



RUDDING PARK — HARROGATE —

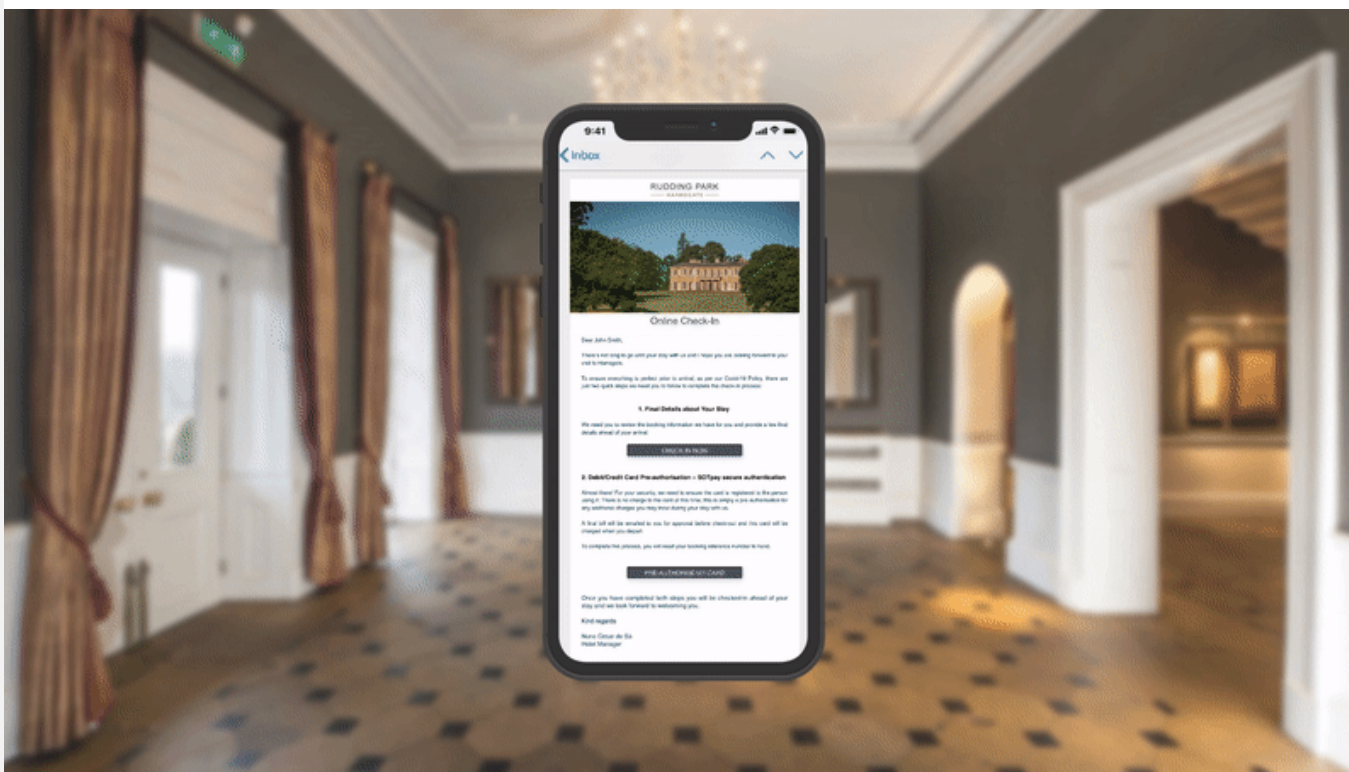


Ridding Park reopened with Online Check-In and Hotel App to improve Guest safety

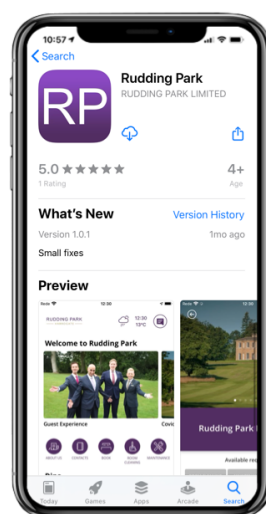
Ridding Park is a luxury hotel, spa and golf resort in Harrogate, United Kingdom, which offers a variety of accommodation for its guests: [Ridding Park Hotel & Luxury Lodges](#), with 110 rooms, and [Ridding Holiday Park](#), with 90 pitches. Over the years, Ridding Park has won a number of awards for [Best Hotel in England \(VisitEngland\)](#) and [Best New Spa \(Good Spa Guide Awards\)](#).

Aligned with the new cleaning and safety needs for the Guest Journey, Ridding Park has adopted [a number of important measures](#) to allow physical distance between guests and staff. Among the essential adaptations to support the hotel's exceptional high standards of service, and embrace the benefits of technology, it implemented a [contactless check-in](#) process and now offers its own [branded App](#) for guests to have a memorable and safe stay.

Contactless Check-in Process



A mobile App with a vast set of features



- Online Check-in
- A contactless room tour is also available through the app for guest to experience all room categories
- Variety of Dining experience available through the app. Guests can also view the menu on the app for Room service and restaurants on-site like Clocktower & Horto Cafe & Restaurant.
- Chat and Guest requests available
- Customized Local Attractions with Art & Events information within the hotel available for guest review
- A full Covid-19 hotel Policy is provided on the App
- Bill view before check-out is available on the App

The hotel's App is integrated with [Maestro PMS](#).



Nicola Cook
Head of Marketing at
Ridding Park

"At Ridding Park we are always looking for ways to enhance the guest experience and increase efficiencies for the operational team. Online check-in and a Ridding Park App are projects we always intended to introduce, however Covid-19 meant embracing contactless technology became a priority overnight. The team at Nonius were fantastic to work with, helpful, efficient and gave us the confidence the Online check-in and the Ridding Park App could be ready to go live within five weeks. They did not disappoint! The Online check-in facility is proving a huge time saver – for both guests and the Reception team who can invest more time delivering the best possible guest experience; whilst the App is a great communication tool and we are looking forward to developing engaging and inspirational content over the coming months."

"We are thrilled & privileged to partner with Ridding Park for this exciting project. The clear and precise vision by the hotel team made the delivery & deployment of the whole project an easy process to undertake. Ridding Park App will provide a more personalised digital experience to each guest with the added functionality to quickly and easily check-in online. Operational the App will provide a robust contactless approach to cover all touchpoints with ease providing a Safer Guest Journey using the automation and optimisation of Nonius Mobile Platform."



Gaurav Madhra
Key Account Manager at Nonius UK
& Ireland

[Check out how a hotel App works](#)

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