

Tracy – MS UK

For the last six years, Tracy has been volunteering her time to coordinate a group of 10 students every year to deliver sports massages at MS-UK's TCS London Marathon post-race reception. Every year, her team delivers around 70 sports massages to our runners. **Tracy and her team always deliver a superbly-organized, professional post-marathon sports massage to our runners which is tailored to their individual needs.** This is very well received by our runners and makes all the difference to their post race recovery. This is a hugely valuable contribution to MS UK. Each year our London Marathon runners raise an amazing £250,000 by taking part in the event. We show our appreciation to our runners for all their hard work in both training and fundraising at the post race reception. **The sports massage is the highlight of the event for many runners and encourages them to recommend other runners to run for MS UK too.** Tracy recruits all the students to take part, organises the timings for the day and arranges the transportation of the massage beds from the University of Essex to our venue in London. She also supervises the students during the event and makes sure that each massage is tailored to individual runners requirements. **We simply could not offer this great service to our runners without Tracy's support and she dedicates hours of her time every year to make sure that the sports massage runs smoothly for MS UK on the day.** Tracy is also volunteering her time later this year at our corporate team building event. **She is a fantastic support to our charity – we would be lost without her.**



The Break – Milsoms Kesgrave Hall

“Thank you Room to Reward and Kesgrave Hall for the fabulous break and to MS UK for nominating me. We had a lovely time – the room was fantastic!”

milsoms
KESGRAVE
HALL



R Helena – Oakhaven Hospice

Helena facilitates the Living with Loss Course that Oakhaven runs for the widows and widowers of Oakhaven patients. The course requires a commitment to the six weeks that it runs and consistent care of the participants as they are supported to explore the depth of their loss and grief. **It is an emotionally charged role that requires investment and engagement by the facilitators.** Participants are often nervous, overwhelmed and emotional. They can frequently be confused and struggle to communicate or articulate their feelings of grief and loss. **From the moment that people arrive, particularly in the early weeks of the course, Helena is always sensitive and responsive to their needs and situation.** Helena will recognise those who are struggling and offer direct support and gentle reassurance. Helena also spends a considerable amount of time preparing for the course in her own time, ensuring that each element is fully researched and prepared. **It's also a course which can head in different directions depending on the emotions and issues which are raised by the participants, and it is due to the skills of Helena that they are able to manage each session successfully.**

The Break – The Savoy



“In 2023 I was overwhelmed to be a recipient of the Oakhaven Volunteer Achievement Awards, and then to be nominated for a Room to Reward recognition. So, when I received confirmation from The Savoy Hotel that my husband, Roger, and I would be able to take a two-night break at this iconic London hotel, I was overjoyed. From the warmth of the welcome on our arrival to our lovely room with stunning River Thames views, to the amazing staff that we met and the generous hospitality that we enjoyed, our stay was truly outstanding. Breakfast served in the beautiful setting of the River Restaurant, overlooking the Thames was memorable and absolutely delicious. I wish to thank Room to Reward for organising such a wonderful and innovative way of recognising the contribution made by volunteers like myself. Special thanks must also go to the management and staff of the Savoy Hotel for providing such an unforgettable experience. I am incredibly grateful.”

SAVOY



R Rebecca – Blue Cross

Rebecca has volunteered at our Suffolk Rehoming Centre for over eight years in the roles of dog carer, community fundraiser driver and volunteer coordinator. Not only does Rebecca help care for the pets in our kennels, but she also organises most of our fundraising events. This includes running meetings, arranging staff cover and organising raffle prizes and stallholders, as well as coordinating other volunteers to help where needed. In November, we held our Christmas fayre and raised over £880 in just two hours which would not have been possible without Rebecca, who again organised everything from the Santa's Grotto to the refreshments and presents for everyone. She has a real positive proactive attitude, and I was so impressed at what she achieved in such little time. **Rebecca demonstrates a huge amount of love and compassion to all animals in our care - nothing is too much trouble.** She is also the kindest support to everyone at the centre. She brightens up our day and is always happy to support fellow team members. **Rebecca is truly a remarkably selfless person who gives so much time and effort to other volunteers and to Blue Cross. We are so very grateful to have her as part of our volunteer team here at Suffolk.**

The Break – Broome Park



"I just wanted to say a big thank you for our break at Broome Park. We really enjoyed our stay. The hotel team were very friendly and welcoming, and the accommodation was lovely. The main house is stunning, and we loved its history. We may well go back for a golf break sometime!"





R Sarah – Young Roots

Sarah started volunteering with Young Roots two years ago. As a marketing professional, she was keen to share her skills with us to support a small team and help us to grow our reach and in-house expertise. **She has done all this and more during her time volunteering with us and we would love to show our appreciation.** Thanks to Sarah's skills, more and more people have been learning about the work we do. It has resulted in a growing number of supporters in our community, as well as corporate partners and fundraisers getting in touch to find out how they could support us. **Sarah's detailed and meaningful contributions have opened our eyes to new approaches.** Sarah has taken on every task and question with such enthusiasm and positivity. She completes everything diligently with purpose and comes back to us with new ideas and how we could implement them. **She has been incredibly reliable and has given us so much of her time. We are so grateful for her dedication to the role she has really brought so much to our work and helped to strengthen our impact and understanding.**



The Break – 100 Shoreditch

“Thank you so much for my break with 100 Shoreditch. I had a fantastic time and the hotel was just amazing. It's such a lovely idea to reward volunteers and it was really appreciated!”

one hundred
shoreditch

LORE



R Tiff – Forest Holme Hospice Charity



Tiff has been volunteering for Forest Holme Hospice Charity since October 2018. Tiff's parents spent their final days at Forest Holme and since then she has been a huge supporter and ambassador for us. Over the years, Tiff has given up many hours of her time volunteering at events, preparing raffles, tombolas, mystery boxes and much more. Everything Tiff wraps for prizes she does so beautifully, she has such a high attention for detail and always makes everything look so inviting and exciting! Tiff doesn't at all mind being asked to do any odd jobs and comes into the office to help our fundraiser Kirsty on a weekly basis. Her cheery smile and positive attitude always lifts the spirits of anyone nearby and the charity team feel so much support from Tiff. She has also personally raised well over £7000 for Forest Holme. Tiff really is a Hidden Gem who deserves recognition and a well-deserved rest for all her hard work.

The Break – Royal Crescent, Bath



“Being nominated was a huge shock and privilege. I volunteer to try & give back for the beautiful way my parents were cared for in both their final journeys. It was so exciting choosing where to go and the choice was so vast. We were amazed to see that the 5 Royal Crescent Hotel was an option. This would be an experience I'd never consider usually. We drove into the Royal Crescent and were in awe of its grand beauty. Seeing the footman outside, we excitedly parked and were immediately treated like royalty. We were treated so warmly and genuinely by all the staff. I had 2 nights with breakfast and full access to the spa. We were in the restaurant in the evening which served such scrummy food. Being animal mad, my favourite part was the hotel cat! We shopped and lounged, it was just pure relaxation. Thank you so much everyone who voted for me, Room to Reward and the Royal Crescent Hotel. I loved my stay.”*



THE ROYAL CRESCENT
HOTEL & SPA

BATH



Mark – New Hope



New Hope

Mark's primary responsibility as a volunteer is to pick up donated groceries from Lidl and a bakery in Bushey every Monday. He does this job regardless of the weather conditions or the day even on Bank Holidays. In addition to his dedication to his duties, Mark is also known for his excellent relationships with the staff of the shops and everyone at the Haven. He is always happy to help unload and put away the groceries and **his willingness to go above and beyond his duties has made him an invaluable asset to New Hope. Mark's work has saved New Hope a considerable amount of money that can now be used to support the people who need it most.** He has gone above and beyond his role of picking up food donated by Lidl – picking up furniture from donors all around to sell in the New Hop shop and raise vital funds. **Mark' s dedication to his duties, willingness to go beyond his role, positive attitude and friendly nature have made him a role model for other volunteers.** New Hope is incredibly fortunate to have someone like Mark and we are so grateful to him for his tireless service.

The Break – Cliveden House – Iconic Luxury Hotels



“We had a great time at Cliveden House for our Room to Reward break. The hotel and spa were wonderful, thank you so much!”



ICONIC
LUXURY HOTELS



CLIVEDEN



Amanda – Mencap Liverpool & Sefton

Amanda is visible through her volunteering in the coffee shop, chairing the Members Voice Group and attending member activities. She truly espouses the values of the charity. Amanda is a very hard-working and selfless individual. She regularly volunteers in the coffee shop and is a frequent volunteer at Thursday Club – our weekly social club for individuals with moderate to severe disabilities. She is very supportive of existing and new members and has a real talent for making people feel at ease and at home. She is a real asset to the charity and a very kind person.

The Break – The Clermont – Clermont Hotel Group



*“I had a whale of a time in London! I was able to take a friend that doesn’t get much time to herself because she has young children. **The hotel was lovely and they really looked after us.** We had welcome cake and Champagne and felt very spoiled! The weather was lovely so we could see the sights. **A fantastic trip, thank you so much.**”*

THE
CLERMONT

CLERMONT HOTEL GROUP



Dave – Headway, Birmingham & Solihull

Following retirement, Dave decided he would like to put his time to better use and started helping at our Leighton House Hub on a weekly basis in 2012. Dave is always reliable and comes in, rain or shine, every week to assist in sessions and activities. He has a great relationship with many of our clients as he really does take the time to sit and listen to them as well as talking to them. He really goes out of his way to ensure he gets to know new clients and makes them feel settled in and know that they have a friend to help them. We are very lucky to have a volunteer as brilliant as Dave he makes such a difference at Headway each week.

The Break – Legacy Rose & Crown Hotel



“I have just had my two night break in Salisbury and wanted to say a huge thank you to all involved. We had a really good time - including a very wild, wet and windy visit to Stonehenge which has long been on my bucket list! We were made very welcome at the hotel and enjoyed very comfortable accommodation and really good food.

As well as Stonehenge we did a tour of the cathedral - another place on my bucket list - and went to see a comedy at the local theatre one evening.

All in all, a really enjoyable and much appreciated break. Thank you.”



R Gabrielle – The Creighton Centre



The Creighton Centre

Gabrielle has been volunteering with Homeline project since February 2020. She joined our Team just before pandemic had started. As Gabrielle was living locally, she spent the most of those few challenging few months doing endless daily shopping and prescription collections requests that we were sending daily to our volunteers. Also, Gabrielle made a few home visits to elderly members who were having problems with bulbs not working or smoke alarm batteries endlessly blipping, so she would go and sort it for them. Gabrielle has been covering weekly telephone befriending rota nearly three years now talking to our elderly housebound people over the phone. She has been providing a listening ear for our elderly people who often missed talking to people due to isolation and ill health and some were going through cancer and chemotherapy treatments.

The Break - MacDonald Windsor Hotel



"I just wanted to send you a HUGE THANK YOU for the hotel stay. My mum and I had a wonderful time at The MacDonald Windsor! It was my Mum's birthday on Monday which made it particularly special so thank you so much for your generosity. Windsor is such a beautiful place that I can't believe I haven't been to before! And our lovely our hotel room was such a treat! I was chatting to Calvin on the phone this morning, who I have befriended through The Creighton Centre, and when I told him about my lovely stay, he went on to tell me about the decade he spent working in Windsor, so it sparked great conversation. Thank you so much."



MACDONALD
HOTELS & RESORTS



Chelsea – National Autistic society

Chelsea is a wonderful volunteer with the NAS Godalming Youth Group. She is an incredible listener, empathetic and really in tune with both the young people we support and also our staff team. **She always takes time to check in with others and has a real positive outlook and attitude** which shines through when you watch how she interacts with everyone at youth group. **Our young people feel comfortable around her and she helps to boost their confidence and make a real difference in their lives.** She builds strong relationships with our teenagers who know they would only be met with kindness and acceptance.



The Break – Eastwell Manor, Champneys Hotel & Spa

"Thanks again for a great stay at Champneys Eastwell Manor. I had an amazing time and the team were fantastic – thank you!"





Dennis – St. Elizabeth’s Hospice

Dennis is an exceptional volunteer who has been with us for over 6 years. A calm and friendly receptionist, he truly cares about his role, the hospice, the staff and volunteers and, above all, our service users. He has the special ability of knowing just how to approach each situation and **his empathetic warm nature allows him to support these people at extremely difficult times.** He facilitates our Walk On group, supported by his wife Sarah, carefully planning and leading them bi-monthly. **His friendly approachable nature ensures they run smoothly and people feel welcomed.** Anyone in our community who has been bereaved can attend, providing valuable opportunities for companionship and supportive conversations with other bereaved people and volunteers. He also offers his time to our marketing team, sharing his love and enthusiasm by filming interviews and inspiring others to support the hospice. Dennis delivers a tangible and positive effect for the staff, other volunteers and of course the community for whom we serve. His efforts epitomise the notion of service before self.



The Break – Titchwell Manor

*“We just want to say a huge thank you to all the **fabulous staff at Titchwell Manor who have helped to make our stay such a memorable one.** To a person they have been helpful, thoughtful and extremely professional. We were allocated a spacious room and the breakfasts and evening meals have all been delicious. We hope that other volunteers who receive this opportunity think about going to Titchwell; **they are sure to be warmly welcomed and will enjoy a fantastic hotel experience.** Thank you so much”*



TITCHWELL MANOR
COASTAL HOUSE HOTEL



Rosita – National Autistic Society




Rosita is one in a million as far as volunteers go. She has volunteered for the National Autistic Society for over 4 years now supporting both the Acton Day Centre in London and the West London Centre. She has been a huge support to the South of England area over the last few years. **She relieves the work pressure on the West London Centre staff** when she can and always accepts whatever is asked of her. She is always wonderfully calm, polite and helpful and constantly interacts with the clients with kindness and patience. **She is a terrific team member and nothing is ever too much for her. The West London Centre is extremely fortunate to have her.**

The Break – The Dorchester



“My Room to Reward break at the Dorchester was just amazing. The staff at the hotel were absolutely fantastic, they made us feel so welcome and the extra touches they laid on for us really enhanced our stay to make it memorable. Thank you so much.”

) (*Dorchester Collection*



R Carol – Onside Youth Zone

Carol is a long serving superstar. She plays an integral part of the Unitas team and currently volunteers on our reception in the daytime once a week, organising all the paperwork from sessions and updating salesforce alongside being the face of our reception welcome team. In addition, Carol also volunteers on our Sunday SEND sessions supporting our young people with additional needs. She has such a fantastic rapport with our families and carers and has been doing this for over 3 years. Over the course of the pandemic, Carol facilitated and ran our foodbank whereby she supported over 60 families with food subs. Carol went above and beyond during this time especially and organised our food offer to the community whilst managing all the data reporting and cleaning throughout. **Words can not describe how much her support during this time made a difference in how we supported our community.** Overall, Carol has gifted Unitas roughly 1200 hours so far, which is a massive saving of £132,000. **Carol is the face of our volunteering offer at Unitas. She is a friend to so many and is an integral part of the Unitas team and Onside family. Carol asks for NOTHING but deserves EVERYTHING.**

The Break – Ham Yard Hotel



*“I recently had my stay at the Ham Yard Hotel and could not have been happier with the warm welcome and exceptional care throughout my stay. **It was simply amazing and my special thanks go out to the wonderful team at the hotel for such a special, memorable experience.**”*

HAM YARD
HOTEL



London



FIRMDALE HOTELS
LONDON & NEW YORK



R Lesley – National Autistic Society

Lesley volunteers for both the Education Rights helpline and Education Tribunal Support Helpline. She has been consistently providing information and advice to the families that contact us for the last 15 years. Lesley joined the Education Rights Helpline in 2008. Once the Appeals and Tribunals service was established at a later date, Lesley completed the training and has supported many families since then. Since our records started, we can see Lesley has advised over 338 families in Education Rights and supported over 31 families in Appeals and Tribunals. However, she started before we kept records so the actual number is much higher. Lesley says: *“I help families navigate the education system because all children have the right to an education. I help families to understand their rights in appeals and what they need to know to challenge processes like exclusion from school. In the past few years, it has been lovely to see young people gain a stronger legal voice to express what they want and need in order to learn and grow at school.”*

The Break – Crowne Plaza London Docklands



“I was delighted to be nominated for the Room to Reward break and chose London so I could go to some shows with my husband. The Crowne Plaza London Docklands was brilliant. I loved the pool and steam room and the view from the room of the Emirates sky train. We saw some shows and just had a wonderful time. It was fabulous from start to finish. Thank you so much everyone involved in this lovely reward. I felt truly spoiled!”



RBH
HOSPITALITY MANAGEMENT



CROWNE PLAZA
HOTELS & RESORTS
LONDON DOCKLANDS



Mayra – Healing Venezuela

Over the last four years, Mayra has worked tirelessly volunteering for the Venezuelan community. Mayra organises the Venezuelan diaspora in the UK and is the catalyst to keep us together. Most of us had to leave our country because of the social and economic crisis. While many have been able to build a new life in the UK, others, particularly the elderly, struggle and, even if they don't struggle financially, they feel very isolated. **Before the pandemic, Mayra created a group called The Oaks for elderly people** and regularly gets them together for coffee, to go to art galleries and to practice English. She organises a lunch with Venezuelan food and music on every festive occasion. **She also organises fundraising events for Healing Venezuela. She is particularly focused on the junior doctors sponsorship programme. Thanks to her, we raised £35,000. Mayra is always ready to help with calmness, professionalism and a sweet smile on her face.**

The Break – London Hilton on Park Lane



“Thank you so much Room to Reward and London Hilton on Park Lane for the fabulous break – the perfect way to celebrate our wedding! The hotel was really special, we feel very loved!”



London Hilton
ON PARK LANE