

# 48-hour Lake District Pass FAQs

## What does the Lake District Pass include?

The 48-Hour Lake District Pass includes a 1-day Full Day Lake District tour on 'day 1' entry to the World of Beatrix Potter, a return journey from Bowness Bay Pier to Lakeside Pier with Windemere Lake Cruises and a return from Lakeside Station to Haverthwaite Station with Lakeside & Haverthwaite Railway on 'day 2'.

## What are the benefits of the Lake District Pass?

Save 15% off the RRP when purchasing this Lake District pass. No prebooking required\* for the attractions, just arrive and you'll be granted access.

## How does it work?

The Lake District Pass is your all-in-one ticket to explore the best of the Lake District. Here's how it works:

### 1. Purchase and receive your Lake District Pass

Purchase your ticket via the Mountain Goat or Windermere Information Centre\* website and receive your pass via the email address provided.

### 2. Choosing your date

On booking you'll be prompted to choose the date you plan to visit, on purchasing your pass you will select your 'day 1' which you will take the Mountain Goat tour. Day 2 will be when you visit the attractions.

*If your plans change, no worries! Just drop us an email at [enquiries@mountain-goat.com](mailto:enquiries@mountain-goat.com) and we'll be happy to amend the dates of intended use.*

The 48-Hour Lake District York Passes operate by calendar day. The 48-hour Pass offers two consecutive calendar days.

### 3. Before you arrive

Before your visit, check each attraction's page for the latest opening times and visitor information. You'll find links to every attraction right here on our website.

### 4. Day 1

Join your Mountain Goat Full Day tour, you will have been prompted to select a pick up location on booking. Your driver-guide will pick you up from here.

## 5. Day 2

Included today you have entry to the World of Beatrix Potter, all you need to do is show your Lake District Pass at the entrance and you'll be granted entry.

Your pass also includes a scenic boat service between Bowness Bay Pier and Lakeside and a trip on the Lakeside & Haverthwaite heritage railway. Before your tour takes place, you will receive a separate email with a confirmation for Windermere Lake Cruises.

Travel by boat from Bowness to Lakeside (40 mins), cross the platform (2 mins walk) and take the steam train from Lakeside to Haverthwaite Station (18 mins). Return by steam train from Haverthwaite to Lakeside and catch the boat back to Bowness. The Timetable can be found [here](#) to plan your journey.

## Do you offer senior or student citizen discounts?

Sorry, we don't. Our pass already give you great savings on sightseeing in the Lake District, so, unfortunately, we can't offer any further discounted rates on individual pass.

## Cancellation policy

24-hours which is 09:00am the day before day 1, the date you selected on booking.

## Can I use my confirmation email to enter attractions?

Yes, show the team at the attraction your confirmation for entry

## What payment methods do you accept?

We accept Google Pay, and Apple Pay as well as most debit and credit cards including Visa, Mastercard, and American Express.

## Can I store my luggage somewhere?

The Windermere Information Centre has luggage storage where you can store your belongings whilst exploring the area.

## What is the age range for a child pass?

Our child passes are for ages five to 15.

# Mountain Goat Tours FAQ

## Can I reserve a seat?

By booking on our tours, you are guaranteed a seat. However, we are unable to reserve specific seats on the tours. Our seats are not numbered, and we operate a first come, first served policy for choice on seating.

## How do you cater for people with accessibility needs?

Our tours include 50 - 100 metres to any viewpoint but do not include strenuous walks. Walking is optional and you can choose to wait on or nearby the minibus. We can cater for folding wheelchairs and walkers, with advance notice. There are 3 large steps onto our minibuses. Our full accessibility statement can be found [here](#).

## Where can you pick us up?

We pick up from a number of hotels and B&Bs in Windermere, Bowness, Ambleside, Grange over Sands, Newby Bridge, Grasmere and Keswick.

Main Departure Locations:

### **Ambleside:**

Kelsick Road Bus Stop, Ambleside, LA22 0EA (What 3 Words - [///mime.proposals.cavalier](#))

### **Bowness-on-Windermere:**

Pier 1 Bowness Bay Outside Windermere Lake Cruises Ticket Office, Bowness-on-Windermere, LA23 3HQ (What 3 Words - [///begins.regard.hiring](#))

### **Windermere:**

Windermere Tourist Information Centre, Victoria Street, Windermere, LA23 1AD (What 3 Words - [///treatment.overlaid.hides](#))

## Do you provide lunch?

Lunch is not included in the tour price. The tour generally stops halfway in Keswick for lunch at a local village, café or pub.

## How often are the toilet stops?

There are regular stops throughout the day for comfort breaks.

## How long are the stops?

Depending on various factors such as weather and traffic the itinerary is flexible but there are regular stops on route, and at least 1 hour for lunch. There are frequent stops; some will be a quick photo stop other will be to explore an area, attraction or village. Lunch stops are usually an hour.

## What is the group size?

The maximum group size would be 16 people on a Minibus.

## What languages are your tours in?

Our tours are all conducted in English.

## Do I need a good level of fitness?

This tour is a guided scenic mini-coach tour, but there are times when you will have the option to walk up to a few hundred metres to take in a view or point of interest.

## How long is the tour?

The tour departs the main pick up location, Windermere Information Centre at 09:45 and returns at 17:30pm. Please note accommodation pick ups are scheduled earlier.

# World of Beatrix Potter FAQ

## How many times can I visit the attractions?

One-time admission is included unless otherwise specified.

## When can I visit the World of Beatrix Potter?

The attraction is open every day 10am – 4.30pm, \*5.30pm closing in summer holidays (Sat 19 July – Tues 2 September).

## How long does a visit to the World of Beatrix Potter Attraction?

We recommend 45-60 minutes to visit the Attraction. Please allow some time at the end of your visit to relax in our Peter Rabbit™ Café or explore our Shops.

## Is the World of Beatrix Potter Attraction accessible?

The Attraction is situated on a hill and has steep ramp access from Crag Brow or Rayrigg Road. Once inside the Attraction, all areas of the building (aside from a small section of the garden) are fully accessible to visitors. A lift gives access to the toilets.

## Can I bring my dog to the World of Beatrix Potter Attraction?

The Attraction only allows service dogs.

## Where shall I park?

Bowness “Braithwaite Fold” Car Park. Sat-Nav Postcode: LA23 3HB (or LA23 3HQ)

600 spaces, long-stay. Situated at the end of Glebe Road in Bowness, this large, long stay pay-and-display is about 20 minutes’ walk from the World of Beatrix Potter. Other parking is available along Glebe Road but is often more expensive and already occupied.

# Windermere Lake Cruise FAQ

## Where shall I start my Windermere Lake Cruise?

Your ticket is specifically for a the yellow cruise from Bowness Bay Pier to Lakeside, where you will then board the Lakeside & Haverthwaite Railway, this is a return journey.

## Where can I find the timetable?

You can find the Yellow Cruise & Steam train times to plan your journey [here](#).

## How many times can I sail?

Your ticket includes a return journey from Bowness Bay Pier to Lakeside Pier.

## Are there toilets on board?

Toilets are available on all "Steamers" and modern launches.

## Are dogs allowed?

Yes, dogs are welcome on board and travel for free

## Are the boats accessible for wheelchair users?

Wheelchair users should confirm which vessel is operating the specific service they plan to use, as some vessels are more accessible than others.

## What time can I get the Windermere Lake Cruise?

The first departure from Bowness is at 10:30 with the last being at 17:50.

## Where shall I park?

Bowness "Braithwaite Fold" Car Park. Sat-Nav Postcode: LA23 3HB (or LA23 3HQ)

600 spaces, long-stay. Situated at the end of Glebe Road in Bowness, this large, long stay pay-and-display is about 15 minutes' walk from the Pier. Other parking is available along Glebe Road but is often more expensive and already occupied.

# Lakeside & Haverthwaite Railway FAQ

## Lakeside & Haverthwaite Railway Accessibility?

We try our best to cater for passengers of all needs, to help with wheelchair access we have the following facilities...

- Wheelchair lift to board the train in the viewing compartment.
- Spacious disabled toilet facilities at Haverthwaite Station (not available on trains).
- Trained, helpful and friendly staff.
- Disabled parking available at Haverthwaite and Lakeside Stations.
- Ramp access to the Gift Shop, Tea room and Playground at Haverthwaite.

For passengers who are a little unsteady on their feet or would just like a little help to climb onboard, please ask a member of staff and we will be happy to assist you.

## Where can I find the timetable?

You can find the Steam train times to plan your journey [here](#).

## How many times can I sail?

Your ticket includes a return journey from Lakeside to Haverthwaite.

## Are dogs allowed?

Yes, dogs travel for FREE! (Please do not allow them to sit on the seats).