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WINTER 2006

# park life

THE LATEST FROM BEST WESTERN UFFORD PARK HOTEL, GOLF & LEISURE

RELAXING  
NEW SPA  
OPENING  
SOON

WEDDING  
SHOW

HEALTH &  
LEISURE OFFERS

BAR 19 NEWS



# From the Chair

2006 has been a very progressive year with the major golf and bedroom extension completing its first 12 months trading. Our anticipated and actual corporate demand has resulted in fantastic bedroom occupancy levels being achieved. Business volume in the golf driving range, shop and bar are now positively demonstrating their potential to enhance and contribute to the offering for visitors here at Ufford Park.



Colin Aldous, Chairman.

The golf course reconfiguration has now matured and has culminated in excellent feedback from many, including The EADT Sunshine Challenge finalist and a wholly positive conclusion to the Sky Sports PGA Europro Tour in October. I remain totally confident that our decision to embrace this massive investment has now been fully exonerated.

September saw our son Jolyon returning to the team in the position of Chief Executive and he will be working closely with Tarnia our Marketing Director, in supporting the operational team headed by GM Phil Davis.

I believe our senior management team is now complete and hopefully you will notice Shirley and I spending more time with members and guests as we confidently and gradually pass our current duties on to that team. However, in the meantime we have the Thermal Suite (Spa) to complete, leisure changing rooms to refurbish, older bedrooms to update, the Lodge to renovate and the Car Park to resurface before we quite feel semi-retired!!! The 'Forth Bridge' does frequently spring to mind.

We have included a survey for you to complete in this edition of Park Life, to

help us ensure we are providing what we can to make sure you enjoy your visits to Ufford Park. By returning the survey your name will be entered into a draw to win:

- 1st** Two night break for a couple at the 4 star Abbey Hotel, Redditch.
- 2nd** A day spa package for two people at Ufford Park.
- 3rd** Practice balls to the value of £100 on the golf driving range.

So, we look forward to receiving your responses - all you have to do is circle the options, fold the survey and put it in the post - no stamp required. Thank you.

## Ufford's dancing captain



Henri Lewis suitably dressed for the course.

**Ufford Park's new Lady Captain, Henri Lewis has a trick-shot or two up her sleeve.**

After leaving her executive job and lifestyle in London as a trader for 23 years in the City 3 years ago, Henri moved to Suffolk with her husband. Having already been playing golf for nearly 10 years at Ufford Park and Belly Dancing for over 6 years, Henri moved to Suffolk on a permanent basis.

Since then, in April 2006, Henri's husband Alan Knight became the Captain of Ufford Park Golf Club; Henri has joined him this year as the Captain of the Ladies' Section and has found a burgeoning new career in teaching and performing Belly Dancing.

"I loved my City career but decided a change of scene was needed and when we finally moved to Framlingham I found it difficult to find anywhere to

continue my increasing enjoyment of Belly Dancing. Eventually I found a class and was asked to then take over the teaching once the teacher left.

I love playing golf and have lots of high hopes for the Ladies' Section this year, including organising clinics with the 'Doctorgolf Academy' on the Driving Range throughout the winter months.

I also love Belly Dancing but unfortunately, it doesn't help my golf handicap! It does help my fitness though, so I am looking forward to an active year ahead. The funny thing is that as the Lady Captain, I play golf at other golf clubs and sometimes I return to the venues in my other persona to perform as a Belly Dancer and people do a double-take!"

In January 2007, Henri begins teaching with Dance East in Ipswich and is hoping to organise a Belly Dancing class at Ufford Park where there is already much interest among members.

# Ufford Park recognised in Tourism Awards

Ufford Park continues to be recognised for the high quality of service it provides, having been short-listed for the inaugural Tourism in Suffolk Awards, in the category for Best Hotel.



Ufford Park displays its nomination as a finalist in the Tourism in Suffolk award ceremony.

Held on the 28th of September in Trinity Park formerly the Suffolk Showground, the event was attended by various representatives of Ufford Park, who thoroughly enjoyed the champagne reception and meal provided by the event organisers! Whilst not being declared the overall winner, it was still a great honour for Ufford Park to be recognised as one of the foremost hotels in the county, especially considering the enormous amount of competition it faced for this award. And who knows? There's always next year!

# Wedding congratulations



Our congratulations go to Susan Gilbert and her future husband, Stephen Mordecai who were recently voted online by SGR listeners to win the Suffolk Wedding Show's competition for a free wedding at Ufford Park Hotel. The happy couple, pictured here with Tarnia Robertson, are absolutely thrilled and plan to have their wedding in August 2007.

# MCP Classic a resounding success



The MCP Classic PGA EuroPro Tour at Ufford Park was a resounding success, with John E Morgan receiving his second tour victory after comfortably taking first place with a seven shot lead.



Charles Wilkinson, Chief Executive of MCP; the MCP winner, John E Morgan; and Paul Briggshaw, Chairman of MCP.

The Bristolian braved torrential rain in Friday's final round to hold his nerve and back up his win at The Players Club earlier this year with another title.

## Hole in one

Highlights of his victory include a hole in one on the 16th, and several birdies throughout the match, however, despite these shots Morgan was forced to wait to officially seal the win, being delayed by a suspension in play due to a heavy downpour on the 18th.

## Television coverage

The event was covered by Sky television, and over 130 golfers turned out for a chance to win a share of the £40,000 prize money.

Charles Wilkinson, Chief Executive of MCP explained his company's

sponsorship for this prestigious event: "Over the past three days we have seen some spectacular golf - it has been a fantastic and enjoyable event for us and our customers who joined us throughout. We chose to sponsor the MCP Classic not only for the entertainment and regional promotion but because geographically we are close to Ufford Park; we already have a working relationship with the venue and saw the opportunity to reach our worldwide audience through Sky TV. This event will help build the profile, in a global marketplace, of our new port community system "Destin8" in a very cost effective way."

Since writing this article Charles has sadly passed away. Our thoughts and condolences go to his family and friends at this very difficult time.



# Bar 19 - Under new management



**We are delighted that Jane Nicholson has become our full time Bars Manager.**

Jane started her career here assisting in the bars, back in 1988, and since then she has steadily worked her way up to the role of Duty Manager. Her latest move to become Bars Manager will bring a high level of professionalism to

this key department and we are sure that all our customers will notice her presence as Jane explains: "My first job has been to undertake a comprehensive review of our prices and make the changes necessary to ensure that we are offering value for money to our customers. Also, staff training is jointly top of my list of the improvements that I want to make and the feedback that I have started to receive is extremely encouraging."

Jane's move is one of a number of improvements to Bar 19, which include revamping the wall coverings; repositioning the layout of the tables and adding dress curtains to create a more inviting atmosphere. So if you haven't been to Bar 19 for a while - come and have a look! We think you will be pleasantly surprised.  
**Open to all - not just golfers!**

## Christmas bed & breakfast offers



## Seasonal breaks at Ufford Park

**Special Bed & Breakfast rates during December from only £49.50pp\***  
Tell your visiting family or take advantage of the rest yourselves!

**Christmas Day and Boxing Day lunches** are available to book independently for £59.95pp and £21.95pp respectively.

\*These prices are based on double occupancy, subject to availability and excludes New Year's Eve.

## Well done Tom and Katie



As part of our ongoing commitment to improving customer service we recently introduced customer feedback forms in our Restaurant and Bar 19, with prizes for the best performing team members. We are delighted that Tom and Katie are the first recipients of this prize having been voted the best in their respective areas.

## Hairways welcomes Sophie

**Hairways would like to welcome new stylist Sophie to the team and are offering a 20% discount on hair appointments with Sophie.**



Sophie Robinson from Ipswich is 22 and has been a qualified hairdresser for 2 years and beautician for 5. Sophie has been involved in the hairdressing profession from an early age, and it seems that it's a family business, because her mother is a hairdresser as well!

All of the stylists are now qualified in hair extensions.

### Tanagra

The new permanent hair repair system Tanagra is now being offered and Ufford Park is one of only a few salons in the East Anglian region to be offering this

treatment. This takes your hair back to its virginal state, the hair instantly becomes healthier and more manageable. The Tanagra system puts the life back in your hair!

**For more information, please contact Hairways on 01394 380677.**

# Health & Leisure offers

Help us to help you achieve your New Year's goals at Ufford Park. We are now offering all the benefits of our traditional health club with it's luxurious pool, gym offering personalised exercise programmes and totally refurbished changing facilities. Plus we have our new thermal suite offering a range of relaxing or revitalising packages lasting from two hours to a full day. The thermal suite offers a range of heat treatments, relaxation facilities and a full menu of treatments delivered by our friendly team of therapists. It is the ultimate way to beat the winter blues!

**Bring this copy of Park Life into the club and claim a £25 joining fee for any health club membership package.**



# Luxurious new spa at Ufford Park

**Ufford Park has formed a partnership with Fitness Express to develop a new Thermal Suite, which will be completed at the end of January 2007 and will be managed thereafter by Fitness Express, who currently manage the leisure facilities.**

A 1500 sqft building is being added to accommodate an exclusive and luxurious area to relax and unwind.

The centre piece of the Thermal Suite is a 17ft x 10ft hydropool, with adjacent relaxation area and foot spa. This focal point is surrounded by 6 treatment rooms:

#### **Serail Bath**

A two stage treatment is applied to the whole body with a cosmetic brush or by hand. Once the body pack is dry, the room is filled with herb infused vapours and the treatment is rubbed into the skin by gentle massage to enhance effectiveness.

#### **Aroma steam room**

Here a combination of fragrances and steam help invigorate or relax the client.

#### **Mineral grotto**

A hot steam room featuring salt and essences to aid healing and relaxation.

#### **Hammm Treatment**

Whilst reclining on a treatment bed, ranges of exfoliating skin treatments are applied to the body during a massage.

#### **Soft Sauna**

A traditional pine room where clients can relax in a hot environment with calming essences.

#### **Feature showers**

Strong jets of warm tropical rainwater enriched with exotic aromas provide an all over body massage, or gentle fine sprays allow for a more stimulating shower.

#### **Ice fountain**

provides welcome revitalisation after any heat treatment where handfuls of ice are gently rubbed onto the skin to stimulate the circulation and help the cleansing process.

Dave Courteen, the managing director of Fitness Express, has wide experience of building and managing spa, health

and fitness facilities and explains the concept behind the Thermal Suite;

"In designing and building this spa, our overwhelming rationale is to ask of our potential clients "How do you want to feel when you leave the spa today?" i.e. do you want to feel relaxed, restored or revitalised? Whatever they choose they can be guaranteed a 'Wow' experience that is also value for money."

Tarnia Robertson believes that the difference between Ufford Park Spa and Health and those elsewhere will be in the intrinsic nature of the offering; To most people, spas are salons with therapist led treatments whereas the Thermal Suite will provide an exclusive addition to the whole range of heat and wet experiences that we already offer. I can't wait to 'test the water' myself!"

There will be an exclusive promotion of the new spa facilities for existing members and hotel users - watch out for your invitation for the end of January.





American Golf has experienced a good summer of business, and as the New Year approaches, has several new offers available:

- A new women's range of clothing is being released over the winter ensuring that you will be wrapped up warm in the height of golfing fashion.
- As well as releasing new clothing, American Golf is offering savings on many existing items. The Mizuno MX-500 driver has been reduced by £100, a 50% saving!
- American Golf is also offering gift vouchers for the Christmas period, just in case you don't know what to get for your loved ones.

The New Year promises to be an exciting time for American Golf. Various new hardware ranges are coming in, including the Pro-Quip waterproof suit as worn by the European Ryder Cup team. For information call 01394 385651.

# Doctorgolf prescribes...

**Stuart Robertson, at the Doctorgolf Academy brings us up to date with golf tuition.**

## M.O.T

Over the course of the winter, here at The Doctorgolf Academy we offer a variety of tuition options allowing you to keep your game at a decent level throughout the colder months. There is the M.O.T. course which provides Video Analysis, Technical Range tuition and Golf Course Management. Between 2 and 4 people can benefit from this course with lessons at times to suit - including in the evenings up until 8pm. Remember the floodlighting and heated bays!

For information call 01394 383480.

## VIDEO ANALYSIS

Video Analysis is also becoming more popular either on an individual basis or as part of a group. This analysis makes you realise immediately what you are doing wrong instead of waiting until you have hit hundreds of balls! Seeing your own swing will allow you to gain a better insight into what you should be concentrating on. These lessons don't cost any more than our usual lessons and could be just what you need.



## Valentine's Celebrations

# Spoil the one you love on Valentine's Day

Candle-lit romantic meal in the Vista for £23.95 per person.

Or a lively dinner-dance with disco on Saturday 17th February for £23.95 per person.

For bookings call 0844 477 3737.



# Park profile: Ann Deus, Night Manager



**Park Life asked Ann Deus, Night Manager, about life at Ufford Park and about her role after dark.**

**When did you join Ufford Park?**  
May 2000.

**What is your job title?**  
Night Manager.

## What do you like best about your job?

To meet and greet people on reception, for the most part being uninterrupted so I can get things done, especially if working over in the original part of the hotel!

**What do you like least about your work?** Dealing with people who have had too much to drink!

**If you could change anything in your department, what would it be & why?**

I wish I had a lovely big dog to accompany me when I have to do my regular checks outside, especially during the dark winter months. Although the barking might be a problem for the residents!

**If you could swap jobs with someone here at Ufford Park, who would that be?** I think I would like to do a bit of Conference and Banqueting, as this is one of the only

departments I have not worked in! (Have worked in Housekeeping, Golf Shop, been a Duty Manager and Restaurant Manager.)

**If you were marooned on a desert island - who or what would you take with you?** Antonio Banderas and plenty of wine.

**If you were only allowed to take 5 items with you on holiday, what would they be?** Swimsuit, good book, camera, money and DVD player.

**Apart from work - what are your hobbies?** Walking, biking, swimming, music, reading, crafts, puzzles and gardening (I hardly have time to work!)

**If you were given £1million what would you spend it on, if you had to spend it all in a day?** A big motor home - I would drive off into the sunset...

## Open Wedding Day - Jan 2007

# Wedding Show at Ufford Park

We are often asked to show wedding planners our banqueting rooms decorated and prepared, ready for a wedding. Because this is normally only possible on the morning of a wedding, we have decided to host an Open Wedding Day in January.

This event is being organised with the support of our preferred wedding suppliers, who are listed in our Wedding Directory and we hope it will provide the perfect opportunity for those thinking about weddings to come along and find out more.

**FREE ENTRY**  
**SUNDAY 21ST JANUARY 2007**  
**11AM TO 4PM**



**Ufford Park**  
HOTEL, GOLF & LEISURE

Ufford Park Hotel Yarmouth Road Ufford Woodbridge Suffolk IP12 1QW  
Fax: 0844 477 3727 Email: mail@uffordpark.co.uk

Tel: 0844 477 3737 www.uffordpark.co.uk