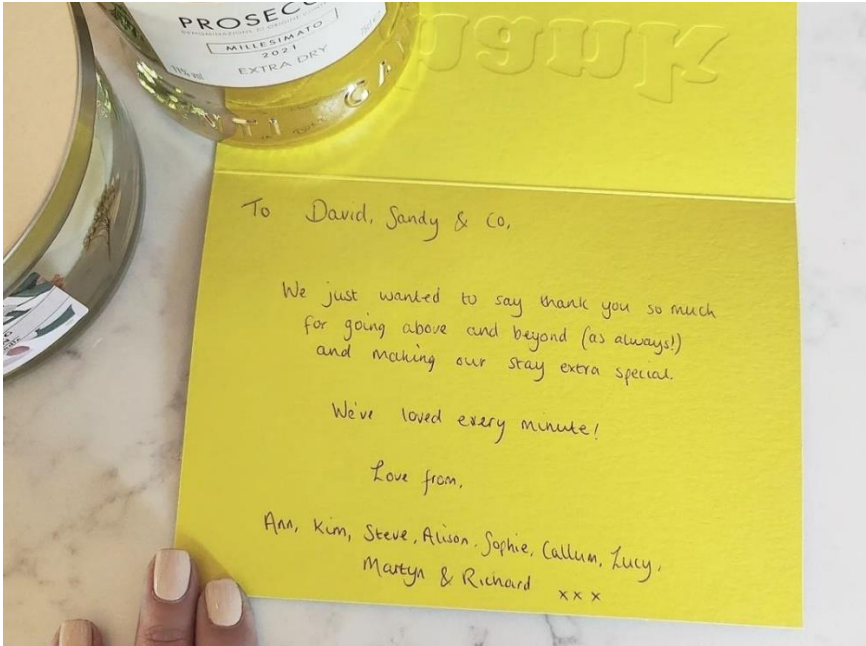


The Water Mill – Question 1

Customer Service:



lucye18
Runcorn, United Kingdom

4 4



Reviewed 3 weeks ago

Our second visit and it won't be the last!

This was our second visit as a family of 9 at The Watermill and it was just as wonderful as the first visit. Sophie, David & Sandy all go above and beyond to make your stay perfect. The Mill is spotlessly clean and stocked with everything you need. Make sure to use the private picnic area too! Absolutely beautiful. Highly recommend to anyone!

[Show less](#)

Date of stay: July 2022

10
out of 10

Liz

Northampton | Family

Confirmed guest:
24 January 2022

Published on:
30 January 2022

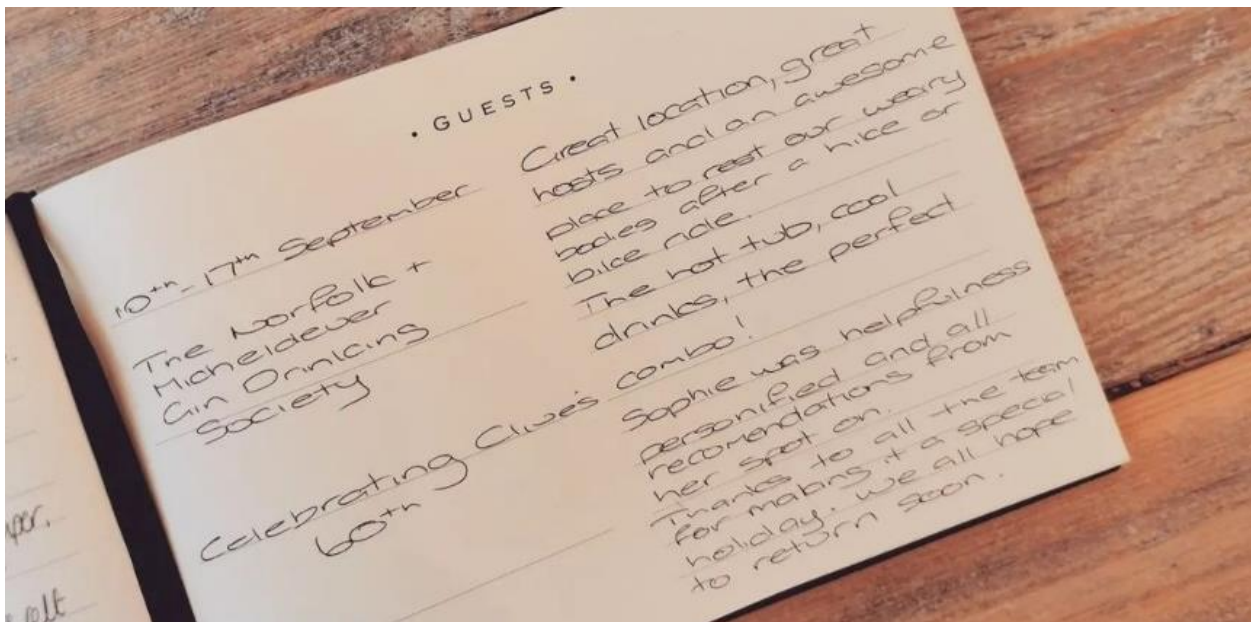
A top quality weekend break from the first correspondence. Superb customer service. Nothing was too much trouble. The cottage is out of this world oozing quality and character. The rooms are beautifully decorated and there is absolutely everything you can possibly need. Hoping to return. [See Less](#)

Now the real gem of this property ... the owner

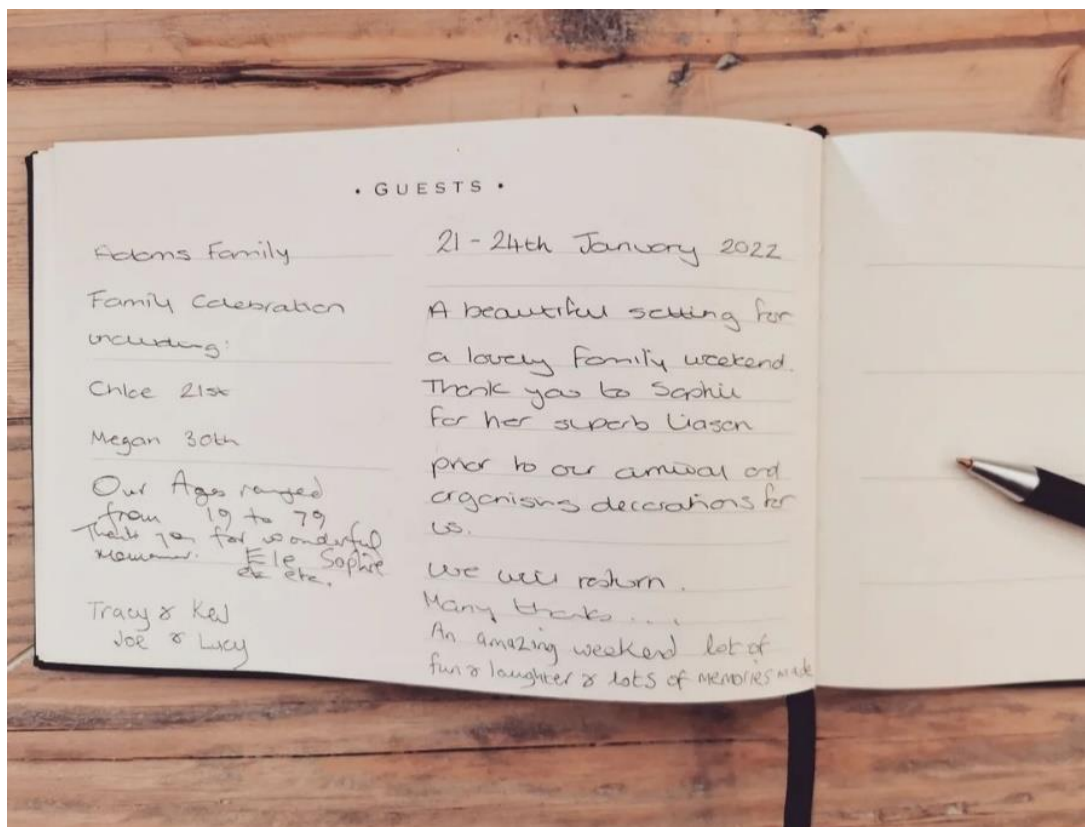
He really excelled and the extra mile on more than one occasion. This next few points are about him alone:

- we mentioned that we were thinking of having a BBQ and buying some disposable BBQs On the morning of arriving there was a Brand new just built 4 burner BBQ that arrived that morning
- He spent an hour with us giving a tour of the properties grounds and giving us the history of how the mill worked and how the water was chased through (the passion he spoke with is clearly replicated in the renovation within the property and grounds)
- He let the children feed the sheep with him a memory they'll hold onto for a long long time
- The most memorable moment was when we'd had our 40th meal out at a very well regarded restaurant (that we'd been looking Forward going to for weeks) ruined by the staff and manager, he really stepped up, at 9pm he fitted fairy lights around the hot tub and delivered a bottle of Prosecco to make it special for us

This man is pure gold and should be cloned, he could sell seminars on hospitality/customer service and make a fortune



^^ An example of the decoration Sophie can organize for our guests.



History





^^ paintings and paper clippings on the history framed around the mill



Nicholls Hydro Engineering Ltd



26 Sept 2018 · 🌐



^^ Overshot wheel maintenance organized by the Owners



^^ history tour conducted by Sandy, the Owner



Nathan G



Reviewed 8 February 2022

Gorgeous Property!

Fabulous accommodation for our family holiday and 60th birthday celebrations! We loved every minute and made so many wonderful memories together.

The Mill is furnished beautifully and immaculately clean. Plenty of space, fantastic facilities, and so much character! The mill workings on display are so unique; we spent most nights in the observatory admiring the history, with a glass of fizz and party games!

A perfect celebratory holiday from the start of the booking experience until the end - we hope to return again soon! Thank you very much to the Owners for an unforgettable stay!

[Show less](#)

Date of stay: January 2022

Support Local



^^ Welcome hamper supporting local businesses. Jam and chutney from Chatsworth, fresh bread from Ashbourne, Crackers and biscuits from Artisan Biscuits, Ashbourne, cheese from Cromford Mill and an extra Christmas gift from On a Wick, Tissington.

SEE OUR GUEST INFORMATION PACK ATTACHED SEPARATELY

Environmental



Facilities



Sheilaelizabet...
Stockport,
United Kingdom

📍 112 🏠 89



Reviewed 26 April 2022

Amazing!

This was the second time we'd stayed here, the first time since the change of ownership and wow, what a difference! We stayed to celebrate my belated 70th birthday (due to Covid restrictions last year) The whole family came, there were 12 of us altogether and everybody loved the property.

The Watermill has a great kitchen so well stocked with crockery, cutlery and cooking items. The coffee machine was a welcome addition, one that our grandchildren adored. The table could seat us all and we had some lovely chats there. There are 2 fridges in the kitchen and one on the lower ground floor.

There is a good selection of bedrooms and everyone was comfortable and happy. Everything is clean and tidy, we saw a team of 6 cleaners going in as we were leaving.

Sophie, the property manager is fantastic, so friendly and nothing is too much trouble she's a real asset.

The hot tub was a huge success and worth the extra money. The weather wasn't good whilst we were there and one day we ended up sitting in the hot tub in the rain, even that was fun and something we won't forget.

I really can't find fault with this property, it's done to such a high standard. Well done to all the family who run it, especially Sophie.

[Show less](#)

Date of stay: April 2022



out of 10

Sheila

Hazel Grove | Family (the eldest child is at school)

Published on:
2022-04-10

The Watermill is such an ideal place for a large group. The ratio of bathrooms to rooms is one of the big advantages here. Love the way it's been restored whilst making a feature of the original mill workings. Although the weather wasn't good we still used the hot tub, which was excellent. Large kitchen with lots of crockery, cutlery, cooking utensils etc. Everything was very clean. The property manager, was excellent, very efficient, kind, helpful and obliging. Wonderful stay, precious family time and wouldn't hesitate to recommend or return, well done!



Ann Parker  recommends The Water Mill.

21 February · 

What an amazing property - owners have thought of everything that you might require - welcome pack was a fabulous touch x



Like



Comment



Share



Comment as The Water Mill



Mary Hughes  recommends The Water Mill.

29 January · 

Wow! This place is perfect. They have thought about everything! Perfect place for a special occasion xxxx

Historic building · Spacious rooms · Thoughtful amenities



Like



Comment



Share



Comment as The Water Mill



Leanne Aston  recommends The Water Mill.

25 October 2021 · 

the water mill is absolutely amazing. there are not the words to describe how beautiful this property is. everything has been thought of it is meticulous! clean, the owners and manager are fantastic to deal with, on hand for any questions. thank you for letting us stay at your property. x 

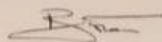
• GUESTS •

9th to 13th
August 2021

The McCall's
The Budd's
The Patons

- Family Holidays -

We simply could not wait to get away, separated by Covid for too long, and what a place to do it. The mill is truly stunning. Plenty of space for all of us, Trips to Bakenell, Matlock, Tinsington & Ashbourne. Sophie is a star and everything is at your fingertips - The welcome basket, the rooms + everything you need for a 5 star stay. Thanks, I'm sure we will be back.





JodiMerseyside Crosby, United Kingdom



Reviewed yesterday

Simply Stunning

We booked the Watermill as we had a number of family celebrations, 50th, 23rd, Fathers Day & an anniversary, from the day we booked the service we received was excellent. Sophie kept us up to date with COVID guidelines throughout and helped with any questions we had, the information you receive prior to visit is so detailed that I had a pretty good idea that we were visiting a wonderful house. We arrived to a wonderful welcome hamper, a gift and personalised card for the birthday celebrants, the house is simply stunning, the decor is beautiful, the watermill smells amazing and everything you need has been thought of. We took so much stuff that we didn't need as it had all been catered for. We had a fabulous couple of evenings playing guitar and partying in the champagne bar, loved the hot tub and the kitchen and amenities are wonderful. There is so much space and the living area can be used as an all inclusive space for all guests or TV and a quiet part of room for reading. The private gardens you have are wonderful you can have a picnic, paddle in the stream or a game of rounders (this is what we did and everyone loved it!). It was our first time visiting Derbyshire and we planned a number of days out however we just didn't want to leave the Watermill so we enjoyed the house as much as we could, however a trip to Tissington is a must as the village is beautiful (we also managed to visit the local candle makers who provide the room diffusers so we could purchase some for home)

Sophie, David & Sandy are the most amazing hosts, there if you need them but leave you to enjoy your holiday, but you know they are on hand if anything is needed, they go out of there way to make sure you have everything possible (I think they would even change the weather for you if they could!!!)

I can't describe how wonderful this property is, all I would say is don't miss out book and visit this amazing, historic house and enjoy the facilities. We will definitely return in the future.

[Show less](#)

Date of stay: June 2021