

Views

No. 36

The Newsletter of the Langdale Owners' Club

Spring 2001

Langdale Says... Your Visit Is Essential Stay With Us To Save Tourism

Due to the Foot and Mouth crisis, the Lake District tourist industry is losing £8 million, 20-30,000 bookings and 350 jobs per week.

Since the beginning of the outbreaks, Langdale has worked daily with the local tourist board and MAFF to ensure that our business did not increase the risk of spreading this most virulent disease. At first, we suspended all special offers and promotions where possible in the hopes that foot and mouth could be kept outside Cumbria. Sadly, the number of cases spread rapidly. We then consulted directly with MAFF to find out if it was possible to provide existing guests and those who chose to visit with ways to enjoy their holiday without putting the farms at risk. Their answer was YES - by placing disinfectant mats at our entrances, encouraging guests to stay on the Estate and reminding them to stick to roads that are tarmaced and surrounded by walls away from animals of any kind and open grazing.

But you can enjoy visiting our picturesque towns and villages with their wealth of wonderful specialist shops and restaurants... and local attractions including churches, galleries and museums,

all well away from farmland.

Every cloud has a silver lining - our latest guests are telling us how much they enjoyed discovering anew all the things there are to do on and off the Estate. All have been keen to find fresh aspects of their favourite place to enjoy.

This Dunkirk spirit is reflected throughout the Lake District, as Chris Collier, chief executive of Cumbria Tourist Board tells us:

"One visitor who had planned a walking holiday, has written a list of walks around Grasmere which stick to tarmac routes and stay away from farms and unfenced livestock. Some visitors, who have been coming here for years on walking holidays, have explored areas they had never thought to try and had their best holiday ever.

We have spoken to a number of visitors who have had a great holiday doing the things which are still allowed despite the restrictions."

Here on the Estate we have been organising a range of activities including target shooting, archery, giant games of dominoes and cards in the grounds, indoor rock climbing in Kendal and illustrated talks as alternatives to fell walking. As



During the early days of FMD while work was completed on the North of England's best new country club, we provided a changing programme of unusual games and activities. Guests pictured here had a great time on a giant Connect 4 game in the new Terrace Restaurant and Cafe Bar. Here guests can order all day from a multitude of dishes - the choice is yours.

well as advising guests of things they can still enjoy such as lake cruises, Brantwood, The Tale of Beatrix Potter and the Lakeside Aquarium, every guest on arrival will receive a full list of attractions that remain open outside established areas of FMD infection.

As you know, Langdale has always had a great commitment to all aspects of protecting and enhancing the Lake District's fragile environment. Farmers, tourism and tourism-related businesses... just about everyone who lives in the Lake District relies on tourism in one way, shape or form. We all need to work together to find a way to combat the potentially disastrous effects of foot and mouth disease.

We are asking all 3,800 owners to support the Lake District you know and love by making at least one additional visit this year. We need you more than ever before to stay in our accommodation, dine in our restaurants, visit our tourist businesses, and in the long run to help our farmers and those associations doing vital work to protect this precious landscape.

It may be bad news outdoors - but it's very good news indoors:

We're on time and on target for re-opening the Club at Easter.

Never before have we had so much to offer you on the Estate. Throughout winter's rebuilding work, groups of onlookers have been gathering on the website and by the poolside to watch the diggers and cement mixers as a very large hole got bigger... and bigger... and slowly took shape once again to create Langdale's super new pool, which should be back in the swim from Good Friday April 13th. Serious swimming and leisure have been carefully separated so everyone can have fun - and new changing rooms have been sensibly re-designed for greater comfort and convenience.

But the pool is just one aspect of the new-look Country Club - the sauna has been replaced by a new-generation Sanarium which combines heat and moisture, while the exercise room, fitness equipment and squash court are also newly equipped.

If you can't come yourself... send a friend... the Lake District needs you now.



Getting ready for re-opening.

Spreading The Net

Visit www.langdale.co.uk and you're never alone! Whatever day you choose, you'll be in the company of approximately 700 other website visitors. Average length of visit: 19 minutes. Doesn't time fly when you're enjoying yourself?

Book It - Buy It

We have a new searchable database for you to check out the latest availability. You can now search by individual property to find out which are available for sale or rent - by size, number of beds/sleepers and arrival dates. There are photographs and detailed descriptions of all 98 self-catering properties, exterior and interior, with the property circled on a location map. Our picture gallery is being extended to include the view from every lodge - for a close-up look, use the special CD which links in to the website where there are dozens more photographs of hotel bedrooms, conference rooms, scenes of the Lake District, towns and villages, attractions and local activities.

The new data facility has been six months in the making and even if a property is not for sale, visitors can access details of any lodge through the lodge search. It also allows you to search for any arrival date by week number and year, by means of a handy online pop-up calendar calculator for timeshare: enter the week number and changeover day and it gives arrival dates up to 2062. The system is accessible from the 'Book It' button on the banner in the top right hand side of the page and all relevant pages, and there are notes at the bottom of each page explaining how it works. Email us with your requirements - we send out 12-18,000 emails a month with all the latest offers, and answer anything up to 600 of your emails each month.

Pick a Pic

Look out for this spring's "Favourites" topic: Vote for your favourite Lake District garden: azaleas, rhododendrons, bluebells...a wealth of spring blossom to delight. The person who proposes the garden that proves the most popular wins a two night break on the Estate, and the name of anyone who votes for any Favourites will be put in to the Voters' Prize Draw. Langdale's Favourites are the places, pubs and other local attractions you rate best in the Lake District. Our last Favourites sent you roving the countryside, far and wide, from Furness to Ambleside, looking for good local shows and nice places. You went to the dogs and to sheepdog trials; admired festival floats and flower shows - and food was never far from your thoughts. Remember - wherever you are on the site, find your way round using either the navigation bar and pull-down menus, or the new data search facilities which also take you where you want to go.

E...asy Shopping

Shop - but don't drop. That's the message on Langdale's new e-commerce website facility, run by E-Directory, which has a range of 240,000 products, mostly branded and all available direct through the Langdale website - and the choice is getting bigger, up to 1.5 million items. Creator of www.langdale.co.uk, Langdale Sales and Marketing Director Fredericka Johns, had a rather bizarre shopping list recently to challenge the cyber shopping mall and our search facility. First she took to the road - but the £7,000 price tag on a Ducatti 748B 2000 motorbike put the brakes on her spending, slowing her down to a sensible walking pace, for which she needed a Karrimor Classic Jacket. Next she 'curled up' with a Revlon hair dryer, then took a quick march round the Army and Navy store, had a browse amongst the Beatrix Potter goodies and Discworld characters. Stopping off at Miscellaneous Madness she was tempted by a UFO flash lamp - but resisted. Temptation returned at the Purple Whale Ltd where she could have bought a blow-up cow seat - or even "more products of this type." More useful by far, she found some of the 106 Langdale logo'd items. Window shopping over, Fredericka spread her wings to look for some bird seed for her parrots - the online shop also had a choice of 22,936 other birdie items, most with free delivery!

Net Profit

Fun and convenient though it is, shopping via Langdale's website also has other advantages. For every purchase online shoppers make through our website, Langdale receives a percentage to plough back into the Estate - which is good for us and even better for owners.



Who's looking at ewe, kid?

Dozens of Views readers flocked to enter our caption competition, Who's Looking At Who which made it shear hard work to round up the best ones. The judges particularly enjoyed "Best Baaa None" from Mrs P. Place, and "It's OK boys, you're safe, lamb's been baa'd from the menu" (Mr and Mrs D. Newall, Wirral). There were plenty of variations on "He's for the chop" (Dorothy Kidd, Harrogate) and "Who said we shouldn't follow like sheep!" (Mrs S.L. Slater, Colchester) "Would ewe care to join me" (Janet Eley, Rickmansworth); and "No waiter! I don't care if Langdale lamb is the chef's speciality" (F.P. Cain, Co Durham). Ros Bailey of St Albans came up with "Look the other way and pretend you don't know him" as well as "I see the mating season has started early this year", and Mr and Mrs Auton of Bath struck a blow for animal rights with "Tonight's special - 'Leg of Human'." At one stage it was neck and neck between A. Ramsay of Fort William with "How rude! Shoulder of lamb on the table!" and "Mutton dressed as lamb!" and P.R. Lister of Newbury's "Look at her - mutton dressed as mutton!" and the judges especially liked Mr S. Rowlands of Waterloo's "Are you up for shearing?" - "No! Get your own table!" However, the prize of dinner for two in Purdey's goes to Mr and Mrs Hyde of Ireby for originality: they avoided the obvious puns and went for the pink patches: "Do you think we should tell her that the paint on these chairs is still wet!" Congratulations!

Best Buys For Spring

There are some genuine bargains available this spring, from owners requiring a quick sale. This is an ideal opportunity to purchase an additional week at Langdale for use with one of the exchange systems or Residence International Club. However, a speedy response is required. Act quickly - and remember you can always track the latest best buys by subscribing to the email club through the Contact section on the website. You will then receive a monthly update of all outstanding offers. The following weeks all represent good value:

Property	Unit	Size	Week	List Price	Asking Price
Grasmere	1	Sleeps 4	29	10,143	4,000
Grasmere	2	Sleeps 4	29	10,143	4,800
Grasmere	6	Sleeps 4	5	4,467	3,000
Grasmere	1	Sleeps 4	45	6,339	5,000
Coniston	43	Sleeps 6	45	9,056	4,500
Coniston	25	Sleeps 6	37	12,558	7,530
Coniston	79	Sleeps 6	14	14,127	10,000
Coniston	26	Sleeps 6	49	5,192	4,000
Windermere	53	Sleeps 6	16	12,920	8,000
Windermere	62	Sleeps 6	44	13,041	7,825
Windermere	61	Sleeps 6	46	8,814	5,500
Windermere	70	Sleeps 6	29	14,248	13,500
Chapel Stile	8	Sleeps 6	6	5,364	3,250
Chapel Stile	5	Sleeps 6	5	4,999	2,500
Elterwater Cott.	5	Sleeps 4	16	10,373	3,350
Elterwater	2	Sleeps 6	41	14,248	8,500

The above list represents only a selection of weeks available for sale. The full list is available live online at www.langdale.co.uk/availability/

Chilled And Chilean

Our mid-winter wine evening featured Chile and a Caliteran tasting, with dinner in Purdey's. The menu was specially created by Paul Barnes, Food & Beverage Manager, to complement the wine, using local produce including delicacies such as smoked Hawkshead trout and Fellbred lamb. Hosted by Paul with Fredericka Johns, Sales and Marketing Director, our second Caliteran evening began with a champagne reception followed by some nice Chilean surprises - the sort of unassuming treasures that many of us miss on the supermarket shelves. Taught by veteran French winemakers from Maison LaTour, the new

Caliteran wines proved much to Langdale's liking. "Many thanks for such an enjoyable evening... keep us on your mailing list for future evenings" wrote Neal and Ann Walton from County Durham.

Paul Barnes is arranging dates for this year including June (Spain) and July (Argentina) and once again local ingredients will be used to create a menu to complement the wines. The four course dinner (£25 per person) will be accompanied by several different wines to enjoy and appreciate, and our roving regional tastings for future dates will include Mexico, South Africa, New Zealand, Australia

and some interesting new wines from Canada. Contact Reception

for dates - there may be an extra one in May.



Hotel Offers

Need a break - from your children?

No problem: Langdale's Kids' Club takes care of them while you relax. We'll give them loads to do, places to go, things to see, and a wide range of well-organised and supervised activities to tire them out and send them home happy. James Mackereth, Deputy Country Club Manager, is planning to have loads of fun with your kids during the school summer hols, raft building, canoeing, climbing, abseiling and orienteering, with pool Big Splash sessions and possibly archery too. He'll also be playing tennis, soccer, squash, Kwik cricket and taking the kids to Brockhole Lake District Visitor Centre too. Contact the Country Club Reception on 015394

38055 for details and to book the kids in: 8-year-olds upwards.

Bring us your booking...

And we'll do the business. There's a free weekend for two, dinner, bed and breakfast between December 2001 - February 2002 for anyone who books a business conference at Langdale worth over £5,000.

Fells In The Fall

Nature by day, nurture by night - you can't beat a David Fairs Autumn Langdale Walking Weekend. We walk at a pleasant leisurely pace during the day, with all the luxury and comforts of the Langdale Hotel to look forward to as evening falls.

14-16 September 2001 is our Walking & Reunion Weekend. here at Langdale. Join us for a social weekend of guided fell



Lace up your boots from September 14-16 for an autumn walking weekend at the Langdale Hotel and Country Club. If possible the weekend will go ahead as described - but alternative routes are being planned in the event that FMD restrictions remain.

walking when friends old and new enjoy each other's company. On Saturday we walk from Langdale to Easdale via Blindtarn Moss, then on to Eagle Crag, circling round to Codale Tarn, High Raise and Pike o'Stickle before descending back into Langdale. Grade Moderate. Low-level fell walk on Sunday morning in the Langdale Valley. For further information or to book telephone 0500 051197.

Big Party at Christmas?

Is there room for everyone in your lodge this Christmas and New Year? We've got a Christmas cracker of an offer for extra family and friends who want to join your lodge party. Shop early, and you will be able to book our hotel room-only rate of £100 a night over Christmas and New

Year - a wonderful opportunity for a big celebration.

Book a Good Time Ahead!

If you leave it too late, you'll be disappointed. Instead - plan ahead and book a Christmas Party Night 2001 at the Langdale Hotel and Country Club for just £65 per person, per night. This break includes a three course dinner with coffee, a disco, bed and breakfast and free membership to our newly refurbished Country Club. You set the mood and we'll get the party going. Group and corporate Party Nights are bookable in Purdey's on Fridays and Saturdays throughout December. Ideal for the office party, or a great night out for any group of friends.



Let the kids have a go both indoors and outdoors: Scalextric, Big Splash pool games, archery, soccer, raft building, canoeing and more!

Mountains Of Money

“An excellent day. Very well organised with excellent speakers. Well done.”

This was just one of the enthusiastic responses from delegates attending our recent landscape conservation conference, when, as founder members of the Lake District Tourism and Conservation Partnership, the Langdale Estate was proud to host the 2nd annual conference, with David Bellamy as guest speaker.

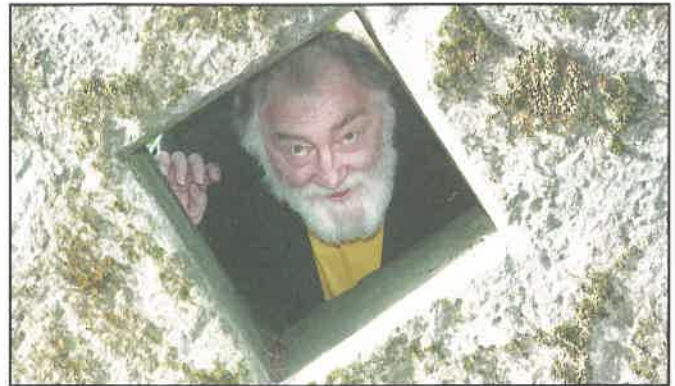
“We need a similar approach in Northumberland. I’ll be in touch!”

However you view conservation, things are looking very much better in the Lake District in the past 8 years, thanks to money raised by hoteliers, tourism attractions, hospitality providers and other business members of the Partnership and their visitors. Between them, they have raised over £100,000 towards footpath repairs and landscape improvements of all kinds.

Langdale was the first major commercial concern to ask guests for donations to conservation - over the years your money has funded an extra pair of hands working with the National Trust’s Langdale footpath repair team, our “Man at the Top,” and you also helped to repair The Band. Last year, you raised £13,500 and we’re off making new tracks with your generosity in 2001.

“A good seminar with lavish catering - thank you.”

Dinner provided plenty of food for thought, being Cumbrian in origin, and featuring Smoked Hawkshead trout, Cumbrian Fellbred beef, local organic vegetables, Hawkshead/Howfoot organic sticky toffee pudding and regional North Country cheeses. The theme of the conference was a new, practical “Save Money - Make Money” approach to tell Partnership members how energy efficiency starts at home.



David Bellamy posing with the Langdale mill wheel.

It was led by “Gardeners’ Question Time” chairman and TV Lakeland Walks’ personality Eric Robson. Eric, a former walking companion of the late Alfred Wainwright, is himself a Wasdale farmer. The Conference explored ways of making money by adopting green policies, emphasising the marketing benefits of good customer relationship management and

the ways in which tourism and the environment can and do work together. The conference ended with a plea to buy and eat local produce whenever possible, to save green miles and support local farming.

We’ll leave the last word to one of our delegate feedback forms:

“Given plenty of thought... very enjoyable”

Band Aid



Sir Chris Bonington with Oliver Maurice, Director of National Trust, North West Region and Anne Hayton, Director of LDT&CP

Langdale is proud of the part you played in repairing the famous Band footpath, and were very pleased when none other than Britain’s leading mountaineer, Sir Chris Bonington, came to inspect the finished work. Striding up the Band with Bonington requires plenty of puff to keep up with the veteran walker and climber;

Sir Chris, accompanied by Langdale staff and the Regional Director and representatives from the National Trust, set off from the Old Dungeon Ghyll one day in the New Year. Everyone enjoyed the walk - it was the first fine day after weeks of rain and the visibility was superb. Sir Chris Bonington was not only very enthusiastic, but also most complimentary of Langdale’s support, the use of local stone and the quality of the work. And although he strode ahead at the rate of knots, Langdale staff were pretty impressed at their own fitness in managing to keep up with him!

There’s no turning back now, and we’re off again this summer with a new National Trust project, right at the centre of the Langdale Pikes: Phase One is 300m from Harrison Combe to Harrison Col; Phase Two will be 500m from Harrison Combe to Harrison Stickle; Phase Three will restore 450m by Harrison Combe and the last section of 250m ends up on Pike of Stickle.

Owners’ AGM: 30th September 2001

This must be the most unusual venue yet for Langdale’s AGMs: Rheged, the Upland Kingdom Discovery Centre near Penrith. The building is totally grass-covered with rocky outcrops and waterfalls, yet inside is a vast atrium, with fine restaurant, cafe, children’s play area, conference suite and shopping mall featuring locally-made goods.

The Shareholders’ AGM is at 10.30am, lunch at 12 noon, followed by the Owners’ Club AGM at 1.30pm. After the meetings we have negotiated a special price for the Centre’s famous large-format film chronicling local history and legends. Accommodation has been arranged at the nearby North Lakes Hotel, with leisure centre, swimming pool, gym and health and beauty salon, for Sat Sept 29th at £50 per person sharing a double or twin room, or £70 for a single, B&B. A dinner hosted by the Directors will be held that evening. To book

phone 01768 868111 and quote Langdale. For keen walkers, the Westmorland Hotel situated near the next junction south on the M6 is in good walking countryside. The price here is £40pp, B&B for executive twin or double room; to book ring Catherine Mortimer/Julie Woodward at Rheged on 01768 868000, quoting Langdale. AGM Lunch is £15, the film show £3.90 for adults, £3.50 for children 5-14. Bookings for Lunch/Film to Lynette Berry at Langdale, (015394 38002) plus cheque payable to Langdale Leisure Ltd.



Madeira: A Top Swap

Langdale owner Glenys Travis swapped two weeks in April 2000 at Pestana Palms, Funchal... and ended up buying a week.

But when Glenys described the view from her apartment, you could see why a week isn't long enough:

"I looked down into the turquoise of the heated swimming pool and the dark sapphire sea," Glenys writes. "From the balcony off the main bedroom facing south east, I could watch the white cruise liners in and out of Funchal Harbour. The other balcony with sun loungers looked out to the rugged southwest coast and the sea..."

Formerly the Carlton Palms, Pestana is conveniently situated for bus and taxi services into the centre of Funchal, a 20 minute walk away, with a position rivalling the famous Reid's Hotel. Pestana's timeshare apartments are in a single block near the modern hotel and Glenys reported the apartment was well furnished, cool and airy, and serviced daily:

"The Madeiran quinta at the

heart of the development contains the reception area, the Owners' office, a gym, a relaxing bar, games room, tea room and library. The restaurant and function room are in the hotel where the useful weekly briefing takes place over coffee. As at Langdale, you are given a booklet detailing the various activities you can book through the Owners' office. Over the road was a supermarket and shopping complex with cafes and restaurants, a hairdresser and gift shops."

Glenys booked two minibus excursions with a guide and enjoyed the spectacular scenery of the north coast. She recommends the graded levada walks, for which walkers need walking shoes or boots, and warm fleece for the mountain tops. Glenys also explored the old provincial Portuguese city of Funchal, with its wonderful botanical gardens and orchid nurseries. A visit to the 17th century house bequeathed to Madeira by Dr Frederico de Freitas was especially memorable with its fine Portuguese and English furniture, paintings and an



extraordinary collection of 2000 jugs, and 'azulejos', the characteristic blue and white tiles. Eating out was the only disappointment: "The menus in the 'ordinary' restaurants showed a remarkable consensus. Fortunately, all offered espada, a truly ugly but delicious fish from the bottom of the ocean, and fresh salads. I suspect further research is needed on my next trip..."

"You see, I was so taken with the Palms that I sought out the Owners' office and bought a week for myself - alas only one at present. Everyone in the office was

helpful and thoughtful. I am looking forward to my next visit in April 2001 and I am grateful to Mrs Crouch for introducing me to another fine holiday destination."

Among Glenys' most striking impressions of Madeira are: "The avenues of jacaranda trees in flower; the kapok tree; cacti and orchids growing outdoors in the Jardim Botanico; white peacocks; the wind; the bare mountains and the tree clad hills and the sheer drama of the rock coastline; and most of all... the air that lifts your spirits."

Langdale Memories - Keep Coming Back!

Memories of childhood visits to Langdale have a powerful magnetism, attracting people back repeatedly throughout their lives.

Long before the Estate was developed in the 1980s, Langdale echoed to the cheerful sound of children playing in the beck, climbing trees and splashing in the tarn - a first taste of adventure for many children from the industrial towns of the

northwest, which proved unforgettable for one teenager.

John Bromilow was only 14 when he first visited the Estate with friends from Grange Park Technical School on Merseyside. Thirty boys and their teachers slept in two dormitories in the Wayfarer's Lodge, situated on the site of the Country Club. The group leader was games teacher Steve Llewellyn, who played rugby league for St Helens.

John, who became an electrical engineer, described his first visit to Langdale in 1961:

"It was a very different valley in those days - we came every year on Easter Tuesday, and although it was the school holidays, I don't remember many people being about.

"The thing I recall most clearly was the peace and quiet - which is what brings me back here time and again. Many parents couldn't afford family holidays and were delighted their children could come on the annual trip Langdale, which didn't cost a lot. We wore shorts and good strong boots and walked everywhere. They gave us a packed lunch and we were free to do what we wanted. In those days there were very few cars, and you could walk down the road to the Old Dungeon Ghyll without risk of being mown down.

"Once we went trespassing in the old quarries and I found a detonator - we didn't let it off, we would have got into too

much trouble! Photography was my special hobby and I still have the colour slides I took in 1961.

"We used to fish for trout in the tarn - there were no licences in those days and we always put the fish back anyway. With my interest in engineering, I remember how they generated their own electricity with a turbine."

John Bromilow's engineering career flourished and he now owns his own UK company, working as a technical and business development executive. He and his wife Lesley, who also relish the peace and quiet on board their 40' canal narrowboat, always find time to visit the Lake District several times a year from their Cheshire home:

"They were very happy days staying at Langdale, especially for all the schoolchildren who came from industrial areas like Warrington and Burnley. I still come back to find that same peace and tranquillity I discovered in Langdale all those years ago."



In At The Deep End

It wasn't Langdale Trainee Manager Bev Lynas that got thrown in at the deep end on the day she attended her job interview... it was the other two candidates she tipped into Hobson's Tarn by mistake during an initiative test.

"It was a two-day interview, and the raft-building challenge was on the first day, in full view of the assessors. I was sitting in the middle and so relieved to reach the shore, I jumped off enthusiastically and the other two landed in the water! But it got worse - that evening I was asked to go to Purdey's where Managing Director David Banks was having dinner with some very important people - and I had to serve them. After that, facing my interview next day didn't seem too bad."

Despite ducking her rivals, Bev got the job, delighted to be back in the Lake District where she and her family had enjoyed walking holidays. Her plan to go to art college was abandoned when she discovered how much she enjoyed hotel work. She went travelling, worked in the Lake District and even took office

jobs too: "As yet another birthday approached, I decided it was time to settle down - preferably in the Lake District. I love walking so much, they'll have to scatter my ashes on Helm Crag before I leave here again."

Bev's stint as a trainee manager working through every Langdale department began last autumn. Her career began in Hotel Sales but, after starting as a trainee manager, she worked there during the week until a replacement was found and joined Housekeeping at weekends, which included cleaning, stock checking, laundry, and all the paperwork too. Next came a spell in the Terrace kitchen - quite a challenge for Bev who admits that she wasn't the world's best cook, but 'not bad' now at vegetable prepping and 'pretty good' at pizzas.

Things went very smoothly in the Terrace over the busy Christmas and New Year period, despite a new automatic concertina door with a mind of its own: "It must have been very dust-sensitive during the refurbishment work or



something - it just kept opening and closing at will, which made darting through it carrying plates of food a real epic. New Year's Eve was great fun. The atmosphere was very friendly and relaxed, but there was just one embarrassing thing: the new sofas are so comfortable, people kept falling asleep on them, and it seemed such a pity to wake them."

Bev is currently in Finance, learning about book-keeping, sales, purchase ledgers and wages: "Although I love meeting the guests, this part of my training is teaching me the way different departments at Langdale work interdependently, and how the entire operation fits together as a whole."

After Finance, Bev will spend ten weeks at Wainwrights', in the

kitchen, the cellar and behind the bar. She's no stranger to pulling pints and often lends a hand at her sister's pub in Lytham. Then in summer, she'll be front of house in Reception, meeting and greeting, and dealing with hundreds of inquiries, requests and the occasional complaint: "Some of our guests get a little confused finding their way round our 35-acre site to their rooms - I think Langdale is something of a surprise after high-rise city hotels!" Bev particularly enjoys working in Food and Beverage outlets, dealing face to face with customers. "For me, the best moment in the job is if a guest thanks me or says I've made their stay really enjoyable and special - it's as good as a tip!"

Can You Picture Langdale - 20 Years Ago?

The year 2001 is our 20th birthday and a generation has passed since Langdale's first 13 lodges were sold.

Do you remember those days? Did your family grow as Langdale evolved? Have you got boxes and albums full of old photos up in the attic?

The last place you'd look...

It took 1960's visitor John Bromilow all one Sunday afternoon hunting through boxes before he found his old Langdale photos - in the last place he'd expected! It was partly John's enthusiasm which inspired our "Can You Picture Langdale" competition, which invites you to enter photographs that 'best capture the spirit of Langdale'. The winners will be chosen by a combination of votes collected over the website and votes can also be cast at the Gateway office where the photos will be on display in an album. The first

prize is a Langdale weekend for two, dinner bed and breakfast, followed by two overnight Dining With A Difference stays for the second and third highest votes received. And one final bonus - we'll also make and send you a screensaver from your entry!



1960's photo of John Bromilow.

Anomalies

Apologies to those who already know - but, at the risk of repeating ourselves, we'd like once again to explain those wonderfully-named Langdale phenomena known as 'Anomalies'.

Anomalies are nice things. Put very simply - anomalies date back to the sale of the first 13 lodges in the early 1980s. To avoid arrivals falling on Christmas or New Year's Days, fixed arrival dates were introduced for this period, and units were sold for 49 instead of 50 weeks. This left a few days free both sides of the Christmas and New Year weeks. Bear in mind that 52 weeks x 7 is only 364 days... and all these extra days added together with Leap Year days are called Anomalies and offered at bargain prices, for as little as £12 pppn. Contact us for the latest availability.

The Terrace - A Choice Restaurant

Lodge owners this winter used **choice** words to describe the new Terrace - like "brilliant" and "fantastic."

What you want - When you want it!

If it's just a cup of coffee, pick your blend in the new Costa coffee speciality café-bar; if you fancy a bite to eat - but no more - that's exactly what you can have. Of course, bites come in all sizes - light bites (try a Hawaiian Melt or a Bacon Melt); kids' bites (you can't beat a Yankee Doodle Texan Burger); Early Bird Bites (bacon and Swiss cheese croissants... muffins, scones and teacakes); Big Bites (such as beef burger with crispy bacon, melted mozzarella); Salads, large or small, (Chicken Caesar... Grilled Goat's Cheese); five varieties of pasta to mix and match with five sauces, or create your own pizza (14 toppings) or sandwich filling - brown or white pan rustique bread - the choice is entirely yours. Most of these dishes can also be provided as take-away, including coffee.

Swim The Lakes With Sue

Langdale's poolside and Country Club activities organiser, Sue Aitken, is a buoyant sort of person. She floats through life, peering through goggles, waterproofed by a larding of heavy grease, gulping drinks dangled on a string by loyal supporters in kayaks and rescue boats. Sue is a long distance swimmer and is one of the few people to have swum the length of 14 of the District's major lakes, to raise money for brain injured children.

She's planning to repeat her feat for charity this summer - but the life of a long-distance swimmer can be lonely, so we're inviting Langdale guests to Swim Along With Sue. See the Map of the Lakes by Reception to track Sue's progress. You can sponsor her, or swim a section, which entitles you to sign your own lake on the map.

For those who want to know what they're signing up for, be prepared for cold water! Despite the fact that her swims all took place in summer, Sue found

some lakes were colder than others ("Brotherswater... only a little tarn... shallow... did I say this lake was shallow? It was the coldest thing I have ever had to swim in... Esthwaite: Nice to see the trout were all enjoying themselves, leaping out of the water - or maybe they were cold too and trying to get out..."). Every swim was eventful in some way ("Grasmere - David nearly broke his hand hitting a rock on the bottom and I had an encounter with a bunch of lily pads... Windermere: we had a few problems with water skiers getting too close to our boat. They whizzed past with no care at all for a poor swimmer, rowing boat or kayak and nearly capsized us all. If I ever find out who was in that lime green life jacket - he'll need it!")

Beating the cold required ingenuity and Sue decided to try her special recipe of lanolin and Vaseline: "It was like cream cheese!" Once in the water, Sue could see very little and hear nothing, but she could see the

expressions on people's faces. Stopping for a drink involved "a bottle tied with a piece of string thrown to me whilst I tread water". There were times when her goggles misted up, or her arms and legs seized up: "It's amazing the things you think about when you swim for such a long time - will my arms really fall off and float down the lake? My left elbow and shoulder hurt so much I had to clench my fist to try and get the feeling back and even then I couldn't make my fingers close together and apparently my lips turned blue. Now I know why fish swim like that!" (Ullswater, 7.5 miles)

Sue's epic summer covered 53.44 miles, swimming across or along (or occasionally both): Rydal, Grasmere, Windermere, Brotherswater, Derwentwater, Ennerdale, Crummock Water, Buttermere, Wastwater, Bassenthwaite, Coniston and Ullswater. Sadly North West Water couldn't give Sue permission to swim their Thirlmere or Haweswater reservoirs - so



Sue Aitken comes up for air, ready and willing to swim the lakes all over again for local charity

instead she just had to 'dream' she'd done them. Strange how realistic her dreams were!

If you'd like to sponsor Sue or join her in the water, read Sue's account of her lake adventures in "Lake Challenge", available at Reception.

Management Fees - 2001/2002

The Management Fee for the forthcoming year has risen by just under 5.5%. This increase has two elements. Firstly, the Management Company's annual increase is about 3% of the previous year's Management Fee. Secondly, the remainder of the 5.5% is the result of increasing the size of the contribution to the Reserve Fund from 15% to 17.5% of the Management Fee.

By now, most, if not all, owners will have experienced some

relatively major changes in their lodge(s) and/or apartments with new ceramic hobs, ovens, new beds etc. This refurbishment programme is a costly exercise and in the current year 2000/2001 we shall spend about £400,000, but collect only some £230,000 for the Reserve Fund through the Management Fee. This depletion of the Reserve Fund has been taking place over the last few years, as shown in the annual financial statements, and

would have been much more serious had we not for a year or two received large VAT repayments. In order to try to redress the imbalance a little, as income is some way from matching expenditure, the contribution to the Reserve Fund has been increased to 17.5%. This will bring in about an extra £40,000, still leaving a large gap between income and expenditure.

An increase in the contributions to the Reserve

Fund is something which many mature timeshare developments are having to introduce as they begin to go through major refurbishment. The Committee, in conjunction with the Management Company, are looking at ways of trying to keep increases as low as possible whilst maintaining standards and "balancing the books" - prudent housekeeping is a phrase which comes to mind from somewhere!

	Lodges			Ullswater	Chapel Stile Apartments			Elterwater Hall	
	Grasmere	Coniston	Windermere	Brackens	1 Bedroom	2 Bedroom	3 Bedroom	Hall/Barn	Cottage
	£	£	£	£	£	£	£	£	£
Maintenance Fee	149.86	175.55	184.48	197.66	118.60	150.04	168.97	197.66	175.55
Disbursements: Rates	37.67	44.05	46.27	49.54	29.92	37.72	42.41	49.54	44.05
Water	5.61	6.57	6.90	7.38	4.45	5.63	6.33	7.38	6.57
Insurance	1.65	1.93	2.03	2.17	1.31	1.65	1.86	2.17	1.93
Lodge Cleaning	36.48	42.65	44.80	47.96	28.96	36.52	41.07	47.96	42.65
Transport	3.15	3.68	3.87	4.14	2.50	3.15	3.54	4.14	3.68
TV Licences	2.64	2.64	2.64	2.64	2.64	2.64	2.64	2.64	2.64
Maintenance Fee plus Disbursements	237.06	277.06	290.99	311.48	188.38	237.35	266.83	311.48	277.06
Reserve Fund Contribution	50.26	58.77	61.73	66.09	39.92	50.33	56.59	66.09	58.77
Total excluding VAT	287.33	335.84	352.72	377.57	228.30	287.68	323.42	377.57	335.84
VAT @17.5% on Maintenance Fee only	26.22	30.72	32.28	34.59	20.75	26.26	29.57	34.59	30.72
Total Management Fee for this Year	313.55	366.56	385.00	412.16	249.05	313.93	352.99	412.16	366.56

Talking Telephone Numbers

Some useful direct dial numbers to save you time and money.

Hotel Reception Tel: 015394 37302 Fax: 015394 37694

Timeshare Admin Office (9-5.30pm, 7 days)
Tel: 015394 38012 Fax: 015394 37394

Sales/Rentals/Ownership Records Tel: 015394 38012

Accounts Office (9-5.30pm, Mon-Fri) Tel: 015394 38017

Management Fees/Billing Inquiries (9-5.30pm, Mon-Fri)
Tel: 015394 38017

Langdale Internal Swaps/Twinning Holidays
(Sheila Crouch) Tel: 01661 823548

Housekeeping: Food packs/cots/linen change/lost property
Tel: 015394 38031

Country Club/Leisure Activities Tel: 015394 38055

LODGE ACCOMMODATION

You can be phoned at Langdale direct on:

Lodges 01-82 Tel (015394) prefix 382 plus lodge number

Chapel Stile (nos 01-09) Tel: (015394) prefix 3819
plus apartment number (Chapel Stile 10 direct is 38200)

Elterwater Hall (nos 01-04) Tel: (015394) prefix 3818
plus apartment number

Elterwater Cottage Tel (015394) 38185

Elterwater Barn Tel: (015394) 38186

Brackens Tel: (015394) 38091

Rôle of Honour

Lots of new names have joined Langdale's wall of fame, which features a portrait of our current Employees of the Month.

Among the faces last summer along the corridor between Reception and the Country Club was Jeanette Sanders from Accounts, whose efficient systems' re-organisation is making it easier for everybody. Then came Alan Brunt, a kitchen assistant in Wainwrights', whose cheerful willingness to tackle jobs outside his immediate responsibilities made him a popular choice. Derek Hannah followed - Derek made a valuable contribution to improvements behind the

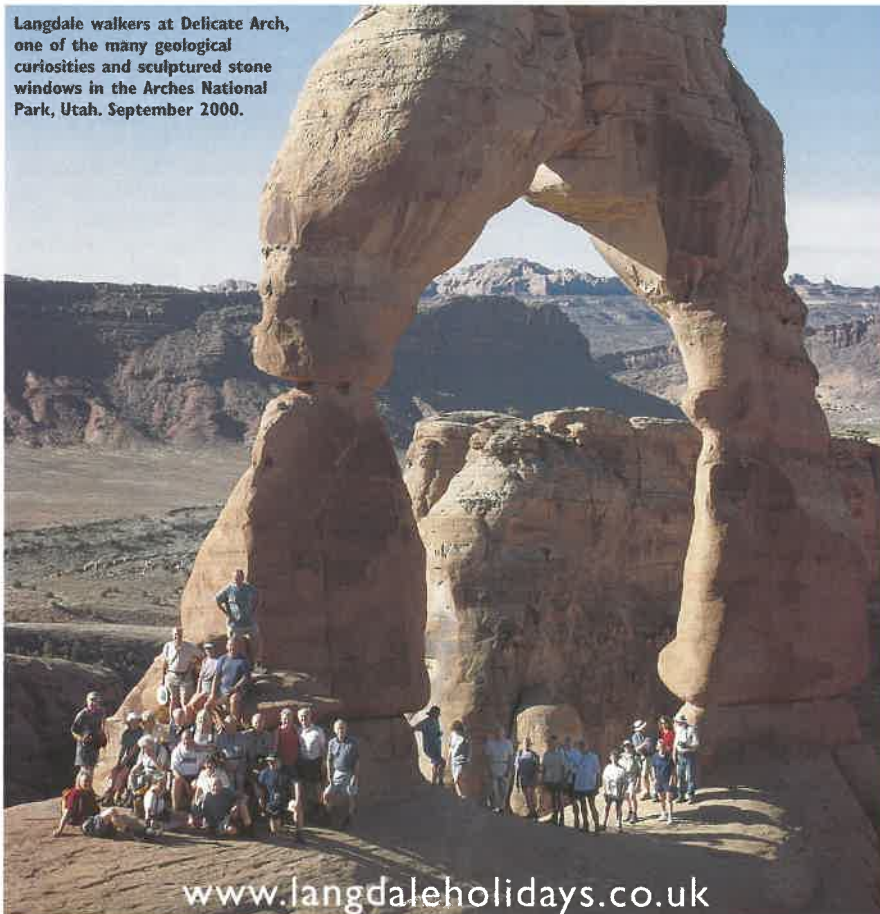
scenes on The Terrace. Next came Adam Sharrock, described as a real team player; although Adam actually works in timeshare sales, his face is familiar throughout the Estate, where he's ready to lend a helping hand in all departments - as is Ian Purcell, our next Employee of the Month. Ian works as a groundsman - and does a lot of other jobs too, wherever it's needed. Finally comes Karen Ryder, from Reception; Karen's friendly helpfulness and cheerful manner have been noticed and remarked on frequently by our guests, which won her special place on the Langdale Rôle of Honour.

A Timely Reminder

In accordance with the Constitution, clause 10 (xii) page 4, members' nominations for election to the Langdale Owners' Club Committee should be sent, in writing, together with the name of the proposer and seconder, plus a statement that the nominee is willing, to David Banks at Langdale by 1 July 2001.

Advertisement for: Langdale Walking Holidays

Langdale walkers at Delicate Arch, one of the many geological curiosities and sculptured stone windows in the Arches National Park, Utah. September 2000.



Langdale Walking Holidays celebrates its 10th anniversary.

We will be celebrating this event at the Langdale Hotel over the weekend of 14-16 September 2001. In addition to the guided walks and dinner parties, we have also included a Champagne Reception and spectacular slide and sound presentation on "The Royal Road of the Incas" by John Pilkington - John is a radio and TV presenter, travel writer and adventurer (www.pilk.net).

Please ring the Langdale Hotel on freephone 0500 051197 for further information or to make a reservation.

Other holidays this year include:

20-23 July - Weekend in the Cotswolds

24 Aug-6 Sept - Oregon & Vancouver Island

17-24 Sept - Mountain Walking in Madeira

9-16 October - Walking in Crete

2-17 November - Himalayan Foothills, Nepal

New destinations include the Pyrenees, Tuscany, Rocky Mountains, the Nile, Thailand, Morocco, Botswana and Peru.

interested?

Please contact us on 01539 735108
Helsington Laithes Cottage,
Helsington Laithes,
Kendal, Cumbria LA9 5RJ
email: info@langdaleholidays.co.uk

www.langdaleholidays.co.uk