



Rendezvous Hotel Group Charter

*'Customer service' is not just words with us.
It is something that we have built our business on.*

At the point of enquiry we will endeavour to:

- Take all necessary details in order to start the booking process i.e. contact details, dates, requirements and budgets.
- If we cannot give you availability and prices straight away we will get back to you within the hour.

Once we have agreed on prices and dates we will put the booking into our system.

Once this is done you should expect the following:

- We can assist in taking bookings for your group and be the main contact
- You will receive either written confirmation or contracts to sign within the next 7 days.
This will confirm:
 - Dates
 - Rates
 - Cancellation Policy
 - Deposit/payment confirmation
- A deposit is required as per the agreed terms on the contract this may vary dependent on the group type.
- 12 weeks prior to arrival a member of our team will call to see how everything is going and if there is anything that we can do to help
- 6 weeks prior to arrival a member from our team will call to get a rooming list
- Once we have received a rooming list we will put together a pro-forma invoice for final payment.
- 4 weeks prior to arrival we will need confirmation of all dietary requirements, dinner times and any other specific information in relation to your group.

Upon arrival at the hotel our team will:

- If you arrive by coach at the hotel our reception team will come on to the coach and check your guests in; this check-in method has proven to be very efficient. Self-drive groups will be checked in individually at the Hospitality Desk as and when guests arrive.
- A pre-order for that evening's dinner will be done on check in and the following evening's pre-orders for evening meals will be done each morning at breakfast.
- Porters are available to help move luggage to bedrooms both on check in and check out.

Whilst your group is at the hotel your guests will:

- Experience a 1st class dining experience with our in-house pianist playing our baby grand piano whilst your members are dining (extra special)
- Receive a special offer to return back to the hotel individually as well as a thank you

- gift for staying at the Rendezvous hotel.
- Have the opportunity to relax in our full leisure facilities including full Cardio and Weights Gym along with Swimming Pool, Sauna, Steam Room and Jacuzzi.
 - Breakfast will be served in cold and hot buffet format with choice of nine different hot dishes. Dinner choice of at least four starters, four mains and four desserts will also include after-dinner coffee/tea with chocolate mints.
 - If you do not have a set schedule for all of your days out, we highly recommend at least half a day in the ancient market town of Skipton with its castle, famous high street (High Street of the Year 2009) with all the town centre nooks and crannies, culminating with our own canal basin from where you can embark on a canal trip. You can even shop at the local open market and have a relaxing lunch at one of the local tea rooms. More information of what is available to do in the area is shown at: www.destinationskipton.com

When it is time to depart from the hotel:

- In each of the bedrooms there is a feedback form for guests to leave comments, commendations or recommendations. It is gratefully appreciated if these are filled in and left in the bedroom or dropped off at reception.
- Dependent on billing instructions your guests will either need to pay their bills/extras at the hospitality desk or simply just hand in the keys
- Porterage is available if required
- If you are traveling on the coach one of our team will come on board to say goodbye

It doesn't end there...once you have departed from the hotel, you will receive the following:

- A follow up call/email from a member of our senior management to ensure all went well with your group
- Your next group? Would you like us to check any availability and dates for your next group/tour
- If possible, and if you have time, would you be able to leave a review on www.tripadvisor.com?