



“If I’ve got any problems, I can just ring or send an email and CLEAN answer me straight away. There’s not a lot of laundry companies that answer you when you’re struggling.”

Anne Fernandez - Head Housekeeper - Hotel Indigo Leeds

HOTEL INDIGO

— BY IHG —

Industry:

Hospitality

Location:

Leeds

Service type:

Supply and launder Linen and workwear
Locker valet .

Delivery Frequency:

Seven days a week

Serving Laundry Site:

Nottingham

Results:

Reliable collection, laundry, and delivery service.

Type of Linen:

Oria

Type of Workwear:

Eco Short Sleeved Classic Chef Jackets
Eco Drawstring Chef Trousers
Eco Classic Bib Aprons
Industrial Poloshirts.

Introduction

In a busy city-centre hotel, housekeeping operations rely on one thing above all else: consistency. Fresh linen must be available every morning so rooms can be prepared to the high standard guests expect. For Anne Fernandez, Head Housekeeper at Hotel Indigo Leeds, a dependable laundry partner is essential to keeping the hotel running smoothly. With more than 100 bedrooms to service and limited storage space on-site, reliable deliveries and responsive support are critical for her team.

Located in the heart of Leeds, the hotel places guests within easy reach of the city’s key attractions. Leeds Railway Station is just a five-minute walk away, while the popular Leeds Arena is only fifteen minutes on foot.

The hotel’s colourful exterior and distinctive design reflect the creative energy of the surrounding neighbourhood, offering visitors a welcoming and characterful place to stay.

Hotel Accommodation and Facilities

Hotel Indigo Leeds offers 107 guest bedrooms, along with a range of facilities designed to make each stay comfortable and convenient. Guests can dine at Banksia, the hotel’s Mediterranean-inspired restaurant, where breakfast is freshly prepared each morning. The hotel also features a gym and two conference rooms, accommodating up to 60 and 20 delegates respectively.

For Anne and her housekeeping team, presentation is everything. Beds must be perfectly made, bathrooms spotless and towels soft and inviting. The hotel uses Oria bed linen, crafted from 100% cotton with a 300 thread count sateen weave. The smooth finish creates a crisp, luxurious feel that contributes to a restful night’s sleep for guests.

In the kitchen, the team of five chefs are equipped with durable and comfortable chefswear including Eco Short Sleeved Classic Chef Jackets, Eco Drawstring Chef Trousers, Eco Classic Bib Aprons and Industrial Poloshirts. A locker service also supports the kitchen team’s day-to-day operations.

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The Challenge

Choosing a new linen and workwear supplier is a significant decision for any hotel. Quality, reliability and responsiveness all play a key role in maintaining operational standards and guest satisfaction.

For Hotel Indigo Leeds, the challenge was heightened by the building's limited storage space. Linen deliveries need to arrive frequently so the hotel can maintain a steady supply without holding large amounts on site.

Anne had heard positive feedback about CLEAN from other hotels across Leeds, which gave her confidence in their reputation within the local hospitality sector. However, it was still important to ensure the service would meet the demands of a busy 107-room property.

The Solution

The hotel partnered with CLEAN to supply both bed linen and chefswear. A seven-day delivery schedule was introduced to ensure the hotel receives fresh linen every morning before the housekeeping team arrives. This approach suits the hotel's storage limitations while ensuring the team always has what it needs to prepare rooms efficiently.

The Oria bed linen provides the crisp appearance and comfort guests expect, while the chefswear range ensures the kitchen team looks professional while working comfortably in a demanding environment.

Onboarding

Installation of the new linen and chefswear began in June 2025. The transition was carefully managed to ensure a smooth changeover, allowing the hotel to maintain its usual service standards while introducing the new products and delivery schedule.

The Result

CLEAN now exclusively supplies Hotel Indigo Leeds with fresh bed linen and kitchen uniforms. With reliable deliveries arriving each morning, Anne and her team can begin their day with confidence, knowing everything is ready for them. Housekeeping staff can quickly collect the linen they need, while the kitchen team benefits from high-quality, durable uniforms.

The partnership has provided both consistency and peace of mind for the hotel's operational teams. With responsive support and flexible deliveries, CLEAN helps ensure that day-to-day hotel operations run as smoothly as possible.

Hotel Indigo Leeds and CLEAN have developed a strong working relationship, and both teams look forward to continuing the partnership for years to come.

