

RENTAL GUEST SERVICES





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.

T: 01367 254 272

E: guestservices@thelakesbyyoo.com

ACTIVITIES

Depending on availability, we have a fantastic range of activities that can be booked at scheduled times. These include zip-wire sessions, high ropes, nature walks, bushcraft, archery, axe throwing, tennis, football coaching, wood carving, clay pigeon shooting and much more.

To book an activity or event scan the QR code:

Or [click here](#)



Please note that all activities must be pre-booked and are non-refundable. We use local suppliers in order to support our Cotswolds community therefore we are unable to refund any cancellations.



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 DELIVERY

£15

LARGE PARCEL DELIVERY

£30

Any parcels that require two people to carry and transport.



HOUSEKEEPING—

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.

CLEANING

£27 per hour (min 2 hours)

Includes a general interior clean and can include: Bedrooms (excluding linen change for beds which is charged separately), Bathrooms, Kitchen and Living areas.

LINEN CHANGES

1 bed | POA

BBQ CLEAN

£30

All BBQs are cleaned prior to arrival.

ADDITIONAL TOWEL SET

£7.50 per set

Includes bath sheet, hand towel and bath mat.

ADDITIONAL BATH SHEET

£2.50 per sheet

BAG OF LOGS

£15 per bag

BOX OF KINDLING

£12.50 per box

BOX OF FIRELIGHTERS

£7.50 per box

FIRE PREPARED

£50 per fire

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



FLOWERS—

All of the flowers come in a clear vase made with recyclable glass which must be left upon departure. If you would like to keep the vase this is an additional fee of £30.

SMALL VASE

£55

This includes a small seasonal arrangement of flowers that will be chosen by our local florist.

MEDIUM VASE

£70

This includes a small seasonal arrangement of flowers that will be chosen by our local florist.

LARGE VASE

£100

This includes a large seasonal arrangement of flowers that will be chosen by our local florist.

Alternatively, all flower arrangements can be presented as a gift bouquet which is gift wrapped in a box with an aquapak at no additional cost.

Pictures available upon request.



BABYSITTING—

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

BABYSITTING

£25 per hour

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.

DOG SITTING

£25 per hour

3-hour minimum charge. Additional charges may apply depending on how many dogs or if requested on a premium night e.g. New years Eve. You will be notified of any additional charges upon enquiry.

Cancellation Policy

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ENTERTAINING—

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

PRIVATE DINING

The team from Relsih (who run our restaurant) have a whole exclusive menu ready for you, whatever the occasion.

Get in touch with Guest Services to view private dining offers.

PRIVATE MIXOLOGIST

POA

Choose from three different packages to enhance your evening experience.

COCKTAIL MASTERCLASS

£450 for up to 10 guests

£45pp for additional guests (max 6)

Choose three cocktails from an extensive list of delicious drinks. All alcohol and garnishes included.

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EXTRAS—

HIGHCHAIR & COT HIRE

£10 per night or £50 for 7 nights

Cots come with a mattress. Please ask for a mattress sheet if required.

SINGLE Z-BED HIRE

£30 per night or £150 for 7 nights

Includes all linen, bedding and set up.

AIR CON UNIT HIRE

£10 per day

HOMEMADE CAKES

POA

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

CELEBRATION BALLOONS

POA

ACTIVITIES

A scenic view of a lake with a forested background. A tall wooden tower is visible through the trees, and a purple kite is flying in the sky. The word 'ACTIVITIES' is overlaid in large white letters.



WATERCRAFT HIRE—

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

KAYAK

£50 per day or £250 for 7 days

CANOE

£60 per day or £300 for 7 days

PADDLE BOARD

£40 per day or £200 for 7 days

All watercraft hire comes with lifejackets and paddles.



BIKE HIRE—

Price per day, from 12pm – 12pm the following day.

BIKE

£25 per day or £125 for 7 days

BIKE WITH CHILD SEAT

£30 per day or £150 for 7 days

BIKE WITH CHILD'S TRAILER

£50 per day or £250 for 7 days

CHILD'S BALANCE BIKE

£15 per day or £75 for 7 days



FISHING—

FISHING TACKLE HIRE

ROD & LURE

£40 per day or £200 for 7 days

CHILD'S STARTER KIT

£30

Includes rod, bait and net.

Warrens Cross – Coarse Fish

Huntsmans Lake – Rainbow & Brown Trout

Bowmoor Lake – Pike & Coarse Fish

Longdoles Lake – Coarse Fish

Clearwater Lake – Coarse Fish

New Found Lake – Rainbow & Brown Trout

Kingfisher Lake – Coarse Fish

FISHING EXPERIENCE

BANK FISHING*

£230 + £70pp

Fishing rods and tackle provided,

*Cancellation Policy

Please note that the Fishing Experience is non-refundable. We use local suppliers in order to support our Cotswolds community therefore we are unable to refund any cancellations.



COACHING—

TENNIS

£90 per hour

£75 per hour for two hour session

£65 per hour for three hour session+

All equipment provided.

CRICKET

Cricket session | £65 per hour

All equipment provided.

FOOTBALL

One to one session | £100 per hour

Group session (12 max) | £120

All equipment provided.

FOOTBALL GOLF

Group session (8 max) | £180

All equipment provided.

BUBBLE FOOTBALL

Group session (6 max) | £200

All equipment provided.

Cancellation Policy

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OUTDOOR PURSUITS—

£250 per activity listed below. 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

Suitable for ages 4+

BUSHCRAFT

Suitable for ages 4+

WOODCRAFT

Suitable for ages 8+

RAFTBUILDING

Suitable for ages 8+

*This activity is only available from
1 April - 30 September.*

Cancellation Policy

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EXTRA FUN—

ARTS & CRAFTS

£150

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

ARCHERY TAG

£50 per person

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

HOVER BALL & STICK IT ARCHERY

£50 per person

1 hour 30 mins, min 6 people, age 4+

LASER TAG

£400 | 1 hour

£500 | 1 hour 30 mins

Max 12 people, age 8+

£20 per additional person

ARCHERY

£50 per person

1 hour, min 5 people, age 8+

AXE THROWING

£25 per person

45 mins, min 5 people, age 13+

AIR RIFLES

£50 per person

1 hour, min 5 people, age 13+

Cancellation Policy

Please note that these coaching services are non-refundable. We use local suppliers in order to support our Cotswolds community therefore we are unable to refund



ACTIVITIES TOWER—

2-hour session | £330

*Two of the below activities for up to 6 people (12 in total max).
£40 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 session | £240

*One of the below activities for 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

TRAPEZE

Cancellation Policy

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ADVENTURE—

NATURE ADVENTURE

£250

2 hours, max 6 people

Bring your intrepid nature hunters along to pond dip for water scorpions and learn about trees that have been around since just after the dinosaurs roamed the earth. Find out about foraging in our woods and be amazed by the variety of fungi and their uses. Look at our babbling brook and depending on how high it's flowing, fish for minnows and say hello to our endangered British White-clawed Crayfish, who thrive here due to the high quality of the clean water.

TEDDY BEAR HUNT

£100

1 hour, max 4 people

Bring your little VIPs on an exciting yet charming Teddy Bear Hunt through the woodland at The Lakes. They will enjoy a walk through the trees learning about nature along the way as they try to spot our native Teddy Bears who are hiding. They will have to be beady-eyed, listen and learn about our bears' preferred habitat to be able to find all ten.

Cancellation Policy

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OFF-SITE ACTIVITIES—

Please note that we are unable to offer transport to and from the below activities, we kindly request that you arrange your own.

CLAY PIGEON SHOOTING

£95 per person

50 clays, min 4 people, age 12+

Cancellation Policy

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RELAX & RECHARGE—

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.

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

Or [click here](#)



For all swimming pool, gym and spa treatment enquiries please email spa@thelakesbyyoo.com.



Sailing Lake

Conservation Lake

Kingfisher Lake

West Entrance

Main Entrance

Warrens Cross Lake

Longdoles Lake

Bowmoor Lake

The Manor House

The Manor Farm Bars

Sailing Club

Play Area
Bar & Kitchen

Marley Lake
Cabins

Spa & Wellness Centre
Activities Hut

The Orchard

Golf & Cricket Nets

Tennis Courts

Football Pitch

Meadow

Beach

Zip Wire & Climbing Wall

Pontoon

Fishing

Pontoon

Huntsmans Lake

Bees

Farm

Honey Bee Lake

Arboretum

Birdhide

Vegetable Garden

Cotswolds Waters & Fairford

A417

Lechlade

