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CHAMPNEYS  
HEALTH SPA

## Champneys Health Spa

- ✓ Hospitality TVs
- ✓ Exclusive TV System
- ✓ Screen Sharing
- ✓ Sky Selct & Bright Box
- ✓ Ethernet-Over-Coax
- ✓ Digital Distribution

Champneys Health Spa comprises four health spa resorts and six city spas, with each retreat committed to giving guests the most relaxing and reinvigorating experience imaginable. To ensure guests enjoy an easy and hassle-free stay at their health spa resorts, Champneys wanted to install a range of modern and stylish TVs in the rooms and public areas, which **integrated with their Property Management System (PMS)**.

Samsung's Smart TVs with our **Exclusive TV System** gives guests an enhanced experience and provides Champneys with an effective and flexible way to promote their products and services.

The new cloud-based platform enables Champneys to update on-screen content 24/7 and in real-time, so guests will always see the latest spa offers and information. The new **Samsung Smart TVs** also make it easy for guests to book treatments, organise a late check-out and redeem vouchers. Everything is seamlessly added to the hotel's Property Management System so that guests can view their invoice before they check-out.

“

The service levels and support etc. from Hotel TV Company was second to none. It was a total nightmare for them but they did it. Based on our experiences so far with both Hotel TV Company and the system itself I would have absolutely no hesitation at all in recommending them.

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- Will Simmonds,  
Group General Manager



To ensure that Champneys can offer great entertainment to their guests too, we used an **Ethernet-Over-Coax (EOC)** solution to deliver freeview and foreign-language TV channels, as well as internet access to each room. No re-cabling was required and all the work was carried out without any disruptions to the tranquil environment Champneys has cultivated for its guests. Now when customers retire to their rooms robed and relaxed after a day of pampering, they can unwind in front of their favourite shows. The new TVs and TV System have helped Champneys increase the number of treatments and hotel vouchers they've sold, and been a real hit with guests.

After enrolling the EOC solution with our cloud-based TV system at Champneys Forest Mere Hotel as a pilot site, the TV system started generating **over £1,500 per month** in purchase requests through the TV, proving the success of our TV software. This led to Champneys choosing to enroll our Exclusive TV System into two additional sites - Champneys Tring & Champneys Eastwell Manor.

And to further improve guest experience, we installed the latest Sky Business solution - **Sky Select & Bright Box** into all 3 of Champneys Spa hotels. This Sky solution was brought in to replace the difficult SMATV system that consists of multiple Sky box's in a central location being pushed out to all of the rooms.

The Bright Box eliminates the need for multiple Sky boxes and allows for an innovative, scalable, purpose built solution in its place. In fact, the Sky Select & Bright Box allows hotels to choose from **over 90 channels**, including access to **Sky, Freeview and Foreign Language channels** with **7 Sky HD channels** as standard.

