

# Stoke by Nayland Hotel, Golf & SPA Luxury Resort upgrades laundry

## **History**

*Stoke by Nayland Hotel, Golf & Spa is a luxury resort located on the Suffolk-Essex border. A family-owned business for over 70 years, it features two 18-hole championship golf courses, 80 hotel rooms, a spa with a high-tech gym, and five self-catering lodges. The resort is committed to delivering exceptional guest experiences, where high-quality service and attention to detail are paramount.*

## **Objective**

*To upgrade the resort's on-premise laundry to increase capacity, improve efficiency, and maintain high-quality textile care, ensuring it could handle growing volumes of spa towels and hotel linens.*

## **Solution**

*Girbau installed three HS-6023 (25 kg) INTELI washers and three ED660 gas dryers, providing an energy-efficient and high-capacity laundry system designed to meet the resort's increasing demand.*

Stoke by Nayland Hotel, Golf & Spa is dedicated to providing a premium guest experience, where high-quality service and attention to detail are essential. To meet the increasing demand for spa towels and hotel linens, the resort sought to upgrade its on-premise laundry. By partnering with Girbau, they implemented a high-capacity and energy-efficient solution, ensuring superior textile care while optimizing efficiency and sustainability.

## **Enhanced productivity and energy efficiency**

The growing demand for spa towels and hotel laundry meant that Stoke by Nayland's previous laundry setup was no longer sufficient. The resort's housekeeping team worked closely with Girbau's laundry consultants to assess capacity needs and identify shortfalls in efficiency and textile care.

The newly installed HS-6023 INTELI washers offer 20 pre-set and 79 customizable programs, allowing for easy adaptation to different textile types, including spa towels treated with oils, which are typically difficult to clean. These washers process up to 15-16 loads of towels daily, completing each cycle in 45 minutes. Additionally, six to eight loads of hotel linens and restaurant napkins are processed daily, significantly improving laundry workflow.



The ED660 gas dryers feature a 37 kg capacity drum, cabinet insulation, and a double-glazed door, preventing heat loss and ensuring maximum energy efficiency. Their advanced Humidity Control system detects when textiles are dry and automatically triggers the cool-down phase, reducing energy consumption and preserving fabric quality. With this system, a full 75 lb (34 kg) load dries in just 25 minutes, enhancing operational efficiency.

Operating seven days a week from 9:30 AM to 10:30 PM, the on-premise laundry now handles all hotel and spa laundry needs, except for specialist flatwork, which remains outsourced.

By upgrading its laundry with Girbau's energy-efficient equipment, Stoke by Nayland Hotel, Golf & Spa has significantly improved processing capacity, turnaround times, and cost efficiency. The resort now delivers exceptional textile care while optimizing resources, reinforcing its commitment to high-quality guest experiences.



*"The faster cycle times have increased our operating capacity and made us much more efficient."*

**Steve Miles**  
Housekeeping Manager, Stoke by Nayland





# Technical details:

HS6023 washers  
ED660 dryer