



BOOKING GUIDE



Congratulations on your R2R break! Please read on for some important information, things to know and how to use our simple system to choose your hotel and get your well-earned break booked!



Room to Reward is a unique charity, set up to reward outstanding volunteers like you with a complimentary short break away! Here is your guide to talk you through the process.

We kindly ask that you do not contact the hotels directly and encourage you to read through all of the following information before sending a booking enquiry through our system.

Please get in touch at team@roomtoreward.org or 01202 489 058 with any questions at all.

What's included?

Your stay includes complimentary bed and breakfast for you and one other person to enjoy. You may select a 1 or 2 night stay, unless it states the hotel can only offer 1 night.

What's not included?

You will need to cover your travel, the cost of dinner, fees for parking at the hotel and any fee for allowing your pet to stay. Many of our hotels are dog friendly!

Please note there is no obligation to eat dinner at the hotel, book treatments etc.

How does it work?

Your nominator should have emailed your own personal booking link to give you access to our hotel booking site. You have 12 months from initially receiving this to send your enquiry through.

You can choose any of the hotels in the scheme of which there are many, all across the UK...even some in Europe! You can search by type i.e. 'Seaside Stay' or by region.

Our hotel partners are donating rooms that may otherwise go to waste during their quiet periods of the year. Please read and consider any Booking Restrictions in place.

When you have chosen 1 hotel, fill in the form and give 3 possible check in dates and please do not give dates that you cannot check in.

You can state in the free text box if you have a first choice of date, special occasion or other requirements which the hotel should know about.

Please state if you would like to stay for 1 or 2 nights. Every enquiry is subject to availability.

Room to Reward or the hotel will contact you within 3-5 working days and send booking confirmation via email prior to your stay. Please let us know if you do not receive this.

We will send you an email requesting feedback shortly after your break. You're welcome to tell us what this break meant to you as a volunteer, we really appreciate this and are happy to pass on your feedback to the hotel.



FAQ's

What should I expect when I arrive at the hotel?

The booking will be under your name, you could also mention Room to Reward and your charity's name.

If there are any problems checking in, please contact us on 01202 489058

What happens if I need to change the date or cancel my stay?

Please email Room to Reward on the details above as soon as possible and we will cancel the stay for you.

The booking link can only be used once. We are happy to help you rebook once and will send you the information you need to do so.

Can I take my family with me?

Family rooms can be requested, this may lead to only 1 night being offered. Every enquiry is subject to availability. Please let us know the ages of the children sharing the room in the free text box.

Can I book an accessible room?

You may select an accessible room. Most of our hotels have at least one accessible option. As with all enquiries, they are subject to availability.

We have tried to gather information on the levels of accessibility and encourage you to contact the hotel directly to ensure they can meet your requirements.

I need an extra room for a support worker or carer

Subject to availability, this won't be a problem. Please let us know in the free text box on the booking form.

Why do I have to give 3 check in dates?

This is so the hotel has 3 options to consider when is the best time for them to donate the break. If you have a preferred option please state this in the free text box.

Why can't I book with the hotel directly?

All bookings must come via the Room to Reward booking form so the hotel knows this is a valid and complimentary stay.



You may of course contact the hotel to ask specific questions regarding the facilities or levels of accessibility but checking the availability of dates can only come through Room to Reward.

Can I pay for an extra night/s in addition to my donated stay?

Subject to availability this won't be a problem. Please state this in the free text box.

I've called to check something with the hotel, why does the person on reception not know about the Room to Reward scheme?

Do not worry, we will have set up the partnership with a different contact at the hotel. Continue to fill in the Room to Reward booking form and/or call us with any questions.

I called the hotel/checked their website and it shows they have rooms available but the days I want are blocked out on the booking form, why is this?

Our Hotel Partners have given us set days and months that they are typically quiet and happy to receive enquiries and therefore make the donation of an anticipated unsold room. This may differ to the availability you have seen on their website.

My volunteer friend has also received a Room to Reward break, can we go to the same hotel at the same time?

Our Hotel Partners can only donate 1 Room to Reward break at any one time.

Most importantly, have a fantastic break and thank you!

