



ROOM TO REWARD

Example Charity

NOMINATION PACK



Room to Reward

Created to say ‘thank you’ to the Hidden Heroes – inspirational volunteers who give up their time to make a difference to those who need it most – people like [Mandy](#). Our Hotel Partners donate their unsold rooms, charities nominate their Hidden Heroes for a break – we make it happen!

Through the simple donation of a few unsold rooms [our Hotel Partners](#) enable charities and voluntary groups to recognise the extraordinary commitment of their outstanding volunteers and say ‘thank you’ to them with a 1 or 2 night complimentary, well-earned break.

Founded in 2015 by [Nicolas Roach](#), Chair of Harbour Hotels, Room to Reward is an official charity partner of the Institute of Hospitality, supported by AA Hotel Services and the Master Innholders. Over 500 hotels – including major groups such as Bespoke Hotels, Jurys Inn and Iconic Luxury Hotels, as well as world-famous properties like The Dorchester, the Four Seasons and Rosewood London – have seen the value in ensuring that their rooms go to someone who would truly appreciate.

To date, the hospitality industry has donated in excess of £500,000 worth of breaks to more than 850 Hidden Heroes from over 500 charities, including St. John Ambulance, Hospitality Action, SCOPE, Hearing Dogs for Deaf People, Surfers Against Sewage and many, many more.

[Our Charity Partners](#) have used our awards to enhance and develop their own reward and recognition, developing strong cultures of appreciation with a system that is easy to use and entirely cost and catch free!

Best wishes,

The Room to Reward Team!

e: team@roomtoreward.org

t: 01202 489058

Who can we nominate?

Hidden Heroes are exactly that. Ordinary people doing extraordinary things, whilst asking for nothing in return. We have been privileged to read over 1000 inspiring stories of volunteers out there making a real difference where it matters, people from all walks of charity sector life.

A Hidden Hero can be:



Long Serving Superstars - Like [Daphne and Charles](#) (left), who have been giving back to their community for decade.

Amazing Ambassadors – People like [Fenella](#), who dedicates her time ensuring other disabled young people enjoy the same support and services she benefitted from at Whizz-Kidz.

Life-Changers – People like [Emma](#) (right), whose volunteering journey with Mosaic began with some simple office admin and has progressed to a total career change, counselling and supporting bereaved children.

Fundraising Fanatics – People who go above and beyond to consistently bring in vital funds to your charity.



Hidden Gems – This who quietly get on with the dull-but-essential jobs, enabling you to focus time and resources elsewhere.

Charity Champions – Such as [Lisa](#), whose kindness and generosity enables SCOPE to live its message of a more inclusive world for disabled people.



Inspiring Innovators – People like [Gemma](#) (left) who, along with her son Paddy and support from the Dorset Children's Foundation, form Paddy's Purpose. A free workshop for schools and children's groups to spread the word about disability and promote a more inclusive society.

Who's your Hidden Hero...?

When can we nominate?

Example Charity - Nomination Allowance: 2 per calendar year.

This is an ongoing partnership that you can utilise year on year. Tell us how you plan to spread them across the year or using them to support an annual event?

Please note, July and December are our busiest months for processing nominations and so we strongly recommend getting them in to us at least 3 weeks prior to your celebratory event.

What's the Criteria?

The nominee must have given at least one whole years' continuous service and volunteered for a substantial amount of hours. i.e. more than a couple a week.

We cannot award a break to someone who has already received a Room to Reward break even if nominated by a different organisation.

Who can and can't be accepted?

Individual Volunteers – Must have given at least one whole years' continuous service and given a substantial amount of hours. i.e. more than a couple a week.

Group Nominations – If the group consists of 2 people please provide a statement telling us about the contribution of each individual as well as what they have achieved as a duo.

For groups of 3 or above they are welcome to get in touch to with a Nomination Statement for one individual they would like to recognise to receive a break.

They can send this to team@roomtoreward.org either prior to or after the event.

Young Volunteers – Can be awarded a break and must be accompanied by an adult on their stay.

Trustees and/or Volunteer in Governing Positions – Unfortunately we do not accept nominations for this type of volunteer.

Corporate Partner Volunteers - Unfortunately we do not accept nominations for this type of volunteer.

How do we nominate?

Use the Pre-Nomination Form to put together a strong, detailed and compelling statement, explaining why your volunteer is your chosen 'Hidden Hero'. You decide if/when you tell your volunteer that they have been nominated as only the nominator will be notified of the outcome.

You could tell us:

1. When they started volunteering
2. How many hours they have contributed
3. What impact they have on your charity and service users
4. Examples of the times they've gone that extra mile
5. How they have overcome challenges in their role
6. How they have made a powerful contribution to a specific project
7. Everything else that makes them so special!



Log in [here](#)

Your Username and Password are both:

98765Admin

To change password, choose 'Forgot Password', enter the above username then check:

exampleperson@examplecharity.org

Follow the link to enter a NEW password in BOTH boxes.

Setting Up Your Awards

From Summer BBQ's to Christmas parties, Annual Volunteer Awards can be presented at a time that fits in with your charity's established activities or, you can start something new to celebrate your volunteers! Here is a step by step guide, inspired by our existing charity partners, on how to set up your own awards:

Who's in Charge?

- You could set up a team, including volunteers, to help you develop your awards. What categories would they like to see? Could they reflect your charity's values?

Decision Time

- Send out the Pre-Nomination Form provided to your staff and/or volunteers to get suggestions.
- Set a deadline to receive suggestions by and review them internally.
- Set up a panel to review them and select your final Hidden Heroes – i.e. Trustees, senior members of staff, long standing volunteers and/or previous award winners.

Log on and Nominate

- Find your Log In details on the previous page.
- Send your nominations in 2-3 weeks prior to your Awards Event.
- Include all of the information collected on the Pre-Nomination Form in your online statement i.e. relevant Award Categories etc.

Celebrate

Gather everyone together to say thank you to your volunteer team as a whole. Include volunteers, staff and service users! Why not hold an event such as:

- Volunteers Week
- Annual Awards Ceremony
- Volunteer Thank You Party
- Christmas Party
- Summer BBQ
- Summer Tea Party
- Annual General Meeting
- Charity's Anniversary Party

Sharing is Caring!

- Share the Nomination Statement you wrote with your Hidden Hero.
- Take photos and/or videos and email them to Room to Reward, with permission of course!
- Tag us on social media - @roomtoreward
- Invite the local press, the Mayor/Mayoress, local celebrity

FAQs

How do we ensure we aren't singling people out?

Overall, we have had a fantastic response from our charities and the Hidden Heroes, you can read testimonials from the Nominators and Nominees [here](#).

Our partnership is an ongoing arrangement giving you regular opportunities to reward quite a few of your volunteers in just a few years.

We have noticed that when charities are 'brave' and consistent when introducing an awards scheme, eventually a culture of appreciation develops which reaches beyond annual awards.

Please see the previous page for examples on how to introduce the scheme in a fair and diplomatic way. The celebration itself can be as grand or as modest as you see fit and through attending many of these events we have observed it is an excellent way to say thank you to everyone for all of their amazing contribution to your organisation.

Who can make a nomination?

All nominations must be submitted by the appointed charity administrator or someone in a managerial or senior position within the organisation.

How long do we have to use our nominations?

You have between Jan-Dec to use your allocated amount of nominations. They renew every January as this is an ongoing arrangement.

How long does a Hidden Hero have to book their break?

They have 12 months from receiving their booking link. All booking enquiries are subject to availability.

Can we have an extra nomination?

Please let us know if you need flexibility and we are happy to discuss special circumstances.

Can our Hidden Hero take their family with them?

There is the option to enquire to book a family room, as with all bookings this is subject to availability.

Our Hidden Hero needs an accessible room and/or a carer to travel with them, is this possible?

Hidden Heroes can apply to stay in an accessible room when booking. If they need to travel with a carer and need an extra room, please let Room to Reward know about this within the nomination statement so we can give the best possible assistance at the time of booking.

Our Hidden Hero might struggle to cover the cost of travel or dinner, can Room to Reward help?

Please let us know of any special circumstances that you think we need to be aware of. We are happy to assist where possible and within a reasonable amount to ensure all of our Heroes are provided the same opportunity to claim their break.

Can we use this as a raffle prize or to provide accommodation for our staff travelling for work?

No, sorry. It is intended to be a deserved 'thank you' to those who go above and beyond and truly make a difference where it matters.

How are the nominations judged?

This is not a prize draw against any other nominations and they are all reviewed, collectively by the Room to Reward Team and judged on their own merits.

How does Room to Reward use the nomination statement we send through?

Our team review your nomination to approve. We will always get permission from the nominee before using all or part of the statement in our marketing materials.

How does the volunteer claim their Room to Reward?

We have attached an example of the Booking Link Guide at the end of this pack for your reference. You will be emailing this to each one of your award winning Hidden Heroes. This contains a dummy link.

What's the catch?

There isn't one! There is no sign-up fee or fee to nominate. All is made possible by the generous goodwill of our hotel partners donating the rooms to our scheme. Just help us to spread the word by telling other charities and volunteer managers that we are here to help!

What Happens After We Nominate?

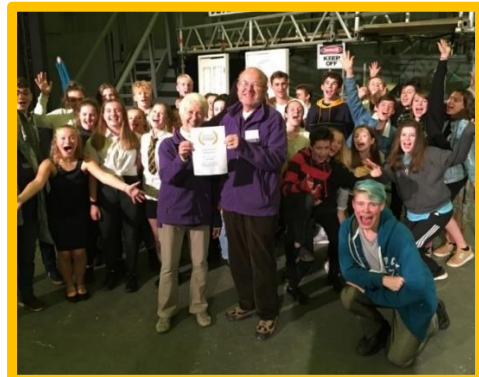
If we need more information we will be in touch, otherwise please allow 2-3 weeks for response. Although uncommon, if unsuccessful we will provide you with a reason.

If approved:

- You will receive an automated email letting you know it has been approved with a copy of the booking link – **IMPORTANT - Please do not pass this information on.**
- Wait for a second email containing their certificate and unique Booking Link with instructions. This is the info your Hidden Hero will need.
- Plan your presentation! Send us photos of your Hidden Hero receiving their certificate.
- Email them the Booking Link document so they have full details of what's included, how to claim their break.
- If you feel they would appreciate help using our online booking system please provide this.

See examples of the awards we already partner with [here!](#)

(Bottom left, Action for Children. Bottom right, Sterts Theatre.)



Booking Link - EXAMPLE

Congratulations!

Room to Reward is a unique volunteer-recognition charity, created to say 'thank you' to the Hidden Heroes – inspirational volunteers who give up their time to make a difference to those who need it most. Amazing Hidden Heroes, like you!

Our partner hotels donate their unsold rooms, charities and community groups nominate their Hidden Heroes for a break – we make it happen! There are over 500 hotels to choose from across the UK and even Europe.

We hope you have fun choosing where to take your well-deserved break! You have 12 months to send an enquiry through, your link can only be used once and please get in touch should you have any questions at all.

Best wishes,

The Room to Reward Team

E: team@roomtoreward.org

T: 01202 489 058

www.roomtoreward.org

This document explains how to use your electronic booking link below.

Please request your nominator to email it to you if they have not already done so.

What is included?

- Complimentary bed and breakfast for you and one other person. You select a 1 or 2 night stay, unless the hotel states they only donate a 1 night break.
- We do not cover the cost of travel, dinner, drinks, fees for parking at the hotel or any fee allowing for your pet to stay. There is no obligation to eat dinner at the hotel, book treatments etc.

How to Book

- Click on the link below to view the hotels currently donating rooms. Search by type of hotel i.e. 'Seaside Stay' or by region. Hotels are listed alphabetically.
- There are restrictions in place as the breaks are donated during the hotels off peak periods. When you have chosen, click 'Make an Enquiry' and fill in the booking form.
- Supply 3 dates, in order of preference, that you are available to check in. DO NOT GIVE INVALID DATES. The hotel will choose when they can donate a room.
- Allow 5 working days for a response. Last-minute requests are very unlikely to be considered. Please be mindful that Valentine's Day, the Christmas period and New Year are very busy times and it is unlikely a hotel can offer a donated stay.

Using Your Break for a Specific Event

- You have 12 months to consider where you would like to go. We aim to build support in as many areas of the country as possible, but you may need to reconsider where you would like to go if your ideal choice is unavailable.

Deactivated Hotels

- If a Hotel you viewed has now disappeared from the site before you could book it is because our Hotel Partners only offer a set amount of donated stays per year.
- Breaks are on a first come first serve basis. We recommend sending an enquiry through as soon as possible if you see somewhere you really want to stay.

Knowing Your Stay is Booked In

- Either Room to Reward or the hotel will be in touch to offer you one or more of the dates you have chosen, please allow 5 working days for a response. You will receive confirmation via email and please get in touch if you do not receive this.

Cancelling or Changing a Booking

- We strongly encourage you not to change or cancel the booking but if you need to discuss this please do not contact the hotel directly. Notify Room to Reward at least 48hrs prior to check in.
- We are happy to help you rebook your break once. Please contact us to request this.

Family Rooms

- Please let us know if you require a family room. This may affect the amount of nights being donated and every enquiry is subject to availability.

Accessible Rooms

- Many of our hotels have at least one accessible room option, as with all bookings this is subject to availability.
- We encourage you to speak to the hotel directly to ensure they meet your requirements. Then use your Room to Reward booking link to book.

Extra Rooms for Support Workers/Carers

- We are happy to arrange this. Please contact the Room to Reward Team directly prior to booking and/or let us know in the free text box on the booking form.

Dog Friendly Hotels

- Wherever possible this will be stated on the hotel's profile, you can also check with the hotel directly or by viewing their profile on booking.com
- We advise checking if there is a fee as this is not usually covered by Room to Reward.

DO NOT BOOK WITH THE HOTEL DIRECTLY

- All bookings must come through Room to Reward as per our arrangement with our Hotel Partners. This is so they know your stay is valid and complimentary.
- Dates available on their website or by calling reservations may differ to when they have agreed to donate breaks to Room to Reward.

Paying for an extra night

- Subject to availability you will be able to add on extra nights and you will be charged at the hotel's usual rate. We advise you double check what this will be before extending the booking.
- Use the free text box on the booking form to confirm which dates you wish to add on.

The Hotel Doesn't Know About Room to Reward

- If you have called the hotel to check something you may have spoken to someone who is not aware of our reward scheme.
- Do not worry, the partnership has been established with a different contact at the hotel. Please fill in the enquiry form as normal and let us know if you have any questions.

Only One Room to Reward at a Time

- Our Hotel Partners can only donate 1 Room to Reward break at any one time. Therefore if your volunteering friend has also received a break unfortunately you will not be able to go together.

Richard Smith - Mencap

 [Click here to see all of our hotel partners and submit your requested dates](#) 