



## Case History

# Nemesis Sub-Terra gets its sparkle back

Rainbow International received a call from building contractors carrying out work on the new ride at Alton Towers, Nemesis Sub-Terra.

The building firm's current cleaning contractors had refused the job as the scale of work was too large for them to complete in the required timeframe.

Rainbow understood the urgency for this cleaning work to begin, so the Manager of the local branch was onsite within 2 hours of receiving the call to scope out the work. The rapid response of Rainbow did not end there, the manager also had a quote drawn up for the work and submitted to the building company within the 3 hour mark of receiving the call. The quote was accepted the same day and Rainbow technicians were onsite to begin their work the very next day.

Despite the cleaning technicians discovering the building work on the theme park was not yet complete, and that there was a press event taking place, they descreetly got to work ensuring the tight deadlines were still achievable.

Towards the end of the first day of cleaning the Rainbow technicians were advised that the building work would not be completed until the early hours of the morning, on the day of the launch. This would result in the technicians only having a few hours to complete their work, before the ride was handed over for inspection by the Alton Towers officials.

Part of Rainbow's company ethos is to provide their customers with a solution that saves time and money, reduces business disruton and downtime and provides a pleasing hygenic environment for their staff and visitors. This was evident when the team of Rainbow technicians arrived onsite at 6am on the morning of the launch, to complete the cleaning intime for the inspections to take place.

Due to the team's hard work and dedication to the job, they completed the final clean with time to spare. The ride was handed over to the builders at 9am, ready for their final handover to the park officials.

Alton Towers were delighted with the service and Nemesis Sub-Terra was opened without delays thanks to Rainbow International.

## Key Facts

### Service

- Commercial Cleaning

### Location

- Staffordshire

### Services Employed

- Full Quotation
- Specialist Cleaning



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