

Statement by the Trustees of Derwentwater Independent Hostel

Permanent Closure of Derwentwater Independent Hostel

It is with a heavy heart that we announce the permanent closure of Derwentwater Independent Hostel. Our final date of operation will be Sunday 3rd March 2024.

We are proud of the significant impact the charity has made in the last 12 years, offering life-enhancing educational experiences and over 150,000 overnight stays at our beloved Barrow House alongside Derwentwater.

We extend our deepest gratitude to the owners of the building for the use of Barrow House and associated grounds, and a special thank you to our team of dedicated staff and volunteers for their huge efforts, always going above and beyond to welcome guests and create a unique home from home atmosphere.

We are assuring all affected by this closure, especially those with future bookings, that we are committed to a smooth transition, including full refunds of all deposits paid. Our hostel team will be reaching out directly with further information and assistance.

We cherish the memories and achievements shared at Derwentwater Independent Hostel and are committed to ensuring a respectful and orderly closure.

ENDS

Q&A

Q: What is the announcement from the Trustees of Derwentwater Independent Hostel?

A: It is with great sadness that the Trustees of Derwentwater Independent Hostel announce the permanent closure of Derwentwater Independent Hostel. The final date of operation will be Sunday 3rd March 2024.

Q: What has been the impact of the charity over the years?

A: After over 12 years in operation, we are incredibly proud of the impact the charity has had, delivering life-enhancing educational experiences to all, especially to young people and those of limited means. We have touched the lives of many by facilitating over 150,000 overnight stays from our fabulous site alongside Derwentwater in the Borrowdale Valley.

30th January 2024

Q: How do the hostel trustees feel about the support received from the owners of Barrow House, staff and volunteers?

A: The hostel trustees are grateful to the owners for their support through this time, providing Barrow House for public benefit, and respect their decision to seek to sell the site in 2024/2025.

We are also grateful for the huge efforts of our staff and volunteer teams who have always gone above and beyond to welcome guests and offer our unique home from home atmosphere.

Q: Why is the hostel closing so quickly, and what are the reasons behind the decision?

A: Whilst a potential future sale of the building had been considered for some time, the immediacy of the closure of the hostel is primarily due to notices of improvement to the building, relating to additional fire safety and to the standard of staff accommodation. The charity does not have the capability to deliver these works within the required timescales.

The Trustees concluded that, with a potential future sale of the building in 2024/2025, it would not be prudent to spend the charity's monies on the significant required works, without the long-term guarantee of future trading income to cover these costs.

Q: What steps are being taken regarding future bookings and refunds?

A: All bookings for stays after 3rd March 2024 are being cancelled. All deposit payments made to secure bookings are being refunded as soon as practicable. Our hostel team will be in touch shortly with those affected to discuss the refund process, and to assist in contacting partner organisations who may be able to accommodate cancelled bookings.

Q: How can I get in touch with the hostel staff to discuss the cancellation my booking?

A: Please wait to be contacted regarding your booking cancellation and details of the refund process. Hostel staff have a significant volume of work to do with contacting all affected bookings and processing refunds, whilst also running the hostel up until our closing date of 3rd March 2024. Office hours will be published and regularly updated on our website, to let you know when we are able to take calls.

Please be patient at what is also an extremely difficult time for our hostel staff.

ENDS

30th January 2024