

# EDEN HOTEL COLLECTION

*Unique in character | Individual in style*

AA SMALL HOTEL GROUP OF THE YEAR  
2014 - 2015

## Eden Hotel Collection Press Pack



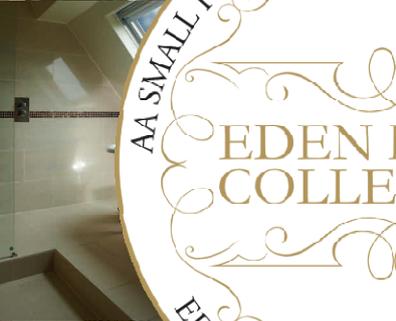
There is something very special indeed about our beautiful portfolio of eight carefully chosen hotels.

Each one has been selected for the unique qualities it offers; the beautiful architecture, outstanding food, peaceful surroundings and the sense of total escape and relaxation we offer each and every guest who step into our hotels.

Whilst each property in the collection has its own unique character and personality, all uphold the impeccable standards of service, quality and attention to detail for which the Eden Hotel Collection is renowned.

Our guests return time and time again to stay with us and experience their own unique version of what Eden has to offer.

[www.edenhotelcollection.com](http://www.edenhotelcollection.com)



# Our Journey to Eden

CELEBRATED IT entrepreneur Sir Peter Rigby, who was knighted for his contributions to information technology, says he has a distinct passion for luxury hotels. In 2001 he became the owner of award-winning hotel Mallory Court, Leamington Spa.

Creating a boutique collection of hotels has since become a passion. Eight hotels, spanning across five different counties, form the Eden Hotel Collection.

So what is the Eden Hotel Collection's key to success? Group Managing Director Mark Chambers says it is about quality, service and sustainability. Staff loyalty is paramount, he explains. The Eden Hotel Collections top management team have dedicated 90 years combined service to the company and have pooled 150 years industry experience - that is certainly something to be proud of. The group identifies further benchmarks for success as 'outstanding service', 'team spirit' and 'stunning locations'. They continue to give all of their staff the feeling of empowerment and ownership that is so important in creating a good working environment.

Of its many achievements, Mark Chambers says the group is most proud of customers' loyalty: He says: "We have a large proportion of regular guests who return to our hotels for the service and attention to detail that we offer them. This is something we are very proud of, and we boast some of the favourite places to dine for some very well-known people."

In addition to each hotel being unique, another crucial ingredient in the collection's secret recipe for success is, 'location, location, location.' Whether you want to escape, or be in the heart of the hustle and bustle, you will find your perfect break once you arrive at any of these fabulous hotels. And they each offer some original social season events, so get involved and find out before you book!

Mark Chambers concludes: "Anyone who has stayed or has had anything to do with the collection or its staff will know that this is a highly competitive organisation that strives to be the best. And it will continue to grow, which leaves you wondering where the next hotel will be."

# Our Culture

## **Our Mission Statement**

“Eden Hotel Collection does not operate as a big company, indeed it isn’t, and the strength of our hotels is their individual nature and the care and attention which comes from a personal ownership and a group of highly capable, dedicated professionals who care about their product, service and performance of the business.”

We adhere to the following values...

## **Our Hotels**

EHC continues to invest in its hotels through both remedial and planned capital expenditure maintenance programmes.

## **Our People**

EHC believes that our people are our greatest asset. We endeavour to recruit the best people, coach and develop these individuals in order to improve competency, motivation and team spirit. We are firm believers in promoting from within and have many success stories.

## **The Experience**

EHC strives for excellence across all facets of the business. We aim to deliver an individual, distinctive and memorable experience to all our guests with unsurpassed attention to detail; bringing genuine hospitality, care and generosity with a warm welcome. We aim to provide ultimate attention to detail in each of our unique properties, along with fine food and wines.

## **Our Ethos**

Where possible we will use local trade suppliers in order to support the regeneration of the local community. With our food we adopt a ‘fork to fork’ policy of using seasonal, sustainable, local ingredients and produce.

# *Working with you...*

We are always delighted to have the opportunity to introduce journalists to our beautiful collection of individual hotels.

We will work closely with you to make sure that you have everything you need in order to be able to share our hotels with your readers and the public.

We can work with you in the following ways;

- Host press trips
- Provide you with complimentary stays to experience the hotels, our spas and our award-winning dining
- Offer you a complete show round of the hotel and grounds on your arrival
- Provide you with professional photography
- Send you press releases, history and information on all our hotels
- Meet with you in advance to introduce the group and our hotels
- Invite you to launches
- You can join us for social season events, wedding shows, food festivals and more
- Keep you up to date on awards and accolades
- Arrange interviews with our executive team and our award-winning chefs

# Contact us...

**Key Contacts** Mark Chambers FIH MI - Group Managing Director  
Tara Robinson - Sales and Marketing Director  
Lisa Fell - Marketing Manager

**PR Company** Travel PR - Julia Farish & Kate Chapman 020 8891 4440

**Hotels** Mallory Court Hotel, Warwickshire  
Buckland Tout-Saints Hotel, Devon  
The Kings Hotel, Cotswolds  
The Arden Hotel & House, Stratford-upon-Avon  
Brockencote Hall Hotel, Worcestershire  
The Greenway Hotel and Spa, Cheltenham  
The Mount Somerset Hotel and Spa, Somerset  
Bovey Castle, Dartmoor

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