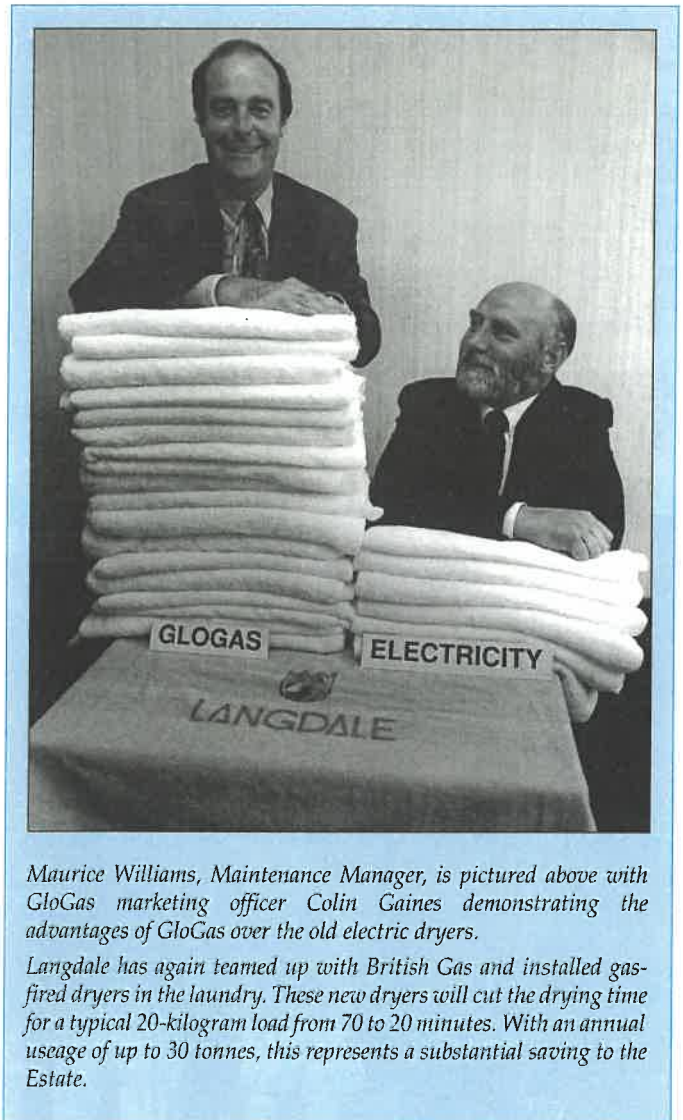
The summer crowds have gone... the scenery is just as spectacular, even more so when the Pikes are capped with snow.

A wide selection of attractions remain open including Brantwood, Abbot Hall, Tullie House Museum, Cumberland Pencil Museum, The World of Beatrix Potter, craft workshops and lake cruises.

The Langdale Hotel is offering a special four-night

break exclusive to our owners. The break commences on a Sunday or Monday during the winter months (November-March) but is not available at Christmas and New Year.

The price of £199.20 per person includes dinner, bed and breakfast based on double occupancy. There are also special reductions for children. For further details, contact Reservations on (05394) 37302.



Maurice Williams, Maintenance Manager, is pictured above with GloGas marketing officer Colin Gaines demonstrating the advantages of GloGas over the old electric dryers.

Langdale has again teamed up with British Gas and installed gas-fired dryers in the laundry. These new dryers will cut the drying time for a typical 20-kilogram load from 70 to 20 minutes. With an annual usage of up to 30 tonnes, this represents a substantial saving to the Estate.

## CLUB SHOP

We have entered into partnership with an environmentally-friendly local retail company that have as their objective to become the leading UK "Green General Store". They are called Verdant which, according to the dictionary, means "covered with an abundance of vegetation". In addition to clothing made from purest unbleached cotton, many from organic cotton fields, they will be stocking leisure wear and the Neal's Yard range of body and skin products, along with books, stationery, cards, food, drinks and gifts. You may be interested to know that Sarah Howcroft who is running Verdant was the driving force in setting up Rohan, seen to be worn by many visitors to Langdale.



## PLEASE NOTE...

Following the modernisation of the Langdale exchange, telephone and fax numbers for the Estate have been changed. The new numbers are as follows:

### LANGDALE RECEPTION

Telephone: (05394) 37302

Fax: (05394) 37694

### TIMESHARE OFFICE

Telephone: (05394) 37391

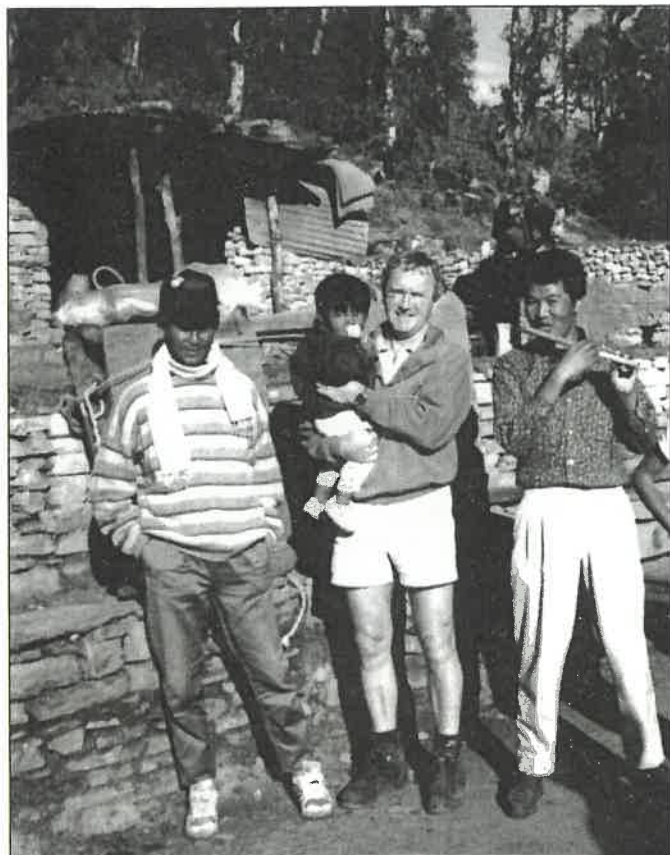
Fax: (05394) 37394

# LANGDALE WALKING HOLIDAYS - By David Fairs

Following two successful trips to Nepal and Austria, the following holidays are planned for next year. Bookings are going well for both. Please fill in the coupon below if you would like further information.

The friendliness and companionship that form an essential part of these holidays mean that they are particularly well-suited for persons travelling alone or with friends.

## NEPAL SHERPA VILLAGE TREK 1st - 18th May 1994



The holiday includes 4 nights at the friendly and comfortable Summit Hotel in Kathmandu, and a spectacular 11 day trek into the Khumbu region of Nepal. The level of trekking is likely to be suitable for anyone who enjoys a reasonable level of fitness and can manage 5-6 hours walking a day.

We will be trekking from village to village with overnight accommodation in Sherpa houses with double rooms and decent, if simple, toilet and shower facilities. Meals will be prepared by Summit Trekking staff. Each trekking party will be restricted to a maximum of 15 persons.

On the trek we will be visiting some of the main Sherpa villages of Khumbu accompanied by Sherpa guides from the area. The views are magnificent and an ideal time of the year to see rhododendrons and other Spring flowers.

Two interesting guided tours have been arranged in Kathmandu and there will be a welcome cocktail party and farewell dinner party. The return journey will be via Pakistan.

Inclusive price from Heathrow £1499.

## LAKE GARDA, ITALY 23rd - 30th September 1994

We will be staying at the very popular and well-run 3 star Hotel Cristina on a half-board basis and the hotel will form the base for an interesting variety of guided walks, returning to the comfort of the hotel each evening.

Limone, on the north-west shores of Lake Garda, is set beneath towering cliffs and romantic scenery. It takes its name from the terraced lemon plantations in the town, said to be the first in Europe. Five miles north of Limone, at the top of the lake, is the town of Riva; a lively and fashionable place with many buildings of historical interest.

In order to provide an interesting variety of walks, the programme for the week involves one walk which sets out from the hotel, whilst the others will involve a short coach, cable car or boat trip.



The end of September is a particularly good time for both walking and relaxing in the Lake Garda area and the weather should be good.

Inclusive price:  
from Gatwick £357  
from Manchester £372

### LANGDALE WALKING HOLIDAYS

Please send me details of (tick below)

- NEPAL Sherpa village Trek  
May 1994
- LAKE GARDA  
September 1994

Name & Address: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

To: David Fairs  
Langdale Leisure Ltd,  
The Langdale Estate, Great Langdale  
Nr Ambleside  
Cumbria LA22 9JD  
Tel: 05394 37302