

## **Leisureplex Hotels**

### **Notes for Coach Operators**

The following notes are based on years of experience of catering for coach parties. They are designed to anticipate potential difficulties and ensure your visit to our hotel goes as smoothly as possible.

#### **Rooming Lists**

A final rooming list should be sent to arrive at the hotel not later than 21 days prior to arrival. This should specify any special requirements including requests for low floor, special dietary needs, preference for room with bath or shower etc. Requests are not guaranteed. They are normally satisfied in order of booking and so it is helpful if your rooming list makes the order of booking quite clear.

For short duration holidays we are sometimes able to accept receipt of the final rooming list nearer to arrival than 21 days. If you anticipate significant late sales, please ask for a shorter release date and we will attempt to accommodate your requirements.

Rooming lists should normally be faxed to the hotel to ensure their safe receipt. Once the rooming list has been sent, any unsold allocation is released. However, if you receive demand after sending the rooming list, please do not hesitate to telephone the hotel for additional rooms.

#### **Sea View Rooms**

Because we charge a supplement for rooms with sea view, it is essential that sea view rooms are booked strictly according to the quantity and type of room shown on the contract.

#### **Using Double Rooms as Singles**

In low demand periods, we can sometimes let double rooms as singles. However, the loss of revenue from this practice is substantial and as a result, every case must be agreed in advance with the hotel manager. If double rooms are let as singles without the consent of the hotel manager, they will be charged at the full double room rate. Doubles used as singles with the consent of the manager will normally attract a supplement which is double the normal single supplement.

#### **Special Requests and Special Needs**

We satisfy special requests so far as we are able but they are not guaranteed. If you have a client with special mobility or other needs and the satisfaction of their specific need is essential to their holiday, you should ask for Special Needs Form. This asks a series of questions regarding their specific requirements and enables us to determine if we are able to satisfy their need. Once we have received a completed Special Needs Form and confirmed that we can accommodate that need, their request moves from a request to a confirmed status.

#### **Mobility Scooters and Powered Wheelchairs**

Not all hotels have parking space or charging facilities for electrically powered mobility scooters and in other hotels there is usually a limit to the number which can be accommodated or charged. If any of your guests intends to bring a scooter or powered wheelchair, please ensure they complete a Special Needs Form which is the procedure which alerts the hotel to the number of such devices they can expect. It also enables them to inform you if demand will exceed the available facilities in the hotel, which can sometimes mean it is better for a guest to take a conventional wheelchair instead.

#### **Special Interest Groups**

Groups with special interests often have special requirements. For example, bowling groups quite often need a later dinner during their stay. Sequence dancers sometimes like to have the ballroom made available to them during the day. Walkers often need packed lunches and a late dinner. The more we know about the needs of your group, the better we can accommodate them. So if you have a Special Interest group, please telephone your hotel manager and discuss the issues with him or her prior to your arrival.

### **Meal Arrangements**

Our policy is to treat every client as an individual. Everyone is allocated a specific meal time and a specific table number to ensure a relaxed dining experience and to avoid congestion in the restaurant.

This means that groups are not allocated a specific area of the restaurant and are not normally allocated the same meal time. Groups who have experienced this method before know how much it can improve the restaurant experience and are delighted with it. However, groups who are used to eating together in a designated area of the restaurant are not normally prepared for it and it is important they are notified of this method in advance of arrival.

If there are special reasons why a group might need to eat all together in the same area of the restaurant (e.g. a special occasion with speeches), then it is important this requirement is discussed at least two weeks in advance of arrival with the hotel manager. Arrangements can normally be made to accommodate these special requirements. However, in common with international hotel practice, banquet style dining (where an entire group has a designated area and a common meal time) is normally only provided at an additional cost and is not something we would normally recommend.

To facilitate the best possible restaurant experience, we will send you a table plan for you to complete and return to us at least two weeks prior to arrival. This enables you to indicate which members of your party should sit together. Please note that tables normally seat four persons. There is a limited number of tables for two. Tables for six can normally be provided if required, but larger tables are not normally possible unless paying a supplement for banqueting service.

### **Lunch Arrangements**

It will clearly be shown on the contract if lunches are included on your tour. If, however, additional lunches are required you can arrange this direct with the hotel. We can also provide packed lunches for your group but this must be arranged at least 3 days prior to arrival. The hotel will raise an additional invoice, to be settled at the hotel prior to departure, for any extras provided.

### **Arriving at the Hotel**

Rooms are not normally available before 4:00pm and you should plan your itinerary to arrive after that time. If there are compelling reasons why you need to arrive earlier, it is essential you contact the hotel manager at least two weeks prior to arrival to discuss your requirements.

It makes a huge difference to the experience of our mutual guests if the hotel staff are aware of the exact arrival time of your coach. This enables them to ensure porters are available and the manager is on hand to welcome the group. It is therefore **very important** that the coach driver telephones his estimated arrival time approximately 45 minutes to one hour prior to arrival.

### **Departing from the hotel**

Rooms should be vacated by 10am in accordance with international hotel practice. The driver should ensure that all passengers have checked out by this time.



## **Drivers' Travelling Companions**

We are aware that occasionally drivers arrive with an unannounced companion. Drivers' rooms are single rooms and we cannot normally accommodate any additional persons who are not on the rooming list. It is our policy to try to accommodate any such unannounced arrivals wherever possible but they will be required to pay the full agreed tariff for the stay on arrival. It is our policy to always inform the coach operator of such incidents. It is our experience that groups are invariably less happy when a driver has a companion with him/her and we strongly discourage this practice.

## **Planning Excursions**

Our aim is to make your visit as successful as possible and co-ordinating your excursion plans with the hotel can make everyone's life a lot easier. Our hotel managers have a lot of knowledge of local excursion venues and can help your driver with parking and journey time information. They can also assist you at the planning stage and advise on suitable excursion possibilities. If you think you might need an early breakfast or a late dinner for a particular excursion, then your driver needs to discuss this with the hotel manager as soon as possible after arrival. Remember, by the time your group arrives, the hotel manager will have already notified his staff of their shift patterns for the coming week and so the sooner he is aware of any necessary changes, the better.

## **Evening Excursions**

We recognise that most groups will wish to go out to a theatre once during their stay and can usually provide assistance with those arrangements. However, we do ask that groups are not taken out of the hotel on an evening when we have entertainment arranged since the loss of an entire group can destroy the atmosphere for the remainder of our guests.

## **Keeping Your Clients Informed**

It is a good idea to have a notice on the hotel notice board to remind your clients of their itinerary for the week and we are happy to display a notice for you. If you need help with typing a suitable notice, we can normally help out.

We are very aware that the enjoyment a client gets from a holiday is determined to a very large degree by the level of co-operation between the hotel and the coach driver. The most successful holidays are those where the hotel staff and the coach driver work together as a single seamless team. We hope these notes will assist us to achieve that aim and welcome any feedback which will enable us to improve our procedures.