



### **Rendezvous Hotel Cycling Charter**

*'Customer service' are not just words with us,  
they are something that we have built our business on.  
We are a privately owned hotel with emphasis on professional informality.*

#### **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 any special requests (dietary requirements and allergies).
- Check numbers in your party
- Confirm your bookings within 24h
- Assist you in planning your trip, if required

**Once we have agreed on prices and dates we will put the booking into our system. Once this is done, the booker should expect to receive either written or e-mail confirmation within the next 7 days. This will confirm:**

- Dates
- Rates
- Cancellation Policy
- Deposit/payment confirmation
- Information about what is included in your break
- Terms & Conditions
- Contract (if coming as a group)
- PDF version of our cycling pack (if sent via e-mail)
- Information on when the final balance is due

#### **Upon arrival at the hotel our team will:**

- Be available to help move luggage to bedrooms
- Show/point guests to the bike storage room and drying room; all the other facilities will also be pointed out
- Order any packed lunches (charged at extra cost), if required
- Check if guests are dining with us and ask if they require high carbohydrate dishes on the menu for pre cycle preparation. If a guest is on Dinner, Bed & Breakfast package one of two things will happen:
  - If guest is with a group, a pre order will be taken
  - If guest is an individual, they will simply have to book a dining time and order food at the table
- Print/point guest to maps that they request (maps book – available in the hospitality lounge)

#### **While cycling**

- Guests will be provided with hydration / energy supplements before the ride
- Road recover can be arranged at extra cost, if cycling as an individual
- Road recovery will be part of the agreement, if cycling on one of escorted group tours

**Security**

- Storage facilities permitted: lockable storage or bedroom
- CCTV in operation
- Porter or night manager on duty
- Guests have secure access to the property, hotel is locked for the night

**Whilst staying at the hotel guest will:**

- Experience a 1<sup>st</sup> Class dining experience with choice of standard dishes and high carb options
- Have the opportunity to relax in our full leisure facilities including full Cardio and Weights Gym along with Swimming Pool, Sauna, whirlpool bath and multi-functional training room.

**When it is time to depart from the hotel:**

- In each of the bedrooms there is a feedback form for guest to leave comments, commendations or recommendations.
- Dependent on billing instructions guests will either need to pay the bill/extras before leaving or simply just hand in the key
- Porterage is available

**Once departed, guests will receive the following:**

- A follow up call/email from a member of hotels team; to ensure expectations were met
- Request for feedback into improving the facilities; a testimonial is always very welcome