

marketing requests.

To make sure we don't miss a thing, please fill out our Marketing Requests Form here or at the bottom of this doc for all of your requests. If any of the team are OOO, others can pick up the request whilst they're off. If requests land directly in our inbox, that's where they'll stay until we're back!

I NEED HELP WITH...

the website.

For all things website related, Kirstie & Emma will be able to help you out. If you need to create or update a PDF for the website, scroll down to the creative requests section for help.

social media.

For all things social, you need to speak to Emma. Emma runs social media training pretty regularly to keep everyone up-to-date with brand standards, but if you need a refresher, just ask! If you've received a message from an influencer or celeb about a collaboration, send this to marketing@harbourhotels.co.uk for the team to discuss – we'll get back to you if it's a good fit.

creative requests.

Lydia looks after the creative, brand and design process. You'll need to include a full brief with text and any (high res) imagery you want to use. If you're wanting a menu changed or your wedding suppliers list updated etc. make sure you attach that too!

Everything you send across should be **fully proofed and spell checked** (this includes any accents on food menus etc.!) if we have to keep making amendments, it'll make the process longer.

Note – design requests can take up to five working days to complete, so it's best to be organised and get it over well in advance!

print.

Design and print go hand-in-hand, so Lydia has this one too. Remember, you have the web to print site and can set up new users for your hotel – please order what you can through this system. If you can't find what you're looking for, please fill out the requests form.

Note – depending on what you need printed (and how many), requests can take around five working days to print and be delivered, but we'll send you an ETA to keep you updated.

photo shoots & videography.

If you're wanting to show off your sun-trap terrace, snap new images for HarSPA, show the world your foodie favourites or capture the fun at an opening event, you need to go to George. All shoots must be arranged through George to make sure we're staying on-brand. Send an email to george.devonshire@harbourhotels.co.uk to arrange this.

event tickets.

If you want to create a new event, fill out the request form and Kirstie or Emma will set you up. Make sure to include full details of your event and any imagery you want to go alongside it.

press & PR.

Want to get your hotel, restaurant, bar or spa in the news? Email direct to laura.alix@harbourhotels.co.uk for everything press & PR related.

imagery.

So, you've got some professional snaps from a wedding or event that took place at your venue and you'd like to show them off? Send them over to us on a [wettransfer link](#) on request form and Emma will sort through them for use.

If needed, we're happy to credit the photographers when we use their images, just let us know their details.

email marketing.

Kirstie handles our email marketing. If you need an email made up for HarSPA members news, your new seasonal menu launch, social events or anything else, complete the requests form with a full brief (including any images you want to use and menus etc. to attach).

review pro.

New users, change of property, report set up, change of access level... basically, everything to do with Review Pro queries, please email george.devonshire@harbourhotels.co.uk or lydia.robinson@harborhotels.co.uk directly and they will be able to help you.

third party sites.

If you need to amend descriptions, facilities or imagery on third party sites, fill out the form (content OTAs) and Emma can help you.

If it's a rate issue, this needs to go to revenue.management@harbourhotels.co.uk

upsell guru.

Changes to your hotels upsell guru settings need to come via the GM to Lydia directly on lydia.robinson@harbourhotels.co.uk

quadrant.

Your first port of call should be your restaurant manager or GM. However, if you're stuck, you can contact George on george.devonshire@harbourhotels.co.uk for help

transactional emails.

If you need an amendment made to your confirmation emails, or any transactional email, this should come via the GM to kirstie.dyke@harbourhotels.co.uk

gift vouchers.

Check out the voucher support sheet for help with gift vouchers. There's also a handy FAQ section! If you can't find what you're looking for there, please email gift.vouchers@harbourhotels.co.uk.

If any of the team are OOO, please email marketing@harbourhotels.co.uk

MARKETING
REQUESTS

GIFTED
SUPPORT

George Devonshire
Head of Marketing

Lydia Robinson
Creative Marketing
Executive

Kirstie Dyke
Digital Marketing Manager

Laura Alix
PR Manager

Emma-Louise Longden
Content Creator