

## **Lindeth Fell Country House Hotel Wins Best Small Hotel in Cumbria-The Lake District**

*After winning the Good Hotel Guide 'English Country Hotel of the Year' award in 2009, Lindeth Fell Country House Hotel in Windermere thought it had reached the pinnacle of its achievements after the Kennedy family had invested over 25 years in creating a classic Lake District Country House Hotel.*

August 25, 2011 (FPRC) -- In addition, the much maligned, but very popular tripadvisor website, has Lindeth Fell rated as the No.1 hotel in Bowness-on-Windermere, based on customer reviews.

To add to this, the hotel has just been awarded the 'Best small hotel in Cumbria-The Lake District' by Cumbria Tourism, the regions' Tourist Board. Awards are handed out at a glamorous awards ceremony and are considered the 'oscars' of the tourism industry in Cumbria. An experienced panel of judges commented, 'Exquisite food, great hospitality and genuinely welcoming and intimate feel makes staying here feel exceptionally good value for money. It is obvious from the level of repeat business that Lindeth Fell offers an excellent experience making all guests feel very welcome in their 'home'".

Owner of the 14 bedroom Windermere Hotel, Diana Kennedy said 'We purchased this hotel in 1985 with the clear aim of creating a classic Lake District country house hotel to be proud of. Pat and I knew that if we made the customer the central pillar in our business, we would succeed.' The judges certainly echoed that sentiment with their comments and award sponsors Colliers International were quick to extend their congratulations.

Sheena Kennedy, the hotel manager and second generation of Kennedy family to be involved in the business, added 'I'd like to add my thanks to the Linda (general manager) and the rest of the team at Lindeth Fell. Investing in the fabric of the hotel is one thing, but making our guests feel at home and by extension, encouraging them to return, is down to the outstanding customer service that we continually strive to achieve.'

When asked, where the hotel can go from here Sheena simply replied 'This award rewards our achievements to date, but there is still more to do. Being one of only a few classic Lake District Country House Hotels does not mean you stand still, as we know that customers' expectations continue to change and we need to adapt to meet those needs. We now go forward to the North West Tourism Awards and compete again with even more hotels.'

### **Contact Information**

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### **Keywords**

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