



Room to Reward



Inspirational couple treated to hotel break

**Newsletter
May 2024**

Hello and welcome to the first R2R Newsletter of 2024. It's been a fantastically busy start to the year for us with a number of wonderful hotels joining our journey, more charities and community volunteer awards schemes getting involved and over £100,000 worth of well-earned breaks already arranged. Our target for this year is to deliver 1000 breaks to inspirational volunteers. We are on course but as always there is more to do.

Room to Reward is only as strong as the partners and people who support it. In this newsletter, we will be highlighting some of the fantastic hotels, voluntary organisations, sponsors and supporters who make what we do possible. We are a small charity and a small team completely reliant on our partners and supporters to make the nominations, deliver the breaks, put on our events and help raise vital funds. Thank you for being part of the R2R journey. Together, we are making a real difference to charities, communities and – most importantly – the Hidden Heroes who do so much for them.

Adam Terpening, R2R Director



SPONSORS

HARBOUR
HOTELS
MEWS



SUPPORTERS



2024 – The Numbers so Far



200+ Volunteers Nominated (3000+ Cumulatively)



950+ Voluntary Organisations Nominating Volunteers



900 Hotels+ Donating Short Breaks in Unsold Rooms

2024 SO FAR - HOSPITALITY

The first few months of the year have seen a number of fantastic hotel groups join the Room to Reward journey. We are immensely grateful to Aimbridge Hospitality, Arora Group, The Brend Collection, Apex Hotels, Eden Hotel Collection and the City Pub Group, as well as many members of Best Western Hotels. We have also had the pleasure of attending and spreading the R2R word art at a number of hospitality events.



The amazing Aimbridge Hospitality joined us at the start of the year with an incredible 63 hotels donating breaks in unsold rooms. A number of Hidden Heroes have already enjoyed a well-earned break in Aimbridge properties – thank you!

Arora Group also joined our journey, donating breaks in Luton Hoo, Intercontinental London The O2, Novotel London Stansted, Hilton London Gatwick and HIEX Heathrow T4. Thank you!



Next up we have the wonderful Brend Collection, who have already delivered memorable breaks in their stunning Devon and Cornwall properties.



We are also thrilled to welcome City Pub Group and their amazing collection of unique properties to our partners. Yet more memorable breaks for deserving volunteers on the way!



The Eden Hotel Collection also came on board – adding another 5 stunning properties – along with long-term supporters Bovey Castle - for the Hidden Heroes to choose from.



A further 8 hotels were added to the R2R partner database thanks to the wonderful support of Apex Hotels.



***Room to Reward is only possible because of the wonderful hotels and accommodation providers who support it. We are immensely grateful for each and every one.
We couldn't do it without you!***

2024 – HOSPITALITY EVENTS

A huge, huge thank you to everyone who has invited us to spread the R2R word at events and conferences so far this year. Face to face meetings and presentations are by far the most effective way of generating new partners and increased support for R2R.



Master Innholders Hotel Leadership Conference 14th-15th Jan

Best Western AMC @ Celtic Manor 29th-30th Jan



Revenue By Design: Global Revenue Forum 30th Jan

City Pub Company Hotel Conference 7th Feb



W1 Hoteliers Presentation 1st May



Can R2R present to you? Whether you're part of a hospitality group or a member of a regional hotel association, we would be delighted to demonstrate what your wonderful support has enabled us to achieve and the difference you have made to charities, communities and the Hidden Heroes who do so much for them – and hopefully sign up some of your colleagues!

[Please get in touch to find out more.](#)

2024 – DATES FOR THE DIARY



SERVICED APARTMENT AWARDS 2024

Serviced Apartment Awards: 23rd May

Back for their ninth year, the Serviced Apartment Awards powered by Serviced Apartment News are known as the 'Oscars of the industry'. Welcome to the only awards created for and by the serviced apartment, aparthotel, extended stay and short term rental industries. We welcome serviced apartment owners, operators, investors, agents, travel buyers and suppliers to join us for an unforgettable evening of celebration over a three-course dinner with drinks and entertainment at the dazzling Leonardo Royal Hotel, Tower Bridge, London on 23 May, 2024! [Book your tickets here!](#)

Boutique Hotelier Great GM Debate: 6th June

The Great General Manager Debate 2024 will take place at the Montcalm East, Autograph Collection hotel in London and see an audience of 100 key decision makers from luxury hotels across the UK treated to a series of engaging panel sessions on the biggest challenges and opportunities facing the industry right now. Panel discussions will focus on hot-button industry topics including how sustainability measures can benefit the bottom line and why embracing a flexible workforce is key to meeting the changing demands of employees. [More info here.](#)



UKHOSPITALITY Summer Conference: 13th June

The highlight of the industry calendar – more than 300 business leaders from across the sector, alongside policy influencers and wider stakeholders come together for the UKHospitality Summer Conference at Hilton London Bankside. Our summer conference will celebrate hospitality's contribution to Britain and showcase why it matters more now than ever before. Hear from the people and businesses leading the way in the sector, provide cutting edge insight into the political and economic landscape, and experience top-class networking opportunities with leading figures in hospitality. [Tickets here.](#)



London Hospitality Festival: 1st September

Can't wait for this! R2R have entered a softball team into the brilliant London Hospitality Festival.

GET READY PARTY LOVERS AND SPORTS FANS

Join us on Sunday 1st September for the festival's 15th edition @ Barn Elms Sports Centre, SW London.

Enjoy a festival load of entertainment with your colleagues and families. PLUS, build team-spirit and camaraderie in our beloved multi-sport tournaments.

[Find out more and register for tickets here.](#)



2024 – VOLUNTARY ORGS

So far, we have had the pleasure of reading over 200 nominations for inspirational volunteers. From long-serving superstars, fundraising fanatics and behind-the-scenes Hidden Heroes, the dedication, commitment and impact of your volunteers never ceases to amaze and inspire.



We had the privilege of attending and supporting the [England Athletics National Volunteering Awards](#) in March. From coaches and club leaders to officials and maintenance, grassroots sports across the country are completely reliant on volunteers and we look forward to arranging some well-earned breaks!

The Abbey Centre @TheAbbeyCentre - Apr 30
We are so happy to reward two of our amazing volunteers with a free hotel stay from @RoomToReward!

If you're interested in volunteering with us, visit theabbeycentre.org.uk/volunteer/



CHWL NHS FT @CNWLNHS - Jan 25
Meet our @RoomToReward Hidden Hero, Christal! She has been recognised for her heart and dedication to uplift lives in #volunteering. Here she is holding her certificate. We are proud to have her in our @CNWLNHS volunteer family! ❤️
Show more



SmallActsofKindness @smallkindact
A huge congratulations to our wonderful volunteer, Mike who has been awarded a @RoomToReward He is our 'hidden hero'! Thank you for your outstanding contribution to our work & the incredible difference you are making to our community with your kindness, hard work & dedication ❤️



Devon and Cornwall Police Volunteers @DevonPolice
Here we have Peter (left) with PCSO Saul Barrow (left) receiving his certificate from @RoomToReward. Peter is a volunteer who helps to maintain a fleet of Police vehicles and has received this award for his outstanding contribution to his local station. Congratulations Peter! 🏆



BGC Wales @BGCWales
Really nice to present Ken Pritchard with a small reward for his 25 years of running Ynol Mynach BGC. Many thanks to @RoomToReward for providing an opportunity for Ken to take his partner away to any hotel within the UK. #HiddenHeroes #inspirational volunteer



England Athletics @EnglandAthletics
Last night we were at our National Volunteer Awards to thank and recognise volunteers who are making a difference in clubs and communities. Huge congrats to all winners, and those who were celebrated at the end of 2023 for the Regional Awards. bit.ly/1xztVolWinners 🏆



Room to Reward @RoomToReward - Jan 10
The wonderful Caroline - nominated by our great friends @BMGAnimalRescue - receiving her R2R break, with assistance from Winston! #MakeADifference #volunteering #HiddenHeroes



We are rapidly approaching the busiest and best time of year – Volunteers' Week! We are delighted to partner with VW and the 40th anniversary of this wonderful celebration of all things volunteering.

Charities – Nominations for VW Celebrations must be in by Friday 17th May.

Hotels – [Share the impact of your wonderful support of R2R on the voluntary sector in this special week with our social media materials here.](#)

2024 - FUNDRAISING

Could you help raise funds for R2R? Whether it's dish donations (e.g. 50p from every portion of fish & chips), raffles at events or taking on challenges with your teams, every penny raised makes a real difference to charities, communities and the Hidden Heroes who do so much for them. [Get in touch to find out more!](#)

Dish Donations

A huge thank you to these amazing places that have been making dish donations:

- **Harbour Hotels**
- **Bromley Court**
- **Moonfleet Manor**
- **New Park Manor**
- **New Forest Hotels**
- **The Jetty Southampton**
- **Soho Christchurch**
- **Rothay Garden**
- **Celtic Royal**
- **Hotel Collingwood**
- **Deus Ex Machina**



The wonderful Harbour Hotels team after another fantastic year of dish donation fundraising. Thank you!

Hospitality Events

We are thrilled to be join beneficiaries of the wonderful Legacy Hotels Golf Day along with our great friends Hospitality Action on 23rd May. Huge thanks to Andy Townsend and everyone at Legacy for your continued wonderful support!



Huge thanks also go to the wonderful Boutique Hotelier, who are welcoming R2R back as charity partner of the BH Awards on 15th October. Last year, attendees raised over £3,000 in an envelope draw and we are hugely grateful to Zoe, Eamonn and the BH team for another chance to raise vital funds – thank you!



R2R EVENTS



Sail to Reward Regatta – 10th June

We are thrilled to be heading back out onto the water for the 2nd R2R regatta, courtesy of Prometheus Sailing and Harbour Hotel Southampton.

Golf to Reward – 4th September

The R2R golf day is back once again for another day on the course at Barton on Sea and a wonderful evening at Harbour Hotel Christchurch.



Great Hampshire Menu – 22nd November

Following the success of The Great Dorset Menu last year, we are thrilled to bring this spectacular event to Hampshire and Harbour Hotel Southampton. More info coming soon!



R2R 2024 – PARTNER SPOTLIGHT



4couture.com

One of Room To Rewards long term supporters – the wonderful 4Couture - has recently moved into their new HQ in Ringwood and celebrated becoming a certified B Corp. Joe & Kate from Room To Reward went to pay them a visit...

4Couture supply corporate clothing, branded uniforms and promotional merchandise. Over the years they have supported us by supplying goodie bag giveaways for our events as well as providing branded kit for our sailing regatta and even branded sun block!

All the branding and production is undertaken onsite in the 4Couture studio so we were able to see the new 2024 merchandise being run on the embroidery machines and had a go at branding some Room To Reward tees ourselves.

After getting hands on in the production room we caught up with Lisa Morelli, MD and she shared her thoughts on why supporting Room To Reward was one of her favourite partnerships.

'Being a B Corp means more than just adhering to ethical standards, it's a commitment to leveraging business as a force for good and giving back. I can't think of a better way than supporting Room To Reward and especially since the pandemic, seeing the impact they have their hidden heroes is amazing. Of course, it's also an absolute pleasure to attend their legendary golf day and this year, the team and I are especially excited about the Great Hampshire Menu event later this year.'



R2R - SPONSORS

Our wonderful corporate sponsors provide vital funding, enabling us to reach more hotels and voluntary organisations and arrange more breaks for more inspirational volunteers. Check them out below -

HARBOUR

HOTELS

With 14 properties and counting, Harbour Hotels has rapidly grown across the south of England – with properties in Dorset, Hampshire, Sussex, Surrey, Devon and Cornwall.

Harbour Hotels specialises in stylish stays in exceptional locations: from seafronts to harbours, to a hotel inside a historic old bank, and even a five-star hotel at Southampton designed to mirror a super-yacht of the rich and famous. Harbour Hotels takes pride in offering guests exceptional food and drink at our award-winning in-house restaurants. Restaurants at Harbour Hotels are destinations in themselves, specialising in modern classics using seasonal, locally sourced ingredients that showcase the flavours and traditions of the local region..

MEWS

Mews is a leading platform for the new era of hospitality. Over 3,000 properties in 70 countries are powered by Mews. The Mews Hospitality Cloud is designed to streamline operations for modern hoteliers, transform the guest experience and create more profitable businesses. Customers include Accor, Generator-Freehand, Nordic Choice Hotels, The Social Hub, Life House and Airelles. Mews has been named the World's Best Independent Hotel PMS Provider by World Travel Tech Awards (2022) and Best Place to Work in Hotel Tech (2021, 2022) by Hotel Tech Report. The company has offices in Europe, the United States and Australia.



1st Waste is the UK's leading national commercial waste management broker managing in excess of three million waste collections per annum across 10,800 locations. We pride ourselves on delivering exceptional levels of customer service in all market sectors with considerable emphasis on hospitality and not for profit Clients. Using a trusted UK wide network of fully accredited service providers, supported by our dedicated customer service and account management teams, we ensure that our customers' waste is always collected and processed efficiently. By leveraging over 20 years of experience, we save our valued customers' money and time with an end-to-end waste processing service.

R2R 2024 – R2R Postcards



Richard – Great Western Air Ambulance



Richard began volunteering with us during the middle of the pandemic in August 2020. We had an initial Zoom meeting and were thrilled that he was keen to take responsibility for servicing our collection tins in Gloucestershire, an area that was desperately in need of extra resource. He quickly took on a list of 80 tins to service involving visiting the tin host collecting the cash and placing a new tin. **Despite having to travel hundreds of miles to visit sites, Richard is enthusiastic, trustworthy and motivated. Reporting frequently on his successes, failures, conversations and anecdotes from his travels, he is extremely reliable and always willing to go above and beyond.** Richard will always make the effort to travel to group events or volunteer parties and is thoroughly positive about GWAAC's service and impact. **In two years, Richard has brought in an astonishing £15k through his collection tin servicing efforts.** At an average of £50 per tin, this represents a huge number of visits. **Without his help, there would simply not be enough resource within our staff team to achieve this.**



Richard has now offered to take on more responsibility with us specifically to help increase our presence in Gloucestershire and will form part of our volunteer led working group in the county. **I am in no doubt that his ideas and enthusiasm will improve the reach and impact of our charity in key areas.**

The Break – The Victoria Hotel

"The hotel accommodation and service received was quite exceptional. I would recommend The Victoria Hotel wholeheartedly – a fantastic stay!"



Tracy – MS UK



For the last six years, Tracy has been volunteering her time to coordinate a group of 10 students every year to deliver sports massages at MS-UK's TCS London Marathon post-race reception. Every year, her team delivers around 70 sports massages to our runners. **Tracy and her team always deliver a superbly-organized, professional post-marathon sports massage to our runners which is tailored to their individual needs.** This is very well received by our runners and makes all the difference to their post race recovery. This is a hugely valuable contribution to MS UK. Each year our London Marathon runners raise an amazing £250,000 by taking part in the event. We show our appreciation to our runners for all their hard work in both training and fundraising at the post race reception. **The sports massage is the highlight of the event for many runners and encourages them to recommend other runners to run for MS UK too.** Tracy recruits all the students to take part, organises the timings for the day and arranges the transportation of the massage beds from the University of Essex to our venue in London. She also supervises the students during the event and makes sure that each massage is tailored to



individual runners requirements. **We simply could not offer this great service to our runners without Tracy's support and she dedicates hours of her time every year to make sure that the sports massage runs smoothly for MS UK on the day.** Tracy is also volunteering her time later this year at our corporate team building event. **She is a fantastic support to our charity – we would be lost without her.**

The Break – Milsoms Kesgrave Hall

"Thank you Room to Reward and Kesgrave Hall for the fabulous break and to MS UK for nominating me. We had a lovely time – the room was fantastic!"



R2R 2024 – R2R Postcards



Helena – Oakhaven Hospice



Helena facilitates the Living with Loss Course that Oakhaven runs for the widows and widowers of Oakhaven patients. The course requires a commitment to the six weeks that it runs and consistent care of the participants as they are supported to explore the depth of their loss and grief. **It is an emotionally charged role that requires investment and engagement by the facilitators.** Participants are often nervous, overwhelmed and emotional. They can frequently be confused and struggle to communicate or articulate their feelings of grief and loss. **From the moment that people arrive, particularly in the early weeks of the course, Helena is always sensitive and responsive to their needs and situation.** Helena will recognise those who are struggling and offer direct support and gentle reassurance. Helena also spends a considerable amount of time preparing for the course in her own time, ensuring that each element is fully researched and prepared. **It's also a course which can head in different directions depending on the emotions and issues which are raised by the participants, and it is due to the skills of Helena that they are able to manage each session successfully.**

The Break – The Savoy



"In 2023 I was overwhelmed to be a recipient of the Oakhaven Volunteer Achievement Awards, and then to be nominated for a Room to Reward recognition. So, when I received confirmation from The Savoy Hotel that my husband, Roger, and I would be able to take a two-night break at this iconic London hotel, I was overjoyed. From the warmth of the welcome on our arrival to our lovely room with stunning River Thames views, to the amazing staff that we met and the generous hospitality that we enjoyed, our stay was truly outstanding. Breakfast served in the beautiful setting of the River Restaurant, overlooking the Thames was memorable and absolutely delicious. I wish to thank Room to Reward for organising such a wonderful and innovative way of recognising the contribution made by volunteers like myself. Special thanks must also go to the management and staff of the Savoy Hotel for providing such an unforgettable experience. I am incredibly grateful."

SAVOY

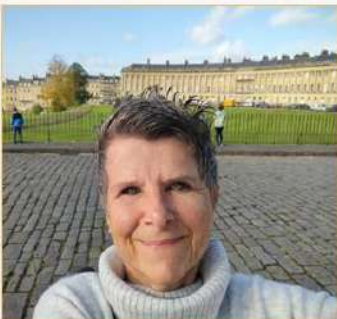


Tiff – Forest Holme Hospice Charity



Tiff has been a volunteering for Forest Holme Hospice Charity since October 2018. Tiff's parents spent their final days at Forest Holme and since then she has been a huge supporter and ambassador for us. Over the years, Tiff has given up many hours of her time volunteering at events, preparing raffles, tombolas, mystery boxes and much more. Everything Tiff wraps for prizes she does so beautifully, she has such a high attention for detail and always makes everything look so inviting and exciting! **Tiff doesn't at all mind being asked to do any odd jobs** and comes into the office to help our fundraiser Kirsty on a weekly basis. **Her cheery smile and positive attitude always lifts the spirits of anyone nearby and the charity team feel so much support from Tiff.** She has also personally raised well over £7000 for Forest Holme. **Tiff really is a Hidden Gem who deserves recognition and a well-deserved rest for all her hard work.**

The Break – Royal Crescent, Bath



"Being nominated was a huge shock and privilege. I volunteer to try & give back for the beautiful way my parents were cared for in both their final journeys. It was so exciting choosing where to go and the choice was so vast. We were amazed to see that the 5 Royal Crescent Hotel was an option. This would be an experience I'd never consider usually. We drove into the Royal Crescent and were in awe of its grand beauty. Seeing the footman outside, we excitedly parked and were immediately treated like royalty. We were treated so warmly and genuinely by all the staff. I had 2 nights with breakfast and full access to the spa. We were in the restaurant in the evening which served such scrummy food. Being animal mad, my favourite part was the hotel cat! We shopped and lounged, it was just pure relaxation. Thank you so much everyone who voted for me, Room to Reward and the Royal Crescent Hotel. I loved my stay."*



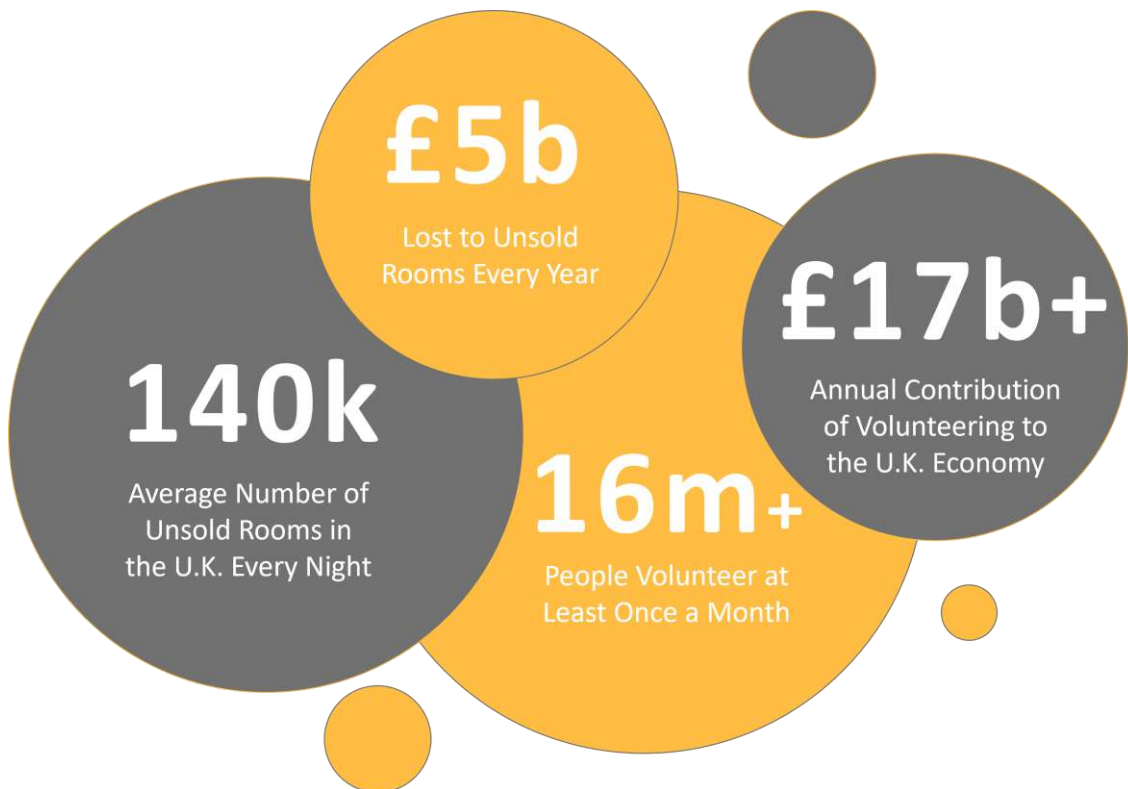
THE ROYAL CRESCENT
HOTEL & SPA

R2R – Thank You

Room to Reward only happens because of the people who support it. To our wonderful hotel partners who make the rest of what we do possible, the charities and voluntary organisations who make the nominations, the Hidden Heroes making a difference to people and places in need, our amazing sponsors, supporters and ambassadors – thank you for being part of our journey.

Room to Reward

***This year,** we want to deliver 1000 well-earned breaks to inspirational volunteers. The year after, even more!
The ultimate aim of R2R is to deliver a recurring £1million worth of breaks every year.*



We can donate £1million worth of breaks every year with less than 1% of the annual number of unsold rooms.