



Ragdale Hall celebrates 25 years with current owners

Guests at Ragdale Hall have joined staff and directors in raising a glass to success, as the Leicestershire-based Health Hydro and Thermal Spa celebrates 25 years of ownership by Michael Isaacs and the Nesbitt family.

Since being taken over on 15th June 1990 by Michael and his business partner Garry Nesbitt (the pair having then recently sold their successful music business, Our Price Records) Ragdale Hall near Melton Mowbray has become one of the UK's leading spas, synonymous with high quality treatments, luxury surroundings and unparalleled customer service.

Continued investment has seen the spa expand over the last 25 years to offer five pools, a highly acclaimed fitness offer, several enticing shops and the flagship Thermal Spa - a multi-million pound area featuring 12 heat and water experiences, including heated outdoor pool with waterfall and the magical 'underground' candlelit pool.

But the real success of this award-winning spa that keeps guests returning time after time is its team of welcoming and attentive staff who make every visitor feel like a lifelong member of the Ragdale family. Almost 500 people are employed by Ragdale Hall, making it one of the largest employers in the area, with roles including beauty therapists, chefs, gardeners, housekeepers, fitness instructors and a dedicated guest liaison team.

Sadly, one half of the partnership, Garry Nesbitt, died in 2003 after a short illness but his wife Penny and elder son stepped in to join Michael Isaacs in continuing to steer the business to become what it is today.



Commenting on reaching the 25-year milestone, Penny Nesbitt said: "I actually visited Ragdale as a guest for the first time in 1985. I remember very clearly the combination of boot camp and starvation, especially the Ragdale breakfast biscuit, otherwise known as the 'cardboard brick'. How things have changed!

"When the opportunity arose to buy the Hall, I managed to persuade Garry and Michael to come and see it. At the time they were interested in a gym in London associated with Ragdale, with a view to expanding into a chain of clubs - not a bad idea 25 years ago! However, they too were seduced by the 'Ragdale magic' and miraculously we were able to acquire the Hall.

"Over this time there have been amazing developments and changes, in which I have been able to play a part. It has all been such a joy and I feel proud that Michael and I have a business that makes guests who visit very happy. I am also extremely proud of all the wonderful staff who make an invaluable contribution to the Ragdale magic."

Ragdale Hall has recently become one of the small percentage of businesses to be inducted into online travel review site Trip Advisor's first ever Hall of Fame, recognising the organisation's continued levels of exceptional customer service, as reviewed by Ragdale's guests. It is also

has a Five Bubble Spa rating from the Good Spa Guide, which features only the best quality spas in the UK.

For more information on Ragdale Hall's range of spa days and breaks, or if you are interested in becoming one of the Ragdale Team, visit www.ragdalehall.co.uk

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TripAdvisor - *Awarded Certificate of Excellence 2011, 2012, 2013, 2014 & 2015*

Candis Magazine - *Best Dedicated Spa 2015 and Best Spa 2013 & 2014*

Natural Health - *Highly Commended in the International Beauty Awards 2015*

Good Spa Guide - *Best Spa for Customer Service 2014*

The Spa Traveller Readers' Awards - *Best UK Retreat for Solo Spa Travellers 2012 & 2014, Ultimate Wellness Spa, Best Wellness Spa UK & Best UK Spa to Recharge - 2013 and Best UK Spa 2011*