



Castelan **Commercial**

refresh.
repair
revive | renew
restore
retain
refurbish
preserve

**The expert commercial repair, restoration
and reactive maintenance service.**

Breathing new life into your furnishings.

Welcome to the Castelan Group

The Castelan Group is a diverse organisation specialising in planned or preventative maintenance and supply chain for all areas of furnishing assets. From supplying new furniture to repair, restoration and installation within the hotel, restaurant, leisure, healthcare, retail and insurance industries, Castelan Group really are the answer - bringing to life your vision.

At Castelan, we are proud of our workforce and the training, skills, development and experience they have sets us apart from our competitors. We don't over promise and under deliver, we pride ourselves on being the best at what we do - putting service, value and customer commitment at the forefront.

Our procurement team and training department are constantly looking for new market leading product, tools, initiatives and working practises to remain a market leader in our fields to ensure we are your first and only choice every time. We use modern and traditional methods to restore your product and work with you to agree on an innovative, appropriate and cost effective way to rejuvenate your furnishing assets.


CASTELAN
GROUP



Our service commitment is to provide our clients with a Furniture asset one stop shop, this is achieved by offering either a value for money furniture repair & restoration service or alternatively a bespoke procurement/supply of brand new commercial furniture with competitive pricing for the following industries;

- Hotels
- Cafés, Barista outlets
- Restaurants
- Pubs
- Private clubs and nightclubs
- Bistro bars
- Communal areas
- Supermarket Cafeterias
- Shopping centres

These are just a few of our core client areas. We can work to a budget to save you money by revitalising your existing furniture or assist in planning a new venture with our creative and dynamic development team. We are experts at helping to plan or in procuring the latest and up to date furniture styles to assist with banquet seating, booth seating, fabrics, leathers and vinyl coverings from our vast network of approved suppliers.

In addition to being a Furniture Asset Repair or Supply provider many of our clients asked if we can offer additional Facilities Management support services, here is a list of additional services Castelan now offer with National coverage and supported with the largest employed Network of technicians in the UK;

- Commercial Carpet cleaning
- Healthcare Furniture installation and assembly
- Shower head or tap descale and clean
- Casegoods supply and installation

At Castelan we know that downtime can be costly and in line with this we constantly update our in house training programme with new products from our suppliers to ensure the most up to date techniques which enable us to offer innovative alternatives such as water based lacquers on our floor polishing service to reduce the curing time as well as delivering dust free sanding technology to reduce clean up and completion times.

We are also aware that many outlets have furniture that is structurally sound but suffers from dye transfer causing your furniture to look tired and dirty which cannot be cleaned. Castelan have joined forces with one of our suppliers to offer a vinyl covering that repels dye transfer and is easily cleaned away.

We have a reputation for delivering a seamless customer experience backed up with an ethos of offering superb value for money. This is supported by the type of client we can attract at Castelan and currently work with many well-known brands, hotel chains, restaurant groups, pub brands, high street retailers etc. so you know you can relax as you're in safe hands.

'Is your seating in your establishment suffering from ripped, torn, scuffed upholstery or simply just showing signs of wear and tear?'

'Do your tables, chairs, bar tops and floors have scratches, gouges, water marks, heat rings or suffer from heavy usage?'

'Are your Carpets or rugs looking tired and dirty?'

'Do your baths have chipped enamel or has the anti slip worn off making them slippery?'

'Do you want to extend the life of your assets or simply replace them?'

Castelan can help!

Call: 0330 024 0433

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Upholstery.

Your upholstery is not just a visual asset that delivers a first impression within your establishment but an important day to day tool for guest relaxation and, let's face it, who wants to sit and drink in a ripped or dirty piece of upholstery? Or dine on a torn, scuffed and soiled banquet/booth seat or dining chair? If your upholstery is lacking filling or generally looking tired or dated all this can affect your footfall and turnover so our contract furniture repair, restoration and refurbishment programme for your upholstery is here to assist in making your product comfortable, eye catching and will aid in rejuvenating your communal areas.

Our upholstery repair, restoration and refurbishment programme includes but is not limited to:

- Banquet seating
- Booth seating
- Chairs
- Stools
- Sofas
- Footstools
- Headboards
- Bespoke project work
- Colour loss
- Dye transfer
- Show Frames



Woodwork.

Many items of wooden contract furniture suffer from various types of damage. Bars suffer lacquer loss due to citric acid in fruit and black water staining due to spillages and tables encounter chips, gouges, heat rings and water marks. Drinks areas within hotel bedrooms also suffer heat rings and water marks, not to mention the damage caused by suitcases, computer carriers and even bottle tops that are opened on casegoods etc - the list is endless.

Our repair, restoration and refurbishment woodwork programme includes but is not limited to:

- Bar tops and Back bars
- Wooden floors
- Tables
- Chairs
- Hotel bedroom casegoods
- Reception desks
- Staircase
- Doors and door casing
- Garden furniture
- Veneer and laminate
- Bathroom panels



Bathrooms.

Bathrooms are one of the biggest reasons for negative feedback on social media regarding a stay in a hotel or visit to a restaurant and a major factor for a guest not returning. A dirty, worn, stained, mouldy or tired looking bathroom irritates guests because this is in their personal space and cleanliness is everything. The perception is if there is body fat staining in grout, mouldy silicone around a bath or sink, staining around W.C. panelling or chips in baths or tiles then the establishment must be dirty and unhygienic and a hotel should be a home from home feeling - if not guests get upset and take to social media.

There are many tile-related problems that occur within a bathroom or shower/wet room

- 1 Grout and Silicon staining (these can become discoloured or suffer from body fat and mould stains).
- 2 Loose or missing grout (grout can fall out or loosen due to moisture expansion in the joints or just general use).

At Castelan we use safe, environmentally friendly methods to restore your bathrooms. Whatever your service needs Castelan can tailor project or reactive work requirements to become a cost effective essential service requirement rather than a drain on your capex.

We offer the following bathroom related services:

- Bath deep clean, buff and polish
- Removal and replacement of mould effected grout and silicone
- Stained and mould affected silicone removal and replacement
- Tile replacement or repair
- Enamel chip repairs to baths/showers
- Anti-slip treatment to baths and showers
- Anti-slip mould removal
- Silicone edge Sealant removal/replacement
- Decorating
- New Tiling
- Anti-fungal/mould treatment/application
- Bath Handle restoration/re-spray
- Showerhead descale and clean
- Plumbing and bathroom furniture replacement
- Bathroom case goods/panels etc replacement
- Bathroom programmes available for high volume clients
- Supply & fix of fittings, i.e. soap dispensers, toilet seats etc.

Castelan offer a cost effective maintenance service to keep your bathrooms free from mould & body fat it helps your anti-slip treatment to ensure your baths stay fresh looking and anti-slip safe at all times. A chipped bath or a bath that has had its anti-slip worn away does not need replacing OR re-spraying it simply needs our restoration service.



Bedrooms.

A hotel bedroom needs to be a place of comfort, relaxation and gives a feel of home from home. If your rooms suffer from unsightly heat rings and water marks on the room's desk and kettle areas or the headboard has a build-up of hair product staining, or the upholstery is ripped, soiled and lacks fillings then all these things are a visual negative for the guest. Other issues are dirty carpets or upholstery, marked or damaged painted walls, no bottle opener or old holes from T.Vs, kettles or hair dryers. These all leave a footprint and many guests will not complain to the hotel but will pass this information on via word of mouth or via social media.

Our Bedroom Repair, Restoration and Refurbishment programme includes but is not limited to:

- Repair or replacement of beds/headboards
- Restoration and or replacement of damaged bedroom case goods
- Restoration and or repair of upholstered fixed and loose seating
- Carpet and fabric cleaning
- TV/electrical appliance fitting
- Hole filling or desk top replacement skin
- Curtain/blinds supply and fit
- Decorating



Carpet cleaning.

Carpet cleaning done the way you want so you stay open. Cleaned areas are almost dry as soon the application is complete.

Our Bonnet Buffing process.

There are many ways a carpet can be cleaned but in the fast moving hotelier market where downtime is costly, so we at Castelan decided to train our carpet cleansing technicians in the Bonnet buffing cleaning process which for the service our clients predominately need is the ideal and most cost effective way to clean large volume hotel carpets without the need (if done correctly) for long periods of non-access or closed corridors/areas.

Simply put our chosen process adapts hard floor spray buffing to carpets, using a rotary brush adapted with a stiff brush to drive wet, damp or dry bonnets. We take a heavy duty machine which put direct pressure onto the pad, this pressure drives the clean, cleaning and drying as we go and furthermore Bonnet cleaning is a minimum moisture carpet cleaning method saving valuable downtime.

Bonnet cleaning essentially consists of a cotton, rayon and/or polypropylene pad and a rotary shampoo machine.

Is this the best process? Many would say a steam clean or a deep hot water extraction clean but these processes have down times and non-walk on timescales as well as condensation related issues, it's hard to say but one thing is for sure this process is devised to be excellent value for money saving on down time and certainly improves the look and is ideal for programmed works. Our carpet cleaning services include but are not limited to;

- Reception areas
- Lobby areas
- Public areas
- Corridors
- Meeting rooms
- Banquet areas
- Ballrooms
- Dining areas

Hotel and communal upholstered furniture such as Sofas and chairs often suffer from stains, dirt, and soiling, dirt can become deeply embedded into the coverings. Sometimes to the naked eye it looks like the furniture is past its best and many procurement teams will go down the costly route of replacement when this is not always necessary. Our cleaning service can rejuvenate furniture that looks ready for the scrapheap, so before you buy new why not ask us for our expert opinion.

Areas our Fabric/Furniture commercial cleaning can help you are:

- Sofas
- Upholstered Chairs
- Dining Chair
- Banquet seating
- Headboards
- Beds
- Rugs



Contract furniture supply.

Castelan are able to procure furniture, flooring, cabinet, and work surfaces. A bespoke and made to measure service means you will have exactly what you need for your business - from single items to multiple item projects.

- Bespoke Seating islands
- Sofas
- Arm Chairs
- Banquet Seating
- Booth Seating
- Stools
- Bench's
- Bespoke Upholstery
- Dining Tables (Wood, Granite, Marble)
- Poser Tables (Wood, Granite, Marble)
- Afternoon tea tables (Wood, Granite, Marble)
- Coffee Tables (Wood, Granite, Marble)
- Side Tables (Wood, Granite, Marble)
- Pedestal (Metal and Wood)
- Banquet Chairs
- Dining Chairs
- Conference Chairs
- Partition walls
- Room dividers
- False fireplace





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