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The 2011 Virgin London Marathon

Guidance notes to aid completion of the 2011 Booking Form

The WRP "stress-free" marathon package – what we will be providing

Before you go to London WRP provide you with....

- A **help line** (by telephone or e-mail) on any aspect of the weekend organisation, training, diet, etc.
- A set of **weekend notes** for both runners and spectators plus an optional 14 page, A4 booklet "**Marathon Jottings**" with comprehensive detail about what to do in the last 4 weeks, what to pack, post-race recovery etc.
- **Discount vouchers** to enable you to get 10% off food + drink purchased during your stay at your hotel.
- Accommodation in the superb and award winning, **4 * Novotel hotels in central London**; all rooms are en-suite.
- Guaranteed and pre-bookable **car parking at discounted rates** at Novotels London West and Waterloo.
- A minimum of **two experienced WRP staff based at your hotel** from Friday to Monday to ensure that everything you need is always there ready for you. They act as your marathon experts as never less than one of each team has completed the London Marathon. (Between the 25 WRP staff there that weekend, the team have completed more than 200 Marathons between them so they do know what they are talking about!)

FRIDAY Enjoy the **walking tour of the Start and Greenwich** **15.00 hrs.** **1½ hrs**

The tour in 2011 will start from the gates of the beautiful Royal Greenwich Park. We show how everything works at the 3 starts and see the point to which the WRP coaches on Sunday will bring you - and from where the Spectator service coaches will leave. An ideal way to begin the weekend as groups of runners and spectators have an ideal opportunity to see and understand what to do/ where to go – minus all the crowds! Also acts as an excellent opportunity to resolve all your remaining concerns and get some one-to-one advice from the WRP staff.

Relax with an escorted visit to the Marathon Expo and Marathon Registration.

As an optional extension following the walk, WRP offer an escorted transfer over to ExCeL where you can complete your race registration formalities and then move comfortably around the Expo - without the Saturday crowds! Register in the late afternoon and then either **take the opportunity to see a show or go to the theatre.** or, **enjoy a relaxed evening in your 4* hotel** (using your 10% discount card) followed by a good night's sleep on that key night before the marathon.

SATURDAY **Walking tours of the Finish and hints & tips on spectating – 10.00 and 12.00 hrs.** **Approx 1¼ hrs.**

Starts where WRP drop spectators on Sunday morning and takes everyone through the final stages of the race with an explanation, on site, of how the Finish works, where/ how to meet up and how to return to your hotel.

Meanwhile, back at your hotel there will be;

- **WRP staff on duty to help, advise, problem-solve from 08.30 – 21.00hrs.**
- all day **video of the 2010 race.**
- a 40 mins advisory **race clinic** of last minute information, tips, hints; invaluable for first timers – 17.00hrs.
- **optional, pre-bookable, evening buffet** designed to meet the needs of runners and spectators.

SUNDAY

- **Buffet breakfast** from 05.45 hrs
- **WRP couriered coach transfer from each hotel to the start** for all runners and spectators
- **Spectator transfer service** from the Start at Blackheath to Mile 24 – from 10.00 – 10.30 hrs
- **WRP Information point** at Mile 24 to aid spectators
- **Novotel Tower Bridge facilities** available to all WRP clients all day including use of 10% discount vouchers
- **Late check-out facility** (until 18.00 hrs) – see website for details at each hotel as arrangements do vary
- **Post-race race showers** including soap, shampoo and towel
- **Post race masseurs** (subject to availability of therapists)
- **Post-race light refreshments** for all runners and spectators
- **Post-race video of BBC TV coverage** earlier in the day

*"THANK YOU to the WRP staff who made our stay so enjoyable. They were incredibly helpful & kind to us all & made the whole experience really relaxed and good fun.
It has been said I am hard to please, thus to exceed my expectations even left me a bit speechless!" SG 2010*

Notes to help you make the best booking for your needs.

Key: Sections headed in red relate directly to the booking form
Sections headed in blue relate to aspects of the tour that either a) are automatically included or b) are booked at a later date.

HOTELS

In 2010, WRP will be using 7 hotels in London within the Novotel Group. These are:

Novotel London West	WRP's main tour base and with the most facilities including a large car park.	300 rooms
Novotel Heathrow	Linked to London West it offers a one night, 4*, package with a budget price.	25 rooms
Novotel Waterloo	In heart of the City by Lambeth Bridge and opposite the House of Commons. Car park.	100 rooms
Novotel Tower Bridge	Highly popular hotel on the marathon course at 13 and 22 miles. NCP car park nearby.	100 rooms
Novotel Paddington	Novotel's new city hotel located in peaceful "Little Venice"; swimming pool.	50 rooms
Novotel ExCeL	Superb location on Victoria Dock and 200m from Marathon Registration and Expo.	25 rooms
Novotel City South	Delightful smaller hotel by Southwark Bridge opposite St Paul's and just 400m from course.	50 rooms

For further detail on each of these hotels – along with photographs, visit our website (www.wrptours.co.uk) or, if you prefer, call the WRP office and we will be pleased to offer guidance on which hotel might best suit your needs. On the booking form you will be asked to give a second choice as some of the hotels do fill very quickly.

H1 Hotel prices Please note that hotel rates do vary, so check in our table of "Prices" on our website.
Do remember that the prices quoted are per person, not per room. These rates apply over the 3 day marathon weekend.

H2 Duration of stay Hotels are reluctant to have large blocks of empty rooms on either/ both Friday and Sunday nights and so offer WRP rates for 2 or 3 nights stays that, pro rata, are appreciably cheaper than those for just 1 night. Staying Friday night offers many advantages and is well worth considering.

If you want to stay for more than 3 nights you should first call the WRP office to check what rates may be applicable to the additional nights. Nights other than Friday – Sunday are considered as "business" rather than "leisure" nights and prices can vary both from hotel to hotel and from time to time which is why we do not quote them in our main price list. We can arrange for stays of up to 7 nights and for longer stays the most competitive rates will be available at our main tour hotel - Novotel London West.

H3 Room type All of the hotels offer **Single, Double, Twin, Family 3** (1 child) occupancy.
All our hotels also offer **Family 4** (2 children) rooms. Children of 14 and under are charged a one-off rate of £25 regardless of nights stayed.
WRP prices are based on dual adult occupancy. To avoid single/sole occupancy room supplement, some runners request that we try to find them an appropriate twin-bedded **room share** which avoids this extra cost. If this could interest you, call the office for current availability. It is possible to have a "triple" adult room but only using a double bed plus single sofa bed. Again, worth asking the WRP office for details

H4 Cots and High chairs Each hotel has a limited number so pre-order now to ensure that you have "your chair" with your name on it all weekend. Should the hotel find that demand exceeds their own supply, they then have time to hire-in additional equipment.

H5 Late room check-out on Sunday As normal check-out is at 12.00 hrs those leaving Sunday evening have to clear their rooms before going to the start at 07.00 hrs and put their luggage in our luggage store. Because of this the hotels include complimentary shower facilities as part of your package. In some instances, hotels will have a number of rooms that they can make available until 18.00 hrs. Some are free, some involve a charge, some have very limited availability as they are heavily booked that evening. For details of the situation at the hotel you have in mind either check on the WRP website or contact the office.

TRAVEL PLANS

Not every guest is familiar with London so if you are travelling by train or by air we like to check if you have chosen the most convenient hotel – especially if you are returning home on Sunday after the race when you may be both short of time and not be quite as mobile as usual! There is a schematic map of hotel and travel locations in both the brochure and on the WRP website. If you would like further help then call our office.

TP1 Car parking If you plan to travel by car do consider where you will leave it as few London hotels offer guaranteed parking. Both **Novotel London West** and **Novotel Waterloo** offer WRP discounted and secure parking on site at a rate of £17.00 per night stayed but that rate is only available if the parking is pre-booked via WRP. Your car pass covers you up to 23.59 hrs on the day of departure. As the number of reserved parking spaces is limited (in 2010 Novotel Waterloo's park was full) you are strongly advised to book parking at the same time as booking your room. The greatest availability is at Novotel London West.

If you have a high vehicle you should check with us concerning access height. We do have 5 outdoor spaces at **Novotel London West**. There is well-priced NCP parking close to both Novotel Tower Bridge and Novotel ExCeL. NCP parking cannot be pre-booked but is usually ample and comparable in price over the weekend but rises sharply to "City rates" between Monday and Friday. Don't forget the **London Congestion charge** will apply to certain hotels on certain days. If in doubt contact the office but don't ignore it – fines are VERY expensive!

TP2 Travel to London via WRP Coaches

WRP will be running 2 coaches in 2011 – both offering the 2 day/ 1 night package. Coach routes, pick-up points and hotel bases will be as follows;

- Coach EX – **Exeter**, Taunton Deane, Gordano and Leigh Delamere Services – on M5 and M4. (Novotel London West) 48 seats
- Coach WS – **Weston-s-Mare**, Bristol (Anchor Rd & Kingswood Rugby Club) and Leigh Delamere) (Novotel London West) 48 seats

"The hotel was excellent and the coach to the start was, for me, a godsend as I would not have wanted to make my own way there. I think your organisation and all that you offer as the weekend package is excellent." Running for CHILDREN 1st

"My first London Marathon was a fantastic experience for myself and the rest of the family. WRP took all the stress out of all the logistics of the weekend which are almost as hard as the race itself! A huge "well done and thank you" to all WRP and hotel staff. I had a ball! Y.C.

"This was the sixth year that I have used WRP for the London Marathon – and it definitely won't be the last." RR

Coach seats to the start on Sunday morning

WRP offer a complimentary service to take all runners to the Start at Blackheath Common – together with those spectators who also wish to go with them. In your “FINAL DETAILS” package in early March we will be asking how many of the spectators want to use the service.

- **if you travelled to London independently:** For you, WRP hire coaches to transfer you to the Start. To avoid separating groups you will be asked to confirm, in March, how many seats your party requires so that we can pre-allocate coach seats.

- **if you travelled to London on a WRP coach:** You will use your own coach to the start – though we do need to clarify who is going.

The closing date for ordering these tickets and all other optional items will be in the first week of March.

Meals – what is already included

The weekend package that you are buying already includes:

1. **Breakfast** On race day all our hotels will serve a full buffet breakfast from 05.45 hrs prior to departing by coach to the start. Anyone not going to the start can have a full breakfast in the restaurant at a later time. There is no need to book this.

If you are staying for more than Saturday night a full buffet breakfast, served in the hotel restaurant, is automatically included on all other days.

2. **Post-race, self-service, light refreshments on Sunday afternoon for all runners and all spectators**

WRP will provide each guest with a ticket to collect, from hotel staff, a pack of sandwiches together with cake, crisps, fruit and a selection of salads. There will also be unlimited tea/coffee and squash. There is no need to book this as it is included automatically.

3. **WRP discount vouchers for hotel bar and restaurant meals**

All of the hotels have excellent restaurants serving both buffet and a la carte dishes. There will also be an extensive range of bar food. WRP have arranged with the hotels that you can have a 10% discount off all food and drink purchased together in either the bar or the restaurant. (i.e. not drink on its own.) Discount vouchers will be issued by WRP in your “FINAL DETAILS” pack. Extra ones are freely available on arrival.

Meals - what you may wish to book

M1 The Saturday night, pre-race meal Each of our hotels is well aware of the needs of the marathon runner and it is now a long established tradition to cater both for their needs and those of the spectators. To meet your requirements and to avoid having to leave the hotel and find somewhere to eat (not always easy in “the City” during the evening) all of the hotels will serve a hot and cold 3 course buffet - specially adapted for the marathon. Av prices; Adults - £19 per head, Children under 14 years - £10 per head. (Check for hotel variations in prices.)

Please be aware that due to the size of our pre-booked groups and the fact that the hotel will be fully booked on the Saturday night, dining numbers are not un-limited. You are advised to order your Saturday evening meals at this stage as no meal tickets will be available after March 13th which is when we have to advise the hotels of our final numbers.

If you prefer to eat a la carte that evening, be warned that in the smaller hotels, due to WRP’s priority booking, the restaurant may either be fully booked, or very busy, especially between 18.00 – 19.30 hrs. This may mean that you have to eat later than you might wish that evening.

M2 Vegetarian option Each hotel will provide vegetarian options but clearly cannot cater adequately if large numbers suddenly decide on Saturday night that they want a vegetarian option. If that is your preference then specify it on your booking form. Your meal ticket will reflect your pre-ordered choice. It is not possible for either WRP, or the hotel, to switch your meal tickets on that day.

M3 Special dietary requirements Due to medical conditions some of our guests have special dietary requirements. On the understanding that this is pre-ordered, via WRP, the hotels could not be more helpful on this point and for everyone who pre-orders a special meal, we issue a “Special meal” ticket that clearly identifies the special dietary requirements which you have. Once you have drawn the attention of the waiters to your different meal ticket they can collect your pre-ordered meal from the kitchen. **If this applies to you then give full details on a separate sheet of paper. Securely attach to your booking or the subsequent “Confirmation of Booking” form.** WRP pass each of these special requests that you submit on to the relevant hotel. *N.B. This is for “special needs” not your personal preferences.*

Payment All bookings can be secured with a non-refundable deposit of £50 per adult and £10 per child. Outstanding balances have to be paid on or before 13th February 2011. All bookings made on or after 1st February 2010 must be accompanied by full payment.

Please note Requests to amend details of any aspect of a booking after Friday 13th March will incur a “Late Change” fee of £5. **All requests must be made in writing and accompanied by the necessary payment– including the “Late Change” fee.**

Cancellations Details of our cancellation policy are shown both overleaf, on our website under “Conditions of Booking” and on Pages 3 and 4 of your receipt. We urge all potential guests to read these so that there can be no possible confusions at a later stage. To cover the eventuality of an unforeseen problem arising, WRP would urge all guests to have secured their own travel insurance.

Additional notes

1. Sunday morning spectator service

WRP will again be offering a complimentary coach transfer from Blackheath Common (the Start) to Mile 24 - immediately after the runners have started at 09.45 hrs. This operates between 10.00 - 10.30 hrs. Details will be issued along with your “FINAL DETAILS” pack in early March. Requests for seats on this service are booked on the “**Late orders and Confirmation of Booking” form issued with your FINAL DETAILS pack – and must be returned by no later than March 13th.**

2. Post-race showers Shower facilities for those not staying Sunday evening will be available in your hotel until 18.30 hrs. These include soap, towel and shampoo. As part of your package, they are complimentary and automatically available in all of our hotels.

Additional note Post-race massages At the London Marathon, virtually every charity and every tour group wants to offer massage facilities. The result is that demand far exceeds supply and we have to bring our masseurs in, by coach, from Luton. Even then we cannot get enough nor can we ask that they remain indefinitely. They too have to travel home!

WRP will offer a complimentary service, between 14.00 – 17.30 hrs in all our hotels – subject to availability of therapists. As no runner knows at what time they will finish then clearly the massage service cannot be pre-booked. It has to operate on a first-come, first massaged, basis. Please remember that the numbers of masseurs available on the day in each hotel is down to volunteers. We book all we can get!

* **Keep a copy!** To avoid possible uncertainty, may we suggest that you take, and keep, a copy of the Booking Form before you return that section to WRP along with your payment.

ANTI-SPAM; To help both us and yourself (& avoid anti-spam filters), please put VLM11 as your “Subject” on all e-mails.

Key payment dates

- Up to Jan 31st - minimum of £50 pp deposit required (non-refundable.)
- By Feb 14th - outstanding balances on existing accounts required.
- From Feb 1st - full payment required on all new bookings.
- March 13th - **final date for order & payment for car parking, Saturday evening meals, late check-out.**

CONDITIONS OF BOOKING

We appreciate that this trip is very important to you... and we also care about our hard-won reputation, of which we are very proud. Please do spend a few minutes reading the booking conditions below.

One of the principal reasons for our Conditions of Booking is that we have to sign detailed contracts with each of the hotels that we use. Certain conditions we have to fulfill, others stipulate the dates of payment by WRP ... and by lay down dates regarding cancellations. None of us can foretell the future which is why 99% of people ensure that when they book their holiday they cover eventualities via a travel insurance. **We would urge all our guests to make sure that they have a similar form of insurance to cover their marathon weekend.**

Whilst WRP will offer travel and accommodation packages for both participants and spectators in the 2011 Virgin London Marathon, all clients must understand that WRP has no control whatsoever over the event itself as regards race entries, change of race date, time or even cancellation of the event.

Whilst WRP will do its best not to cancel or to make any significant alteration after a booking has been made, it shall nevertheless be entitled, at any time prior to departure, to cancel the Contract or to change and/or curtail the itinerary where this reasonably becomes necessary for operational, commercial or other grounds.

Were it deemed necessary to change your original booking from one Novotel hotel to another you can rest assured that the standard of each of the hotels we use is completely comparable and that the WRP staffing and package details will be identical. Were such a change to become necessary WRP would endeavour to give you a choice of alternative locations. If WRP were responsible for that change and there were a higher price to pay then the client would not be asked for any extra payment – the price for the client would remain the same.

All clients are responsible for securing their own place in the 2011 Virgin London Marathon.

- The booking form and deposit.** Your signed and completed booking form must be accompanied by a non-refundable deposit of £50 per adult and £10 per child (3 - 14 years) towards the cost of the first night's accommodation. This payment is your commitment until 13th February 2011. If you are booking after 14th February then the full amount is payable at the time of booking. Telephone reservations can be accepted provided they are confirmed by the receipt of a signed booking form, with the appropriate payment, within 7 days. Telephone bookings are accepted as are those submitted by e-mail or fax.
- Paying the balance.** The balance of your package cost must be paid no later than 14th February 2011. No reminder will be sent. If for any reason the full payment has not been made by the due date, WRP are entitled to assume that you wish to cancel your booking and the client will forfeit the deposit paid.
- Additional items.** In late February / early March 2011 WRP will issue all clients with details of additional items that they may wish to book such as meals, car passes, spectator service tickets etc. All such services must be pre-booked and paid for by 13th March 2011.
- Payment.** Deposits and/or final balances may be made either in cash, by cheque (made payable to WRP) or via a debit or credit card. No charge is made for debit card payments. A minimum credit card charge of 2% is applicable to all credit card payments received. WRP regret that they cannot accept payment by American Express. All payments in cash should be sent by recorded/ special delivery and are at the clients risk.
- If you wish to change any details of your booking.** Where possible we will endeavour to do this and at no extra cost to the client up to 13/03/2011. After this date, an administration charge of £5 will be levied – if the change requested is still possible at that time.
- Cancellation policy if you cancel your booking.** If you want to cancel your booking, or part of it, the lead name on the booking form must advise us in writing at the address shown on the WRP booking form. The letter must be signed by the same person who made the original booking and must refer to your unique Booking Reference number.
To cover the cost of processing your cancellation and to compensate WRP for the risk that we may not be able to resell your accommodation and/or travel arrangements, WRP will impose a cancellation charge. The size of that charge depends upon the date that we receive your written request – the greater the notice you give, the less WRP will have to charge.
 - Written notice received by 14th Feb 2011 - loss of deposit only.
 - Written notice received between 15th Feb and 28th Feb 2011 inclusive - 50% of total tour cost.
 - Written notice received between 1st March and 13th March 2011 inclusive - 75% of total tour cost.
 - Written notice received on or after 14th March 2011 - 100% of total tour cost.
- Additional notes regarding pricing.** The lesser charge for children is dependent upon two adults occupying that same room. Hotels insist that if only one adult occupies the room then they (the adult) will be charged the same rate as if they had booked the room for sole occupancy. Cots and highchairs for infants are available free of charge – provided that they are pre-booked. All Novotels are happy to accept up to 4 persons in a 'family' room providing that no more than two of them are adults.
- The prices quoted include:**
 - B & B accommodation at a west, east or central London hotel, including full buffet breakfast.
 - Walking tours of the Start, the Finish, pre-race advice clinics at your hotel, coach transfer to the start, the spectator service, post race showers, massage facilities (subject to therapist availability), paramedic services and post-race light refreshments.**The prices quoted do not include:**
 - your transport to and from a coach pick-up point, hotel drinks, telephone calls, papers etc. meals other than breakfast;
 - car parking fees, travel from race finish back to hotel, travel insurance, the London Congestion Charge.
- Late changes;** please be aware that WRP negotiate discounted rates on rooms, car parking etc. with special departments in each hotel. These departments have nothing whatsoever to do with Hotel Reception who have neither the facility nor any authority to modify bookings made between WRP and the hotel agent with whom WRP have to work.
ALL requests to change or to cancel any aspect of a booking made MUST be directed to WRP – not the hotel concerned. WRP accept no responsibility whatsoever for the outcome of any attempt by a client to negotiate directly with the hotel and will deem any such changes to be invalid and a breach of the original client's contract with WRP.
- WRP reserve the right to decline a request for a booking without giving a reason.