

Case Study

Inglewood Manor Hotel and Conference Centre



Tracy Howard's comprehensive refurbishment at his Inglewood Manor hotel and conference centre was going really well, until a contractor's JCB severed the Liquefied Petroleum Gas pipe while installing new kerb stones in the 38-acre grounds. The accident cut off the supply of gas to fuel heating, cooking and hot water for 100+ guests. That's when the AvantiGas emergency service swung into action to save the day.



“I just sensed that, within all the safety constraints and protocols, they just wanted to get the hotel (gas supply) back on. I felt like they were my team not your team. It was as if they were saying ‘I haven’t just come to fix a pipe. I’ve come to put the hotel back on, because it’s full of people.’” Hotelier Tracy Howard.

The Challenge

Tracy and his staff knew exactly what to do to make the installation safe after the accident. But how to provide hot water and hot food to over 100 guests – with a party of 70 booked in for dinner – was another matter. At risk was not only a healthy day’s revenue but also the hotel’s reputation as an oasis of calm efficiency and fine food, just five miles from Chester.

Tracy initially called the local contractors who maintain the hotel boilers. When they felt it was “too big a job”, Tracy called the AvantiGas emergency line that stays open 24/7, 365 days a year.

What we did

Call-handler Josie flagged up the urgent repair to AvantiGas engineers Kaleb and John, who were each within about 20 minutes’ drive of the hotel. After arranging to meet there to complete the repair as quickly as possible, they found the severed pipe and within half an hour had cleaned up the damage, inserted a new section of pipework and made two fusion welds to seal it ready for testing. Tracy came out to see how things were going: “To be honest, I was genuinely prepared to have a bit of a battle to say ‘Well look guys, you’ve got to get the gas back on as I have a full hotel,’ but I looked down where the engineers were working and said ‘how are you getting on?’ and the engineer said ‘It’s done!’

“We’re a busy hotel, conference and wedding venue – we do 100+ weddings a year. It’s absolutely critical to us that customers come here and enjoy the experience... We’d just served lunch but it would have been a major inconvenience if we’d had to tell our guests that they were not having dinner that evening.

‘Genuinely, that was fantastic service from AvantiGas. We never lost any trading at all. There were no issues with clients...

“This was the first time I’d used the emergency service and it was tremendously good. Everyone was professional and at every stage people told me where we were up to. It was a very seamless and streamlined service.”

To find out more either:
Freephone **0808 208 0000**
email us at enquiries@avantigas.com
or go to avantigas.com



@AvantiGas



[linkedin.com/company/avantigas](https://www.linkedin.com/company/avantigas)