



“Together we are enhancing the guest experience and setting new standards in hospitality.”

Beth Lodge - Operations Manager - Sandburn Hall



SANDBURN HALL
YORK

Industry:

Hospitality

Location:

York

Service type:

Supply and launder Linen

Delivery Frequency:

Four days a week

Serving Laundry Site:

Nottingham

Results:

Reliable collection, laundry, and delivery service.

Type of Linen:

Lucia

Introduction

Sandburn Hall, a breathtaking 100-acre estate near the North Yorkshire Moors, seamlessly blends tranquillity with elegance. This stunning venue provides the perfect backdrop for unforgettable events, featuring 40 beautifully appointed bedrooms, enchanting woodlands, and serene lakes. Beth Lodge, Operations Manager at Sandburn Hall, explains their journey with CLEAN and how they now reaping the benefits of our service.

Specialising in weddings, corporate events for up to 150 guests, charity balls, and golf dinners, Sandburn Hall ensures every occasion is memorable. The onsite Tykes Restaurant offers delectable modern English cuisine crafted from the finest local produce. Collaborating with Rachel McLane, the hotel's designer, an exciting major refurbishment of Tykes in January 2025 is set to elevate the dining experience even further.

Golf enthusiasts will be delighted with the 18-hole championship golf course, boasting excellent drainage and top-notch practice facilities. On site, Sandburn Hall is proud to host Steve Robinson who is one of the top England golf coaches. Steve runs the Sandburn Hall Golf Academy and is also the former coach of US Open Golf Champion Matt Fitzpatrick.

The Challenge

When the hotel opened its door for the first time, the team invited CLEAN to supply them with a proposal and linen and towelling. samples. Regrettably, the hotel manager at that time chose a different linen supplier, which led to a challenging situation for the hotel. Throughout the duration their contract with their original supplier, the hotel experienced orders not being fulfilled in full, resulting in linen shortages at the hotel as well as poor quality control, stained bedding and unhelpful customer service.

A reliable linen supplier is vital for any hotel, as it directly impacts guest satisfaction, operational efficiency, and its reputation. High-quality, clean, and well-maintained linens enhance the comfort and luxury guests expect, while durable materials reduce costs by withstanding frequent use and laundering. A dependable supplier ensures a consistent supply, preventing operational disruptions and enabling hotels to maintain high standards even during peak seasons. Ultimately, a good linen supplier is a cornerstone for delivering exceptional guest experiences and sustaining the hotel's long-term success.

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The Solution

In early 2023, as the hotel approached the end of the contract with its incumbent supplier, CLEAN representatives were invited back to the hotel to discuss how we could help overcome the poor service that they were experiencing. The hotel staff had lost patience and were looking for a linen supply service they could rely on.

The housekeeping team requested samples of CLEAN's Lucia linen which offers guests everyday comfort while fulfilling the demands of busy establishments like Sandburn Hall. Benefiting from a 130 thread count cotton rich blend, the Lucia range offers our usual excellent quality at a price, that's right.

In May 2023, after the hotel's management team had reviewed all the available alternative suppliers in the area, a decisive choice was made to select CLEAN as the preferred linen supply partner for Sandburn Hall.

The perfect turn around

In the interest of transparency, it is important to acknowledge that for a short period immediately after the contract mobilisation, there were some teething problems. CLEAN Our laundry operations in Nottingham faced challenges that prevented the hotel from experiencing the full benefits of our linen supply. Coming up short is a matter we take extremely seriously; the CLEAN management team took corrective action. They rose to the challenge addressed the issues one by one and changed the course of action to get the service delivery right and restore the hotel's confidence in our service.

Firstly our account manager and customer service team made sure that clear line of communication was established with the hotel. All complaints were dealt with and all unfulfilled orders and shortages and quality issues were addressed immediately. Additionally, the key issues at CLEAN's Nottingham laundry were addressed as a matter of extreme urgency.

CLEAN have managed to completely rectify the linen supply service to Sandburn Hall Hotel. and the hotel now fully enjoys the benefits of having best quality linen delivered consistently and reliably. The guest experience at the hotel has been elevated and as a result, occupancy levels have been rejuvenated with many guests returning for repeat visits.

For nearly two years, Sandburn Hall has partnered with CLEAN for their linen services. Despite these initial challenges, CLEAN's honesty, openness and desire to turn things around meant the service was soon back on track. By partnering with CLEAN, the team at Sandburn Hall are able to enhance the guest experience and set new standards in hospitality.

