



# EASTWELL MANOR

CHAMPNEYS HOTEL & SPA

Mr David F Porter BSc, PhD  
Secretary  
Sandyhurst Lane Residents Association  
6 Hoads Wood Gardens  
Ashford  
Kent TN25 4QB

12<sup>th</sup> October 2018

Dear Mr Porter,

Thank you for your letter of the 10<sup>th</sup> October 2018 received by me this morning.

Being only 2 months into my role I was naturally unaware of any previous 'history' to this matter so I am extremely grateful to you for bringing this matter to my attention. Certainly, I am very keen to ensure that our guests reach the hotel accurately and I am also very keen to ensure that we maintain a happy and harmonious relationship with all of our neighbours.

In the few hours since I received your letter, I have done the following, which broadly speaking coincides with the suggestions that you have made within your letter.

- 1) On the website, on the location page <https://www.eastwellmanor.co.uk/about-eastwell-manor/location> The directions detailed below have been added to this link, which provides more details of the location.
- 2) Directions changed to - Leave Junction 9 of the M20 and take the turning off the roundabout sign posted towards Faversham (Trinity Road) – follow this road for approx. 1.5 miles, crossing 4 roundabouts, through the housing estate. At the end of Trinity Road, at the traffic lights turn left onto the A251. As you turn on the A251, you will see the start of a red bricked wall on the left hand side, this conceals the entrance to the Eastwell estate. Continue on this road for approx. 1.5 miles and the hotels entrance is on the left just before you reach the village green. The postcode at the bottom is amended to TN25 4HT.
- 3) I am just finalising a confirmation letter for guests at the moment and indeed the above will be incorporated into this.

Champneys Eastwell Ltd

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Registered Office: Palladium House, 1-4 Argyll Street, London, W1F 7LD



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Naturally, this will take a bit of time to filter through but perhaps we could meet with each other in the next 6 weeks or so and if you could in that time enquire with the residents as to how these actions have helped then we can progress from there.

I look forward to hearing from you and once again offer renewed thanks for taking the time to bring this matter to my attention.

With kind regards and best wishes.

Yours sincerely,



Andrew J M Oxley FIH MI

General Manager