



The 2012 Virgin London Marathon

Guidance notes to aid completion of the 2012 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 at least 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.
- Pre-bookable **car parking at discounted rates** at both 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 2012 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 (using the Docklands Light Railway – or DLR) 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 discount card) followed by a good night's sleep on that key night on marathon weekend.

SATURDAY Walking tours of the Finish and hints & tips on spectating – **10.00 , 12.30 & 15.00 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.
* New in 2012; 15.00 hrs- an additional tour of the finish for those unable to arrive on Friday – apply early as group size limited. Meanwhile, back at your hotel there will be;

- **WRP staff on duty to help, advise, problem-solve from 08.30 – 21.00hrs.**
- **Video of the 2011 race.**
- A 40 mins advisory **race clinic** of last minute information, tips, hints; invaluable for first timers – 17.30hrs.
- **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 the WRP 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
 - **Video of BBC TV coverage** of the race 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 2011*

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 2012, WRP will be using 5 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 Waterloo | In heart of the City by Lambeth Bridge and opposite the House of Commons. Car park. | 110 rooms |
| Novotel Tower Bridge | Highly popular hotel on the marathon course at 13 and 22 miles. NCP car park nearby. | 50 rooms |
| Novotel Paddington | Novotels new city hotel located in peaceful "Little Venice"; swimming pool. | 75 rooms |
| Novotel ExCeL | Superb location on Victoria Dock and 200m from Marathon Registration and Expo. | 100 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 (Friday – Sunday) 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 are, pro rata, 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 period. Nights other than Friday – Sunday are considered as "business" rather than "leisure" nights and prices can vary greatly 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 though for 4-7 night stays the most competitive rates always will be available at our main tour hotel - Novotel London West. (*Simply due to its larger size.*)

H3 Room type All of the hotels offer **Single, Double, Twin, Family 3** (1 child) occupancy.

Except for Novotel Paddington, 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. Children under 4 years of age go free of charge.

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, well 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 any 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 WRP Tours include complimentary shower facilities as part of your package. On marathon weekend itself, some hotels may have a number of rooms that they can make available until 18.00 hrs. The rate charged for such a late-check-out in each hotel is shown on the WRP website. No late check-outs can be pre-booked and all guests interested in this option should ask at Reception upon arrival. If available then you book and pay at that time. N.B. In 2011, virtually every request was confirmed.

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 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 (London West = £17 per night stayed and Waterloo is £15 per night stayed although that rate is only available if the parking is pre-booked via WRP.) Your car pass covers you from the time of arrival through until 23.59 hrs on the day of departure. As the number of reserved parking spaces is limited (in 2011 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 4/5 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" on both Monday and Friday. Don't forget the **London Congestion charge** will apply to certain hotels on weekdays days. If in doubt contact the office but don't ignore it – fines are VERY expensive!

TP2 Travel to London via WRP Coach from Weston & Bristol

WRP will be offering a 2 day/ 1 night package. This will be based at Novotel London West due to the availability of coach parking at this hotel and for the post-race convenience of those traveling. Pick-up points will be as follows;

- Coach WS – **Weston-s-Mare**, Bristol (Anchor Rd & Kingswood Rugby Club) and M4 to Leigh Delamere Services and then Junction 16, Swindon to 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. You will be asked to confirm, in March, how many seats your party requires – both to the start and then on the inclusive Spectator Coach service back into central London.

- 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 refreshments including 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 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. Prices do vary slightly between hotels and the actual rate in each hotel is shown in the “Hotels” section of our website; the average price in 2012 will be approx - Adults - £20 per head, Children under 14 years - £10 per head. Menus will be added to the website early in the new year and meals can be pre-booked in March on your “Final details and requests” form that we issue. 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. 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.

If you prefer to eat a la carte that evening, be advised 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 this when you book your meals. Your meal ticket will then 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 “Final orders and requests” form.** WRP pass each of these special requests 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 2012. All bookings made on or after 1st February 2012 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 Requests” 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 will 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 14.30 – 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 any uncertainty always keep, a copy of the Booking Form before you return the original to WRP.

ANTI-SPAM; To help both us and yourself (& avoid anti-spam filters), please put **VLM12 as your “Subject” on all e-mails.**

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.

The principal reason for our Conditions of Booking is our guests must appreciate that WRP has to sign detailed contracts with each of the hotels that we use. Each contract details conditions we have to fulfill, stipulates dates of payment, conditions regarding cancellations, etc. 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 policy. Such policies cover all normal eventualities but training for a marathon inevitably incurs the added risk of injury which might prohibit participation in the event. **We would urge all our guests to make sure that they have adequate insurance to cover any eventualities that would adversely affect their marathon weekend.**

Whilst WRP will offer travel and accommodation packages for both participants and spectators in the 2012 Virgin London Marathon, all clients must understand that WRP has no control whatsoever over the organisers of the 2012 Virgin London Marathon 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 either the hotel or the itinerary where this reasonably becomes necessary for operational, commercial or other grounds. Were it deemed necessary due to operational circumstances to change your original booking from one 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 would 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 2012 Virgin London Marathon.

1. 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 2012. If you are booking after 14th February then the full amount is payable at the time of booking. Telephone bookings are accepted as are those submitted by e-mail or fax.

2. Paying the balance. The balance of your package cost must be paid no later than 14th February 2012. 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. (Key payment dates are shown on the "Hotels – comparative rates" document.)

3. Additional items. In late February / early March 2012 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 31st March 2012.

4. 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 the clients risk.

5. 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 Friday 30th March 2012.

6. Cancellation policy if you wish to 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 2012 - loss of deposit only.
- Written notice received between 15th Feb and 28th Feb 2012 inclusive - 50% of total tour cost.
- Written notice received between 1st March and 13th March 2012 inclusive - 75% of total tour cost.
- Written notice received on or after 14th March 2012 - 100% of total tour cost.

*** Every year, some guests try to save money by not taking out travel insurance and then demand that WRP refund all monies paid. They assume that Conditions regarding cancellation only apply to others. In many cases those unable to run a marathon are able to travel and can enjoy a weekend break regardless. In all cases, guests have to appreciate that whilst an individual may be able to get a late cancellation on a single booking, hotels only offer cheaper group contract rates on the understanding that the contract is fulfilled. Reserving 100 rooms means paying for 100 rooms. The contracts can include both stage payments and deadline dates for any cancellations – this is the reason for the dates shown above; e.g. from 15th March WRP is contractually bound to make full payment for the accommodation confirmed on that date.*

7. 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.

8. 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) 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.

9. 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.

10. WRP reserve the right to decline a request for a booking without giving a reason.