

# GUEST SERVICES.

Make it a memorable stay.

Our dedicated Guest Services Team are here to cover all bases. From organising housekeeping, and creating an itinerary of activities to recommending local areas to visit or delicious restaurants to try, we are here to help you have a fantastic stay.

T: 01367 254 272

E: [guestservices@thelakesbyyoo.com](mailto:guestservices@thelakesbyyoo.com)

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## DELIVERIES

**Supermarket** £25

Includes escorting the delivery to the property and the unpacking of fridge/ freezer items. Cupboard items will be left packed in the kitchen area.

**Small Parcel** £15

This also includes any lost property. Any high value items may be subject to a cost increase.

**Large Parcel Deliveries** £30

Any parcels that require two people to carry and transport.

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## HOUSEKEEPING

**Cleaning** £27 per hour

Services must be pre-booked as there is limited availability. 9am is the earliest available start time and 3pm is the last available start time.

**Linen change** POA

**BBQ clean** £30

All BBQs are cleaned prior to arrival.

**Additional towel set** £7.50

Includes bath sheet, hand towel and bath mat.

**Additional bath sheet** £2.50



## FIRES & LOGS

**Bag of logs** £15

**Box of firelighters** £7.50

**Box of kindling** £12.50

**Fire prepared** £50

Price per fire, Includes setting up the fire and spare logs, kindling and firelighters.

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## THE SPA

Soak away any stresses with a trip to The Spa, with a rejuvenating facial or massage. If you're looking to work on your fitness levels there's also a range of classes to book.

All of our treatments reflect our sustainable and natural ethos, designed to help you reconnect with nature and your health & wellbeing.

Our Spa bookings have a 7-day cancellation policy, unless otherwise stated.

Our Spa is open from 6am-10pm daily, children are welcome from 8am-8pm.

For all swimming pool, gym and spa treatment enquiries please email [spa@thelakesbyyoo.com](mailto:spa@thelakesbyyoo.com) or call 01367 254267.

To book a treatment or fitness class scan the QR code:



## ENTERTAINING

The following require booking in advance and is subject to availability.

### Private dining\* POA

Provided by our Private dining partner Ross & Ross, everything they do centres around three things: delicious food, exceptional service and ensuring your event is personal to you.

Please contact Guest Services for more information on building your bespoke package.

## BABYSITTING

The following require booking in advance and is subject to availability. Babysitting is all booked through Nannies of the Cotswolds.

Each service is a 3-hour minimum charge. Additional charges may apply depending on how many children or if requested on a premium night e.g. New Year's Eve. You will be notified of any additional charges upon enquiry.

### Babysitting\* POA

### Dog sitting\* POA

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## EXTRAS

### Highchair & Cot hire £10 per night

£50 for 7 nights. Cots come with a mattress. Includes mattress sheet.

### Single z-bed hire £30 per night

£150 for 7 nights, Includes all linen, bedding and set up

### Homemade cakes POA

Ask for our cake menu upon enquiry. Bespoke cakes are subject to availability.

### Celebration balloons POA

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## FLOWERS POA

Flower types are subject to availability on request, our florist will also advise on similar flowers if not available.

All flower arrangements are presented as a gift bouquet which is gift wrapped in a box with an aquapak at no additional cost.

\*Cancellation Policy: Please note that any private services are non-refundable. We use local suppliers in order to support our Cotswolds community therefore we are unable to refund any cancellations.

\*Please note that Wildsmith products are available for purchase. Any removed items will be deducted from your security deposit. Thank you for your understanding.



# ACTIVITIES.

We have a fantastic range of activities that can be booked at scheduled times. These include zip-wire sessions, high ropes, nature walks, bush craft, archery, axe throwing, tennis, football coaching, wood carving and much more.

To book an activity or event scan the QR code:



For equipment hire or private activity bookings please contact our Guest Services Team directly. All activities have a 7-day cancellation policy.

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## WATERCRAFT HIRE

From 12pm – 12pm the following day.  
Hire is only available from 1 April – 30 September

All watercraft hire comes with lifejackets and paddles.

|              |                                   |
|--------------|-----------------------------------|
| Kayak        | £50 per day or<br>£250 for 7 days |
| Canoe        | £60 per day or<br>£300 for 7 days |
| Paddle board | £40 per day or<br>£200 for 7 days |

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## BICYCLE HIRE

From 12pm – 12pm the following day.

|  |                                   |
|--|-----------------------------------|
| Bicycle  | £25 per day or<br>£125 for 7 days |
| Bicycle<br>with child seat<br>(adults large only)    | £30 per day<br>£150 for 7 days    |
| Child's balance<br>bike                              | £15 per day<br>£75 for 7 days     |
| Bike<br>with child's<br>trailer (adult's large only) | £50 per day or<br>£250 for 7 days |

## FISHING

|   |                                |
|---|--------------------------------|
| Fishing tackle hire   | £40 per day<br>£200 for 7-days |
| Child's Starter Kit<br>Includes rod, bait and net.              | £30                            |
| Fishing experience<br>Angling (2hrs)<br>All equipment included. | £230 + £70pp                   |

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## COACHING

All equipment provided.

|                |  |
|----------------|--|
| Tennis         | £60 per hour<br>minimum 2-hour booking |
| Cricket        | £65 per hour                           |
| Football       |  |
| 1-1            | £100 per hour                          |
| Group (12 max) | £120 per hour                          |

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## PRIVATE INSTRUCTOR

Price £90 per hour for 1-1, £35pp thereafter  
- Up to 6 people - 1 hour minimum

|                 |                             |
|-----------------|-----------------------------|
| Paddle boarding | £90 1-1<br>£35pp thereafter |
| Climbing        | £90 1-1<br>£35pp thereafter |
| Open Water Swim | £90 1-1<br>£35pp thereafter |



## OUTDOOR PURSUITS

£250 per activity listed below as a private session. Each activity is a two hour session and is for up to six people. £35 per additional person (max of 12 people in total).\*

### Sausages & s'mores

Cooking over an open fire in a beautiful woodland area

Age 5+

### Bushcraft

Firefighting, Shelter building, Axe skills and lots more woodland activities.

Age 5+

### Woodcraft

Carving various items from wood collected from our forest

Age 8+

### Raft building

\*£375 - 3hrs - 6 people (£35pp extra, max 20) A fantastic team building exercises, using barrels, rope and timber.

Age 8+

## EXTRA FUN

Prices below are for private hire/sessions.

### Arts & crafts

1 hour 30 mins, up to 6 people, age 3+

£150

### Archery tag

1 hour 30 mins, min 8 people, age 8+

£50pp

### Hover ball & stick it archery

1 hour 30 mins, up to 6 people, age 4+

£50pp

### Laser tag

Max 12 people, age 8+, £20 per additional person

£400 (1 hr)

£500 (1hr 30min)

### Archery

1 hour, up to 6 people.

£250

### Axe Throwing

Age 10+, up to 8 people.

£100

### Air Rifles

Age 12+, up to 8 people.

£180

\*All activities are subject to change/cancellation in the event of serious weather conditions.

\*Cancellation Policy: Please note that private activity hire is non-refundable. We use local suppliers in order to support our Cotswolds community therefore we are unable to refund any cancellations.



## ACTIVITIES TOWER

### 2-hour Private Session

£330

Up to 6 people (12 in total max). £35 per additional person. This is subject to the size of the party which will be informed by our team at the time of booking.

### 1-hour Private Session

£240

Up to 6 people (12 in total max). £35 per additional person

All below activities are suitable for 1,1m+ height.

### Zip-wire

### Climbing

### High Ropes

### Power Fan

### Leap of Faith

## ADVENTURE

### Private Nature Walk

£150

1 hour, max 6 people

### Private Nature Adventure

£250

### Teddy Bear Hunt Private

£100

1 hour, max 4 people

### Treasure Hunt Private

£200

1 hour, max 25 people