



I almost find myself lost for words as I read your "review" if I'm honest. These are some of the strangest comments I've read on Trip Advisor, in fact it shows that people can pretty much post whatever they like and it appears on here regardless of how little sense it makes! I gladly welcome feedback and reviews from guests who offer genuine information that is constructive and helpful to others. We try to react and respond to these in a normal and professional manner that again, hopefully helps guests get an understanding of a situation or experience. In this case I'll respond to your comments in the only way I think is possible. So let's look at the points you make in your interesting review.....

Firstly the whole of Lake Windermere was in darkness at 8pm when you arrived at the hotel. Yes indeed it was, and even though you could have thrown a stone from your window and actually got into the water, I'm afraid that South Lakeland District Council refuse to spend the millions of pounds it would cost to "illuminate" the whole of Lake Windermere during the winter months. However I'm prepared to raise the point with my local MP and see if this is something we could push through in the future.

Secondly the following morning the Lake was shrouded in fog. Again yes it was, strangely enough most guests really like this during the still winterer morning. The fog lifts mid morning and the views and the Lake look simply stunning! However taking your point on board, I've taking the time to contact a local contractor to see what the cost and just how big a job it would be to install ducking. This ducking would (if it's viable and if it works!) simply suck all the fog off the Lake as it appears! That way regardless of what time you want to see the Lake, you could. I'm not holding my breath but I'll wait to hear back!

Finally you feel the entire Hotel should be moved closer to the Lake. I feel that even I'm stuck on this one? The hotel has 57 bedrooms build over 7 floors (funnily enough to maximise the Lakeview!!) so moving it really wouldn't work. Having looked into it very briefly we'd be looking at around 10 million pounds! Obviously we can't move it so that would be to knock it down and rebuild it. Again this isn't really viable as we're SO close already?! However, I did have another idea that might help you decide if you feel you'd ever give Lake Windermere or the Beech Hill another chance. Bearing in mind climate conditions, and even the issues with global warming, there is a very good chance that over the next 10 or 20 years the water lever within the Lake itself will rise. Thinking about that for a moment that means the Lake will actually get closer to the Hotel, or the Hotel gets closer to the Lake! Job done.....

Thank you for taking the time to post your review.

Kind regards

– JONATHAN ALLEN, GENERAL MANAGER