



LOBBY REFURBISHMENT PROJECT FAQs FOR HOTEL GUESTS

Please find below a list of FAQs relating to the upcoming lobby refurbishment project.

1. Why is this work taking place?

This work is part of an exciting investment into The Orchard Hotel as we continue to work towards our goal of being the best conference and events venue within the Midlands. The refurbishment will see our lobby, bar and restaurant area transformed into a modern, inviting space where comfort and style come together to create the perfect environment, whatever the occasion.

2. Will my stay at the Orchard Hotel be affected by the refurbishment?

The refurbishment is focused on the ground floor of the Orchard Hotel. We aim to minimise disruption, and check-in, check-out, and breakfast services will continue to operate seamlessly.

3. What hours will the refurbishment work take place?

Work will mostly happen on weekdays during the day to allow minimum disruption to our guests. While we might occasionally need to work on a weekend, we'll do our best to keep it rare.

4. Are there changes to the location of hotel services like check-in, check-out, and breakfast?

Our team will ensure these services will remain operational. Any adjustments will be communicated in advance, but we anticipate minimal changes.

5. Will noise from the refurbishment disturb guests?

The refurbishment team is committed to limiting disruption. Noise will be limited to daytime hours.

6. Can guests still access the hotel facilities during the refurbishment?

Yes. Hotel facilities, including guest rooms and breakfast will be available. There may be some restriction in communal areas during the day, but we will remain a fully accessible space throughout the refurbishment.

7.What measures are being taken to ensure guest comfort during this time?

We've carefully planned the refurbishment to minimize any disruption for our guests and your attendees. Our team is fully prepared to maintain both your comfort and our high standard of service throughout.

8.How will you communicate updates/changes during the refurbishment?

We will provide regular updates to organisers and guests as needed, ensuring transparency and prompt communication.

9. Why are we only being informed about the refurbishment now?

We understand this announcement may prompt questions. While the refurbishment has been part of our long-term plans, final approval and contractor availability were only recently confirmed. As soon as these key details were settled, we prioritized sharing the news promptly to ensure transparency and allow time for any necessary preparations or adjustments.

Our top priority is minimizing any disruption to your event. As mentioned, the EMCC will not be affected, and we are dedicated to supporting you throughout this period. If you have any concerns or need further clarification, please don't hesitate to contact our team.

10. Who can we contact if we have additional questions or concerns?

Our dedicated reservation team is available to assist. Please do not hesitate to contact us for any specific concerns or additional support.

