



Room to Reward



**Newsletter
September 2024**

Hello and welcome to the September R2R Newsletter. 2024 continues to be the busiest on R2R record with more hotels, voluntary organisations and Hidden Heroes benefitting than ever before. The summer months saw us involved in some wonderful new events – The London Hospitality Festival, Southampton Boat Show – repeat some favourites – the Sail to Reward Regatta, R2R Golf Day, AA Hospitality Awards – and get ready for the next – Independent Hotel Show, Boutique Hotelier Awards.

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



620+ Volunteers Nominated (3300+ Cumulatively)



1025+ Voluntary Organisations Nominating Volunteers



925 Hotels+ Donating Short Breaks in Unsold Rooms

2024 - HOSPITALITY

We continue to be blown away by – and incredibly grateful for – the wonderful support we receive from the fantastic hospitality industry. In recent weeks, we were delighted to welcome Andrew Brownsword Hotels to the R2R journey, as well as Sarnia Hotels in Guernsey and some iconic London properties after presenting to W1 Club.



The amazing Andrew Brownsword Hotels recently joined the R2R journey. An iconic name in the industry and stunning collection of properties, we are hugely grateful to John Badley and the fantastic team.

For volunteers looking to travel further afield, we are delighted to welcome Sarnia Hotels and their 3 Guernsey properties to R2R.



*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 – SUMMER 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.



UKHOSPITALITY Summer Conference: 13th June

For the first time ever, we entered the [London Hospitality Festival](#). A fantastic day in the sunshine, the R2R softball team went from not knowing names or rules to big wins and wonderful memories made. Huge thanks to Firmdale Hotels, MEWS, Harbour Hotels and QX Global for being the best team mates, everyone who supported the team and, especially, Paul, James and Tom Gilley for organising such a spectacular day celebrating our remarkable industry!

London Hospitality Festival: 1st September



AA Hospitality Awards 23rd September

Another year, another wonderful night at the amazing AA Hospitality Awards, with fantastic funds raised for R2R and Hospitality Action. Congratulations to all the winners and a special mention to the incredible R2R supporters who took to the stage - The Dorchester, The Parkgate Hotel, Eden Hotel Collection, The Seafood Restaurant & Adrian Ellis. Huge thanks as always to Simon Numphud and the wonderful AA Team.



2024 – DATES FOR THE DIARY

IH.

L O N D O N

15–16 Oct 2024
Olympia London

Independent Hotel Show – 15th & 16th October. Olympia

The Independent Hotel Show is Britain's best loved, biggest and most comprehensive business event for the luxury, boutique and independent hotel sector. Inspirational discussions and practical seminars address industry concerns and exciting developments for hoteliers to stay ahead in this fast-changing sector. A firm fixture in the calendar of independent hoteliers and industry professionals alike, the show presents a curated collection of over 200 innovative product and service providers from across the hotel supply chain. Together with expert insight from our seminar programme and multiple networking opportunities, the Independent Hotel Show is designed to satisfy the demands of hoteliers committed to improving their business. The Independent Hotel Show will present over 200 of the finest suppliers and service providers to the hotel industry, helping your business to increase profitability and day-to-day efficiency, identify key trends and stay ahead of the competition, maximise new ideas & training opportunities, grow your industry network and establish strong business relationships. FREE tickets independenthotelshow.co.uk

Boutique Hotelier Awards 15th October

The fourth annual Boutique Hotelier Awards will reward the best hotels in the country, recognise the most innovative new products and mark the achievements of excellent staff and employers in the hospitality sector. The glittering awards ceremony will be held on the first night of the Independent Hotel Show on October 15 at The Chelsea Harbour Hotel in London, close to the Olympia exhibition centre, making it easy for hoteliers to attend. During the ceremony we will present awards across 14 dedicated hotel and supplier categories, as well as a special Lifetime Achievement Award.



HOSPSPACE

Brought to you by HOSPA

HOSPSPACE 14th November

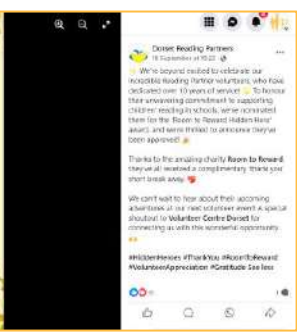
HOSPSPACE offers networking opportunities with leading industry figures coupled with insightful, topical discussions on key issues affecting hospitality. Playing host to an array of discussions and workshops from leading minds in the industry, the conference is set to address some of the key issues impacting the contemporary hospitality landscape, including sustainability, technology, wellness cyber security and career progression. The conference is followed by a popular gala dinner and award ceremony in the evening.

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 – VOLUNTARY ORGS

So far, we have had the pleasure of reading over 600 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 were absolutely thrilled to be a finalist in the Small Charity of the Year category at the Third Sector Awards. A fantastic day at The Royal Lancaster – who also happen to be top R2R supporters. While we didn't win, it was a wonderful thing to be part of and celebrate the extraordinary impact of so many organisations.

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 Deus Ex Machina team after more dish donation fundraising. Thank you!

Hospitality Events

Huge thanks to the wonderful AA Hospitality who once again welcomed R2R and our great friends Hospitality Action as charity partners for the AA Hospitality Awards. Envelope draws and a silent auction raised over £16,000!



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. £25k+ Raised!

An unforgettable day on the Solent in June saw 14 teams take to the water before a fabulous dinner in at Harbour Hotel Southampton. An unforgettable day raised a record breaking £25k+! A huge HUGE thank you to everyone who made it happen & congratulations to Sail to Reward 24 Champions: Hiton Hotels!



Golf to Reward – 4th September. £14k+ Raised!

The R2R golf daalso broke all previous records with an incredible £14k+ raise. Huge thanks to host and auctioneer Graham Poll and congratulations to Enotria who reclaimed their crown!



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. roomtoreward.org/events-great-hampshire-menu



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 in November.'



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



Jane – The Regent Centre, Christchurch



Jane has volunteered at the Regent for 18 years. During covid the Regent re-opened for December 2020 then closed until June 2021. Jane was one of the first volunteers in a small team to return during this very difficult period due to the safety measures put in place by the Government. Her length of service has enabled her to gain experience and knowledge which she shares with other team members. **She is reliable flexible and proficient in a variety of roles including box office, bar and ushering. Jane volunteers regularly and is always happy to come forward and help us at short notice.** All her roles are customer-facing and Jane delivers excellent customer service. She is patient, friendly and always happy to help customers with their enquiries and bookings. **Jane is a pleasure to work with and we are so grateful for the hundreds of hours she has volunteered with us. Jane is proud to represent the Regent and equally we are very proud to have her as a loyal member of our team.**

The Break – 45 Park Lane



"My stay at 45 Park Lane Hotel in London was a very memorable one. From the moment my sister and I arrived at the hotel we were treated as if we were VIP's. The thoughtfulness and generosity of the management was very much appreciated. I would like to thank Room to Reward and the wonderful 45 Park Lane for enabling me to spend a couple of nights at this beautiful hotel, where I was pampered and made to feel special. Thank you all, I now have memories of my stay in London which will stay with me forever."



Geoffrey – Wessex Cancer Trust

Geoffrey has been volunteering with the Wessex Cancer Charity Centre in Dorset since 2017. **Geoffrey is a befriender and attends the Center once a week to be there to listen and support our clients. He also helps to run our monthly walking group, taking clients on walks in and around Bournemouth. Each month, he arranges a different venue to meet and a different route to take. As well as this, he is also our Community Ambassador. This means that he goes into the community and gives talks and presentations about the work Wessex Cancer Support does. This outreach work is vitally important and Geoffrey does it with passion, enthusiasm and professionalism. We would not be able to manage the Centre without the work of all of our wonderful volunteers**



The Break – Apex City of Bath Hotel

"I was delighted to be nominated to Room to Reward and had a wonderful break at Apex City of Bath Hotel. Thank you so much!"



R2R 2024 – R2R Postcards



Kevin – Exmouth Stroke Survivors Club



The club consists of people who have suffered a stroke and are now at risk of isolation, depression etc. as a result. The club offers companionship through coffee mornings and regular meet ups, sports clubs for physical and mental health and support with the recovery journey from benefits support and advice to a listening ear and companionship. As a volunteer, Kevin runs the wheelchair sports clubs for members. As well as leading basketball and other wheelchair sports sessions Kevin, offers advice to members on their own fitness journeys helping them become stronger and active. With Kevin's encouragement, members are inspired and motivated to push themselves to become more active. Kevin also helps with fundraisers for essential new equipment such as sports specific wheelchairs. Kevin is an essential regular volunteer for the club and his classes have made a real difference to our members with their recovery. He is a wonderful volunteer and one we are very lucky to have.

The Break – Mercure Paignton



"It was absolutely fantastic. The welcome I received at reception was just lovely and they thanked me for my volunteering. Up in the lift to the 4th floor, onto a wide corridor to our room, which was modern, clean and had the biggest wet room I've seen, plus plenty of room to move around in my wheelchair. We were greeted at breakfast both mornings and shown to a table, breakfast consisted of hot and cold foods and drinks (the best croissants) All staff were so pleasant and helpful, which made our stay brilliant. Thank you once again, a fantastic break which will stay with me always."

MERCURE
HOTEL
PAIGNTON



Deborah – Citizens Advice South Worcestershire



Deborah has provided a fantastic service for the last seventeen years. She quietly and efficiently keeps the back of house administration up to date and in order, keeping the paperwork and incoming post under control. Deborah is truly an unsung hero and is a volunteer for the volunteers. She has recently taken over the upkeep of the organization's database and keeps this relevant and up to date. The database is an essential resource for both clients and our volunteers, who rely on this information to be accurate and accessible in order to give the best service to our clients. This unseen work allows our volunteer advisers to fulfil their role more efficiently and enables the service to run seamlessly. She will help out in any area of the organisation where her expertise is required. Her holistic knowledge benefits every aspect of the organisation and the local community she serves.

The Break – Holiday Inn Express Zurich Airport



"I was delighted and surprised to be given a Room To Reward break and had a wonderful time. The hotel staff really looked after me and treated me as a V.I.P. I was given a warm welcome at reception. When I went to my room I was touched to find that the staff had left me a lovely letter thanking me for the voluntary work which I do. During my stay I visited several attractions including a boat trip on the lake, a visit to the Kunsthau art gallery a tour of the Lindt chocolate factory (I didn't need a map to find it as I could smell it!) and the Swiss scenery was stunning. I really appreciated the opportunity to visit Switzerland as I had wanted to visit for years. I was sorry to leave Zürich and hope to go back sometime. Thank you very much indeed."

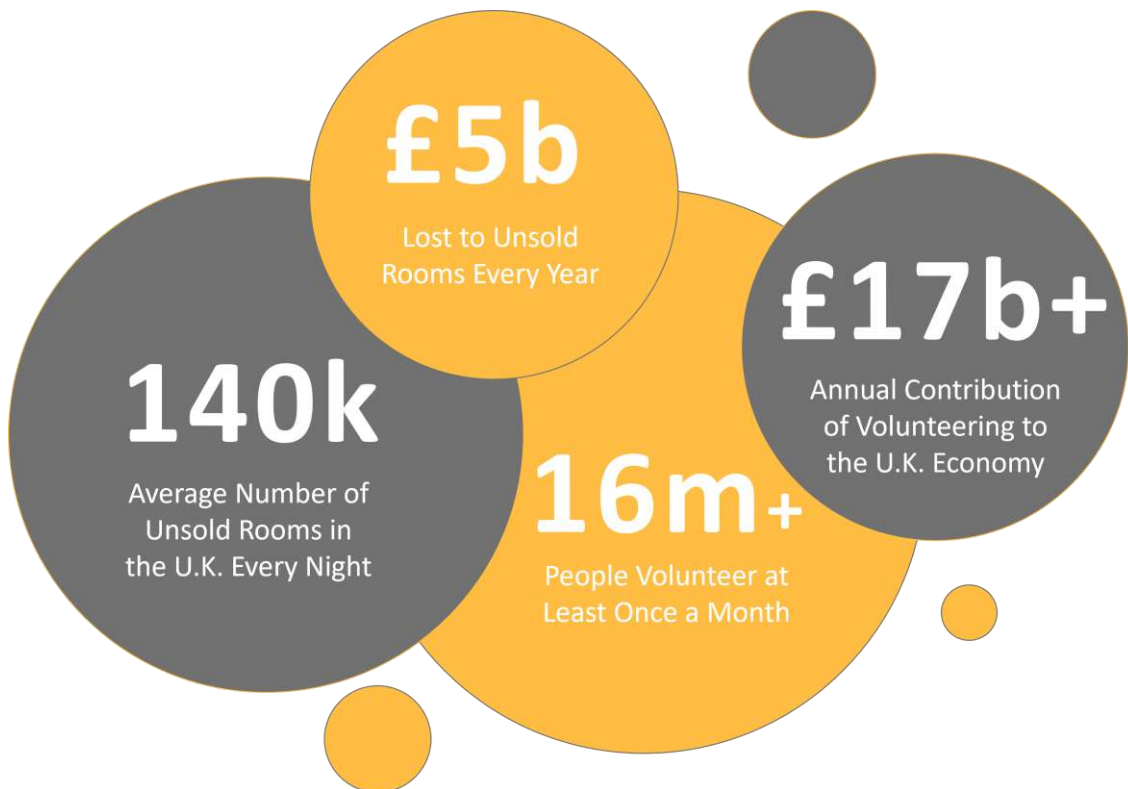


R2R – Thank You

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.