



**BOSE**

PROFESSIONAL

CASE STUDY – HOSPITALITY | FAIRMONT WINDSOR PARK HOTEL



## ARORA GROUP TAKES ON ITS LATEST ADVENTURE WITH THE FAIRMONT WINDSOR PARK HOTEL

Arora Group is well versed in the art of creating a memorable hotel experience — and accomplishing them at scale.

On every property, Arora Group commits to leveraging the latest technological solutions across its properties to bring guests powerful capabilities not only in their rooms, but in meeting spaces, gathering points, and more.

The Fairmont Windsor Park Hotel is akin to the crown jewel in the Arora portfolio.

This luxury, five-star property features spacious rooms, unmatched spa facilities, enticing restaurants, and much more — all designed to “put the wellness of each guest at the heart of the experience.” Nestled next to Great Windsor Park and surrounded by 40 acres of green space and a tranquil lake, the hotel represents “the ultimate escape from the city within easy reach of Heathrow Airport and Central London.”

To match the grandeur that is Fairmont Windsor Park, Arora Group needed an expansive and in-depth audio solution that would uphold the integrity of this luxury experience. With previous experience with Bose Professional solutions, Arora Group and the construction arm Grove Development knew exactly where to turn.

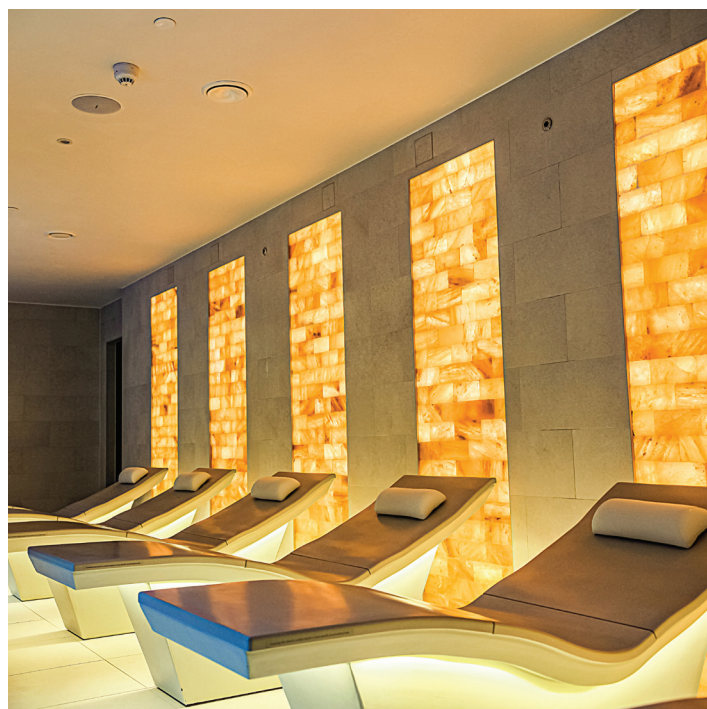
## COVERING AN EXPANSIVE HOTEL EXPERIENCE WITH QUALITY, CONSISTENT SOUND

Hoist Group is one of the UK’s leading hospitality consultants and were responsible for specifying and bringing to life the audio solution for the Fairmont Windsor Park. The specification and implementation of the appropriate audio solution was a complex aspect of the project, and both Arora and Hoist Group agreed Bose Professional was the best choice to deliver an ideal experience.

“I’ve been using Bose Professional equipment for many, many years. I’ve always been so impressed with the quality. Their equipment is the best, and we like to have the best at Fairmont Windsor Park.”

— Surinder Arora  
CEO and Chairman, Arora Group

“For us, this is probably one of the largest installations in both the number of devices and size of the solution that’s been deployed,” said Phil Campbell, senior vice president for sales and business development for Hoist UK - Planet Group. “We have 26 zones within this property. That’s a lot for any project and resulted in an involved cable planning to ensure it all came together.”



The level of detail was both astounding and challenging. There needed to be a Bose Professional loudspeaker in every guestroom's bathroom that connected to the room's television, as well as in the specialized spaces, such as the first-class spas, restaurants, and meeting rooms; each bringing their own unique considerations.

The sheer size and number of Bose Professional solutions employed to control and integrate the entire property added a complexity that required both a high level of network and AV expertise.

## BOSE PROFESSIONAL MATCHES THE FAIRMONT'S GRANDIOSE ATMOSPHERE

A combination of Bose Professional EdgeMax EM90 and EM180 loudspeakers, FreeSpace loudspeakers, and ControlSpace solutions integrated with Dante digital audio networking, provided Hoist Group with the components to create a bespoke solution to meet the lofty expectations for the one-of-a-kind Fairmont Windsor Park.

EdgeMax loudspeakers feature proprietary PhaseGuide technology with high-frequency compression drivers to create a new level of audio experience. The combination of room-filling coverage patterns — typical of larger surface-mount speakers — with the architect-preferred aesthetics of in-ceiling models created the perfect balance of technology and design.

"We leveraged the capabilities of EdgeMax, because of the relatively high ceilings and big open spaces, and I knew Arora would want the interior aesthetically pleasing given the desire to integrate Bose Professional technology while maintaining its transparency," Campbell said. "By using

EdgeMax, we could use loudspeakers just around the edge of the rooms and reduce the quantity of loudspeakers needed, meaning less impact to the ceilings and any lighting or any other decor."

Commercial Director of Hotels at Arora Group, Raj Shah shared, "It's phenomenal technology, and we're so pleased to have Bose Professional quality audio throughout the hotel. We know that wherever our guests are, their experience will engage all of the senses."

## A TRULY LUXURIOUS EXPERIENCE FOR THE SENSES

Throughout the Fairmont Windsor Park property there are more than 20 separate music zones, all potentially having different requirements for music style, volume level and audio flexibility. Using ControlSpace technology with Dante, the hotel can quickly adjust or change the ambiance of each zone, providing quality audio appropriate for the guest experience.

Whether guests are relaxing in their rooms, dining in resplendent surroundings at one of the restaurants, or enjoying the luxury wellness spa, outdoor vitality pool or beautiful gardens, Arora Group can be assured the suite of Bose Professional solutions will contribute to their overall sublime experience.

"Our desire is for guests of the Fairmont Windsor Park to have an unparalleled experience," shared Campbell. "Bose Professional has ensured this is possible with the highest quality audio products and the support they provide. We want to be associated with a brand that is more than just reliable — it needs to deliver on every level imaginable.



Bose Professional is an easy company to work with, which made the journey to superb results enjoyable.”

“The quality of sound is so important, it’s a key part of our guest experience. I’ve been using Bose Professional equipment for many, many years,” shared Surinder Arora, CEO and chairman of Arora Group. “I’ve always been so impressed with the quality, their equipment is the best.”

“Since audio is so important, you need to get it right — and that’s where the audio and quality of sound is so important — get it right and the experience becomes, in a word, magical.” ■

**planet**

PARTNER: **Hoist Group**

Hoist Group, which is now part of Planet, provides integrated software, payment and technology solutions for its customers in the Hospitality and Retail sectors and worldwide via a network of global Financial Services Partners. Headquarters in London, Planet is located across six continents and serves customers in over 120 markets.

## SYSTEM COMPONENTS

**ControlSpace EX-1280** digital signal processor

**ControlSpace CC-64** control center

**ControlSpace CC-16** zone controller

**EdgeMax EM90** loudspeaker

**EdgeMax EM180** loudspeaker

**FreeSpace FS4C** in-ceiling loudspeaker

**FreeSpace FS2C** in-ceiling loudspeaker

**FreeSpace FS4SE** surface mount loudspeaker

**FreeSpace 360P Series II** loudspeaker

**PowerMatch PM8500N** power amplifier

**PowerMatch PM8250N** power amplifier

**PowerShare PM404D** adaptable power amplifier

**PowerShare PS604D** adaptable power amplifier



### **EdgeMax**

Bose Professional EdgeMax in-ceiling premium loudspeakers feature proprietary PhaseGuide technology with high-frequency compression drivers to create a new category that combines the room-filling coverage patterns typical of larger surface-mount speakers with the architect-preferred aesthetics of in-ceiling models.



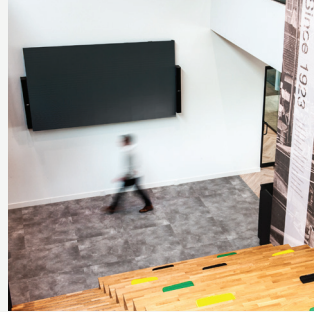
### **PowerMatch**

The PowerMatch line of amplifiers provides concert-quality sound with a high level of scalability and configurability. The PowerMatch line offers three models with multiple channel and power options, each including an integrated audio DSP, and a front panel interface. Ethernet-based networking enables configuration, control and monitoring. An expansion slot supports input from optional digital audio accessory cards. PowerMatch amplifiers utilize numerous Bose Professional technologies to deliver an unprecedented combination of performance, efficiency, and ease of installation—all in a reliable, proprietary design.



### **FreeSpace**

FreeSpace FS loudspeakers are the next step of our widely trusted line of in-ceiling and surface-mount loudspeakers, offering significant upgrades in durability, design, and ease of installation — all with remarkably consistent tonality. Engineered for high-quality performance in both background music and voice announcement applications, FS loudspeakers are ideal for almost any commercial space. The line includes five loudspeakers, two distinct levels of sound, new mounting options, and a modern aesthetic to match. For those seeking consistent, quality installed sound, FreeSpace FS loudspeakers are the perfect mix of performance and value.



Bose Professional serves many different markets, delivering great sound in venues all around the world — performing arts centers, theaters, places of worship, stadiums, restaurants, schools, retail stores, hotels, and corporate buildings.

We know that our pro audio customers depend on us in a unique way. This is your business, your reputation, your livelihood — not just an amp, not just a loudspeaker. So, when you buy a Bose Professional product, you get the full weight of the global Bose Professional team behind you — our time, support, and attention. We see every purchase as the beginning of a partnership.



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