



Case History

The Compleat Angler floods & refloods

The Compleat Angler is a flagship of the Macdonald Chain of luxury Hotels situated on the River Thames in idyllic Marlow, across from the weir facing the spectacular Church and Marlow Bridge.

A call requesting urgent action was received from the General Manager for help after a major flood of the kitchen and annexe after the Thames broke its bank for only the second time in over 20 years. The kitchen needed urgent attention to restrict and eradicate the contamination from the water and the rooms needed to be emptied and treated before the drying process could begin.

By 4:30 pm the same day, the Managing Director was on-site organising staff for the immediate restoration of the building. By 1:00 am, contamination within the kitchen had been contained and all affected rooms had been cleared of all damage and debris including carpets and underlay.

The trained and qualified technicians removed almost 450 square metres of carpet and underlay including the glue and gripper rods before removing all furniture from the building. The drying equipment was installed and monitoring visits performed by senior management. Throughout the whole process, Rainbow were on standby to be at the Compleat Angler within two hours of any emergency call.

The drying equipment was professionally distributed to create the correct environment for fast and effective drying of the rooms without causing any long term damage to the building structure. The kitchen was up and running for the next morning's breakfast and throughout the whole episode, the kitchen was not out of action at all. The cost of losing 10 rooms for a long period of time would obviously have had an adverse effect on finances so the speed and efficiency was critical and within fourteen days, the hotel was back to its best.

Two days later, the site re-flooded and Rainbow reacted with the same speed and efficiency.

Key Facts

Service

- Flood Damage Restoration

Market

- Leisure

Location

- Buckinghamshire

This time, the flood was significantly greater and because much of Marlow was also under water, the containment of the contamination was a far greater problem as the integrity of the drainage system was not maintained. An on-going daily service was provided to monitor, clean wherever possible and sanitise the area ensuring the hotel remained open to guests.

The drying process was more intense as the water penetrated deep into the hotel so Rainbow worked tirelessly to limit the disruption to the hotel's guests and staff.

"We are so grateful for your help during this difficult time" Gaius Wyncoll, General Manager."

**We Restore,
You Recover™**