

GUIDE FOR GROUPS



Summer/Autumn









01904 809206 bestwestern.co.uk/groups ****





City, coast or country, wherever your group's next adventure lies we've got the perfect hotel for you...

Why not spend the night in a hotel overlooking a stunning cathedral? Maybe enjoy a tipple or two at a hotel with its very own craft gin distillery? Or wine and dine at a hotel with an award-winning restaurant?

We're all about surprising stays that will help you and your group create amazing memories.

Plus, we've got a whole host of special offers and perks to make sure your stay with us offers the best experience, at the best price.

Start searching our best group hotels now at

bestwestern.co.uk/groups

or give us a call on

01904 809206

















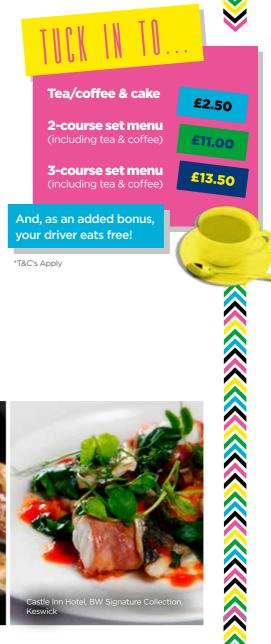
WORTH STOPPING FOR...

Instead of stopping off at a soulless service station, let us tempt your taste buds with home-cooked treats that'll help fuel your adventures.

Getting good food for your group is a piece of cake thanks to our Meal Stops programme which serves up delicious, locally-sourced dishes in our hotels' relaxing restaurants.

You don't even need a room booking to dine in style with us. If you're organising a day trip or just passing through, you can recharge with a delicious meal before continuing your journey.

Find out more about Meal Stops at bestwestern.co.uk/groups or give us a call on 01904 809206











GROUPS COACH

OFFERS

Looking for somewhere for your group to stay? We've got a few options up our sleeve...

More than 140 of our hotels up and down the country have signed up to our Coach Friendly Charter and offer a great range of perks to help make your group's stay even more enjoyable.



AFTER ALL, WHO WOULDN'T WANT:

- A personalised welcome from one of our super friendly staff members
- A free tea or coffee on arrival (you'll need it after all that travelling!)
- Table service for drinks, throughout the meal
- No single supplements on single bedded rooms

We'll make sure your group is well looked after from the moment you check in to the time you say goodbye.







Keep an eye out for the Coach Friendly hotels listed in this brochure or give us a call on **bestwestern.co.uk/groups** to chat about your next stay.

You can also find out more about our best group hotels by calling **01904 809206**



A HOTEL TO SUIT

YOUR GROUP



With a unique collection of very different brands and over 4,000 hotels worldwide; whatever kind of hotel you're looking for, we'll have something that exceeds your expectations.



Best Western hotels sit at the heart of everything we do - fiercely independent but drawn together by a passion for warm welcomes, amazing value and the magic of surprise. Think historic castles, coastal escapes, country hideaways and chic urban hangouts... we're a unique bunch, that's for sure.



Best Western Plus - a place where extra comes as standard. Spacious, modern styles and conveniences, tastefully-appointed rooms, innovative eateries, classic bars and the highest degree of hospitality - but everything beyond that is for you to uncover yourself.



If you like to lose yourself in carefully-curated surroundings; gorge on unique atmospheres; indulge with fine food and drink, soothing spa facilities, and an added touch of the boutique – please, be our quest.



A world where refined, sophisticated, unique and exceptional are just part of our everyday language. Offering powerful originality and exquisitely-crafted stays that celebrate the individual personality of each locale.



Brimming with personality, comfort and quality - these are hotels curated with you in mind. From state-of-the-art leisure facilities and fine dining eateries to carefully manicured gardens and top-class hospitality... sit back, relax and drink in our one-of-akind hotels.



If you're looking for a simple, relaxed and casual stay whilst not wanting to compromise on quality, then look no further than our Sure Hotels. These hotels offer great value for money and an exceptional experience.





If you're looking for a stay you can depend on, but that still delivers some 'wow' moments, look no further. Stay with us and experience our commitment to value, convenience and comfort. Oh, and don't forget that little bit extra.



You'll find Sadie nestled in the beating heart of the city; our fun-loving personality embodying the very spirit of our urban surroundings. Trendy and upscale – Sadie hotels are perhaps our quirkiest yet.

Edgy, sleek and unique... yet warm, welcoming and sophisticated.



A promise of comfort, value and quality. Uber relaxed and casual – wherever you are on your journey, you'll be welcomed with a warm smile and rewarded with tireless service. We believe in reliability and respect; a place where every guest is appreciated.



Sure Hotel Plus by Best Western is for those who like to keep things casual, but still enjoy a unique taste of the high life. Get everything you need with attention to detail and quality extras. Expect modern convenience, and, it goes without saying, a very warm welcome.





Meet our luxurious, destination hotels. You'll find this collection of fine, independent hotels in exquisite settings. These hotels create unforgettable experiences for those looking for a truly unique, stylish stay.



Unique. Welcoming. Attainable.

Affordable luxury and friendly service combined with vibrant locations and individual style - a stay with WorldHotels Distinctive is guaranteed to be memorable for all the right reasons.



Sought after destinations, spectacular spaces, second-to-none amenities.

This carefully curated collection of iconic hotels is aimed at the most discerning travellers - those who expect an experience they'll never forget.





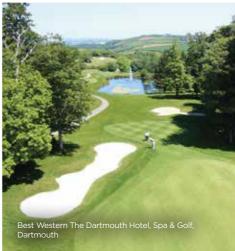
From the stunningly designed rooms to the high-end eateries, second-to-none service and luxurious leisure facilities, this curated collection of unique hotels in unforgettable destinations is quite simply a world apart.



Hotels that are inspected annually by the AA and the level of service and facilities they offer are reflected in the number of stars they are awarded.

Hotels that are inspected by the AA but not currently a member.

Hotels that are inspected by the Tourist Board for the level of service and the facilities they offer are reflected by the number of stars awarded.









LATE DEALS

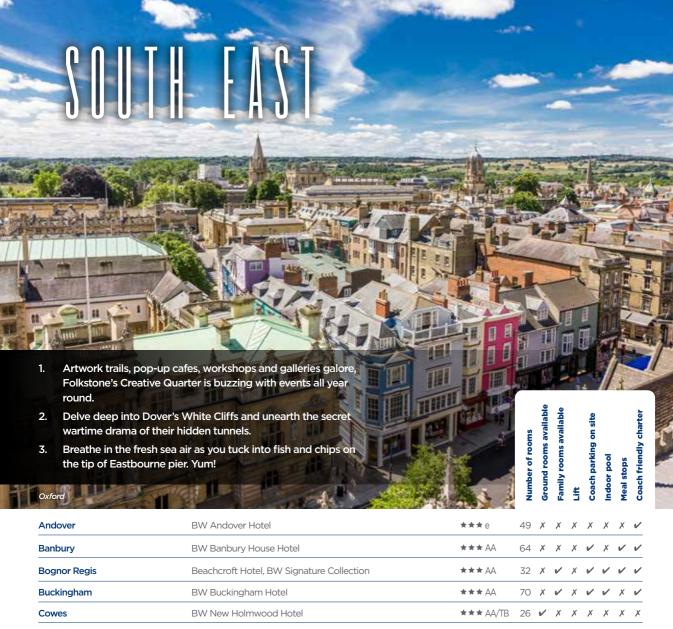


Time getting away from you? Relax - you can still bag a great deal for your group right up until the last minute.

For great late offers - sign up to our weekly late deals email by contacting us at **groups@bwhhotelgroup.co.uk** or calling **01904 809206**



Croydon	BW Plus London Croydon Aparthotel	****e	107	~	~	~	Х	Х	X	~
Greater London	Orchid Epsom, Sure Hotel Collection by BW		29	V	V	Х	Х	Х	Х	~
Hayes	Best Western London Heathrow Ariel Hotel	*** AA	184	Х	V	~	V	Х	V	V
London	BW Chiswick Palace & Suites	***e	119	Х	~	V	Х	Х	Х	V
London	BW Kensington Olympia Hotel	***	54	~	Х	~	Х	Х	Х	Х
London	BW Palm Hotel	****TB	101	Х	~	~	~	Х	V	Х
London	BW London Highbury	***e	45	Х	~	~	Х	Х	Х	Х
London	Seraphine Hammersmith Hotel, Sure Hotel Collection by BW	***e	62	Х	Х	~	Х	Х	Х	Х
London	BW London Peckham Hotel	*** AA	218	Х	~	~	Х	Х	Х	V
London	BW Plus Vauxhall Hotel	***e	28	Х	Х	~	Х	Х	Х	Х
London	BW Plus London Wembley Hotel	***e	189	~	~	~	Х	Х	Х	V
London	BW London Queens Crystal Palace Hotel	***e	331	~	~	~	~	Х	Х	~
London	Putney Hotel, BW Signature Collection	***e	35	Х	~	~	Х	Х	Х	Х
Mayfair	The Washington Mayfair Hotel, WorldHotels Distinctive	***	178	Х	Х	~	Х	Х	Х	Х
Shoreditch	Courthouse Hotel Shoreditch, WorldHotels Elite	****	128	Х	V	V	Х	V	Х	Х
Soho	Courthouse Hotel London, WorldHotels Elite	****	116	Х	Х	~	Х	V	Х	Х



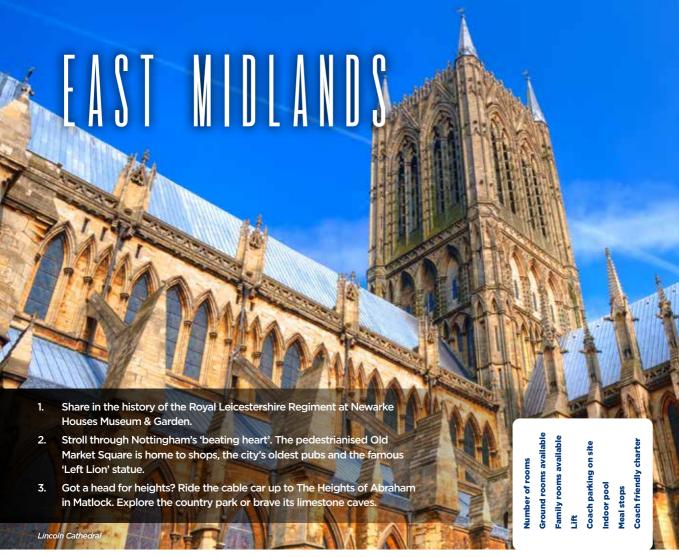
Andover	BW Andover Hotel	***e	49	Х	Х	Х	Х	Х	Х	~
Banbury	BW Banbury House Hotel	*** AA	64	Х	Х	Х	V	Х	V	~
Bognor Regis	Beachcroft Hotel, BW Signature Collection	*** AA	32	Х	~	Х	~	V	~	~
Buckingham	BW Buckingham Hotel	*** AA	70	Х	V	Х	V	V	Х	V
Cowes	BW New Holmwood Hotel	★★★ AA/TB	26	~	Х	Х	Х	Х	Х	Х
Dover	BW Plus Dover Marina Hotel & Spa	*** AA	85	Х	~	~	Х	Х	~	V
Eastbourne	BW Lansdowne Hotel	★★★ AA/TB	102	Х	~	~	Х	Х	Х	~
Faversham	The Judds Folly Hotel, Sure Hotel Collection by BW	***e	25	~	~	Х	Х	Х	~	~
Folkestone	BW Clifton Hotel	*** AA	80	Х	~	~	Х	Х	~	V
Folkestone	BW Plus Burlington Hotel	****TB	59	Х	Х	Х	Х	Х	~	Х
Halisham	Boship Lions Farm Hotel, Sure Hotel Collection by BW	*** AA	48	V	V	Х	V	Х	V	~
Oxford	BW Plus Oxford Linton Lodge Hotel	***e	87	Х	V	V	Х	Х	Х	Х
Reading	BW Calcot Hotel	*** AA	80	Х	V	Х	V	Х	~	V
Southampton	BW Chilworth Manor Hotel	*** AA	97	V	Х	V	V	V	Х	~
Tonbridge	Rose and Crown Hotel, Sure Hotel Collection by BW	*** AA	55	Х	Х	Х	Х	Х	~	Х
Weybridge	BW Ship Hotel	*** AA	76	Х	~	~	Х	Х	~	Х



Bournemouth	Hotel Collingwood, BW Signature Collection	***	53	Х	V	~	~	V	~	V
Bradford-On-Avon	BW Leigh Park Hotel	***TB	38	Х	~	Х	~	Х	Х	~
Bristol	BW Henbury Lodge Hotel	*** AA	22	Х	~	Х	Х	Х	Х	Х
Chippenham	BW Plus Angel Hotel	*** AA	50	Х	~	Х	~	~	~	~
Clevedon	BW Walton Park Hotel	***TB	45	Х	~	V	~	Х	Х	V
Dartmouth	BW Dartmouth Hotel Golf & Spa	***TB	35	Х	Х	~	~	~	Х	V
Exmouth	BW Exmouth Beach Hotel	***	74	V	~	~	~	Х	Х	V
Exeter	BW Exeter Lord Haldon Country Hotel	*** AA	25	Х	~	Х	~	Х	V	~
Falfield	BW The Gables Hotel	*** AA	46	Х	~	Х	Х	Х	~	V
Ferndown	The Bridge House, BW Signature Collection	***	49	V	Х	Х	V	Х	Х	Х
Ilminster	BW Shrubbery Hotel	***TB	24	Х	~	Х	~	Х	Х	Х
Radstock	BW Plus Centurion Hotel	*** AA/TB	45	Х	~	Х	~	Х	Х	Х
Salisbury	The Riverside, WorldHotels Distinctive	****	38	V	~	Х	~	Х	Х	Х
Salisbury	BW Salisbury Red Lion Hotel	*** AA	60	Х	~	~	Х	Х	~	V
Salisbury	The Merchant's House, BW Signature Collection	***	37	V	Х	Х	Х	Х	Х	Х
Shaftesbury	BW Shaftesbury The Royal Chase Hotel	*** AA	33	Х	~	Х	~	V	х	V
Swindon	Swindon Blunsdon House Hotel, BW Premier Collection	*** AA	108	Х	V	~	~	~	~	Х
Tiverton	BW Tiverton Hotel	***e	69	Х	~	~	V	Х	~	V
Wells	BW Plus Swan Hotel	*** AA/TB	50	Х	~	Х	Х	Х	Х	Х
Weymouth	BW Weymouth Hotel Rembrandt	*** AA	78	Х	~	Х	Х	V	V	Х



Bury St. Edmunds	BW Priory Hotel	*** AA	48	Х	~	Х	~	Х	~	~
Chelmsford	BW Atlantic Hotel	*** AA	61	Х	~	Х	Х	Х	V	V
Colchester	BW The Rose And Crown Colchester	*** AA	39	Х	~	~	~	Х	~	V
Colchester	Marks Tey Hotel, Sure Hotel Collection by BW	****e	110	~	~	Х	~	~	Х	V
Eye	BW Brome Grange Hotel	*** AA	44	Х	~	~	~	Х	~	V
Hunstanton	Old Hunstanton Le Strange Arms Htl, BW Signature Collection	*** AA	46	Х	Х	~	~	Х	~	V
Ilford	BW Greater London Hotel	***e	22	Х	~	~	Х	Х	~	V
Ilford (London)	BW Ilford Hotel	***e	66	Х	~	Х	Х	Х	~	V
lpswich	BW Claydon Hotel	*** AA	36	~	Х	Х	Х	Х	Х	V
lpswich	BW Ipswich Hotel	**** AA	83	Х	~	~	~	Х	~	~
King's Lynn	Kings Lynn Knights Hill Hotel & Spa, BW Signature Collection	*** AA	79	Х	Х	Х	~	~	~	~
Lowestoft	BW The Hatfield Hotel	***e	34	Х	~	~	Х	Х	~	~
Milton Keynes	BW Moore Place Hotel	*** AA	63	Х	V	Х	~	Х	Х	~
Milton Keynes	WorldHotels Distinctive Woughton House Hotel	*** AA	51	~	v	Х	~	Х	~	Х
Newmarket	BW Heath Court Hotel	*** AA	43	Х	~	V	~	Х	~	~
Norwich	George Hotel, BW Signature Collection	*** AA	43	Х	~	Х	~	Х	~	~
Norwich	BW Annesley House Hotel	***	31	~	Х	Х	Х	Х	Х	Х
Norwich	BW Brook Hotel Norwich	*** AA	81	Х	~	Х	~	Х	~	V
Norwich	BW Plus Oaklands Hotel	***e	47	Х	~	Х	Х	Х	~	V
Peterborough	The Bull Hotel, Sure Hotel Collection by BW	****e	118	Х	~	X	~	X	Х	Х
Peterborough	Great Northern Hotel, Sure Hotel Collection by BW	***	41	Х	Х	Х	Х	Х	~	Х
Stowmarket	BW Cedars Hotel	***e	26	Х	~	Х	~	Х	~	V
Thurrock	BW Thurrock Hotel	***e	60	Х	~	Х	~	Х	~	V
Welwyn Garden City	BW Homestead Court Hotel	*** AA	82	Х	V	V	~	Х	Х	Х



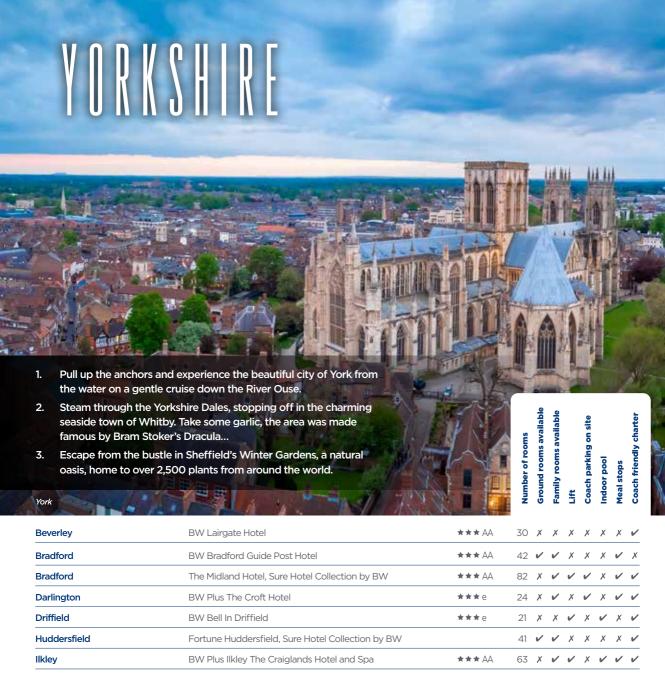
Buxton	BW Plus Buxton Lee Wood Hotel	*** AA	40	Х	~	~	~	Х	~	~
Corby	BW Rockingham Forest Hotel	***	86	Х	Х	Х	~	Х	~	~
Derby	The Stuart Hotel, Sure Hotel Collection by BW	***e	100	Х	~	Х	~	Х	~	~
Grimsby	BW Grimsby Oaklands Hall Hotel	*** AA	45	Х	~	Х	~	Х	~	~
Kegworth	BW Premier EMA Yew Lodge Hotel & Conference Centre	*** AA	113	Х	~	~	~	~	~	~
Lincoln	Lincoln Hotel, Sure Hotel Collection by BW	*** AA	71	Х	Х	~	Х	Х	Х	Х
Long Eaton	BW Nottingham Derby Hotel	***TB	100	Х	~	Х	~	Х	V	V
Marston	Olde Barn, Sure Hotel Collection by BW	***	102	Х	~	~	~	V	~	~
Melton Mowbray	BW Sysonby Knoll Hotel	★★★ TB	30	Х	~	Х	Х	Х	~	~
Nottingham	BW Plus Nottingham Westminster Hotel	*** AA	73	Х	~	~	~	Х	~	~
Nottingham	BW Plus Nottingham City Centre	*** AA	100	Х	~	~	Х	Х	Х	~
Nottingham	St James Hotel, BW Premier Collection	***	87	Х	Х	V	Х	Х	Х	Х
Oakham	Normanton Park Hotel, Sure Hotel Collection by BW	*** AA	30	~	~	V	~	Х	Х	V
Retford	BW Plus West Retford Hotel	***e	63	Х	~	Х	~	Х	~	~
Tamworth	BW Appleby Park Hotel	***TB	93	~	~	Х	~	Х	~	~
Ullesthorpe	BW Plus Ullesthorpe Court Hotel & Golf	*** AA	72	Х	~	~	~	V	~	~



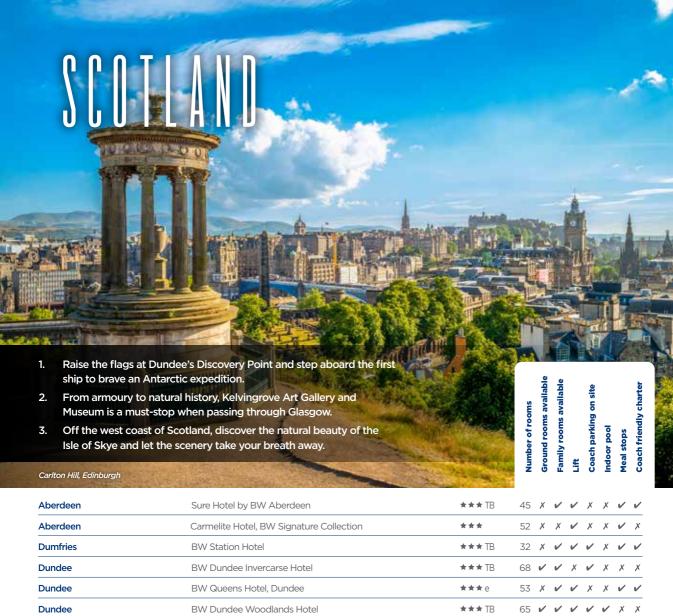




Bury	BW Manchester Bury Bolholt Country Park	***TB	61	V	~	Х	~	V	~	~
Chester	The Townhouse Chester, BW Signature Collection	***	31	Х	~	Х	Х	Х	~	V
Chorley	Plaza Hotel Chorley, Sure Hotel Collection by BW		29	V	V	Х	Х	Х	Х	~
Crewe	BW Crewe Arms Hotel	***TB	61	Х	V	V	~	Х	~	V
Frodsham	BW Frodsham Forest Hills Hotel	***TB	58	Х	~	Х	V	V	~	~
Kendal	Castle Green Hotel In Kendal, BW Premier Collection	*** AA	99	~	~	Х	~	V	Х	Х
Keswick	Castle Inn Hotel, BW Signature Collection	*** AA	45	Х	~	Х	V	V	~	~
Manchester	BW Plus Pinewood Manchester Airport-Wilmslow Hotel	*** AA	89	Х	V	V	V	Х	~	V
Manchester	BW Manchester Altrincham Cresta Court Hotel	***e	148	3 X	~	~	~	Х	V	~
Mere Knutsford	Casa Mere Hotel Knutsford, Sure Hotel Collection by BW		28	~	~	Х	Х	Х	Х	V
Morecambe	BW Lancaster Morecambe Lothersdale Hotel	*** AA	40	Х	Х	V	Х	Х	~	V
Oldham	BW Manchester Oldham Smokies Park Hotel	*** AA	73	Х	~	V	V	Х	~	V
Preston	BW Preston Garstang Country Hotel and Golf	*** AA	33	~	Х	~	~	Х	~	~
Preston	Barton Manor Hotel & Spa, BW Signature Collection	***	51	Х	~	~	Х	V	~	~
Salford	Ainscow Hotel, BW Premier Collection	***	76	Х	~	~	Х	Х	V	~
Southport	The Bold, BW Signature Collection	****	23	Х	~	Х	Х	Х	Х	~
Southport	The Lord Street Hotel, BW Signature Collection	***	23	Х	~	~	Х	Х	Х	~
St Annes-on-Sea	Glendower Hotel, BW Signature Collection	*** AA	61	Х	~	~	~	Х	Х	~
St Helens	The Eccleston Hotel, BW Signature Collection	***	9	Х	V	Х	Х	Х	Х	~
Wigan	BW Plus Lancashire Manor Hotel	***e	81	Х	V	Х	V	Х	Х	Х



Beverley	BW Lairgate Hotel	*** AA	30	Х	Х	Х	Х	Х	Х	
Bradford	BW Bradford Guide Post Hotel	*** AA	42	~	~	Х	Х	Х	~	Х
Bradford	The Midland Hotel, Sure Hotel Collection by BW	*** AA	82	Х	~	V	V	Х	V	V
Darlington	BW Plus The Croft Hotel	***e	24	Х	V	Х	V	Х	V	~
Driffield	BW Bell In Driffield	***e	21	Х	Х	~	Х	~	Х	~
Huddersfield	Fortune Huddersfield, Sure Hotel Collection by BW		41	V	~	Х	Х	Х	Х	~
Ilkley	BW Plus Ilkley The Craiglands Hotel and Spa	*** AA	63	Х	~	~	Х	~	V	V
Leeds	BW Plus Milford Hotel	***e	46	Х	Х	Х	~	Х	V	~
Pontefract	Rogerthorpe Manor Hotel, BW Signature Collection	***e	28	Х	~	Х	V	Х	V	~
Rotherham	Hellaby Hall Hotel, BW Signature Collection	****e	87	Х	~	V	~	~	V	~
Sheffield	BW Plus Sheffield Mosborough Hall Hotel	*** AA	46	Х	~	Х	V	Х	V	~
Sheffield	BW Sheffield City Centre Cutlers Hotel	***e	45	Х	~	~	Х	Х	Х	~
Sheffield	BW Plus Aston Hall Hotel	***e	52	Х	~	~	V	Х	V	~
Sheffield	BW Plus The Quays Hotel Sheffield	***	128	Х	~	~	Х	~	V	~
Wakefield	BW Wakefield Hotel St Pierre	*** AA	54	Х	~	V	Х	Х	~	~
York	York Pavillion Hotel, Sure Hotel Collection by BW	*** AA/TB	62	Х	~	Х	Х	Х	V	~



Aberdeen	Sure Hotel by BW Aberdeen	RRR ID	45	^	V	V	^	^	V	V
Aberdeen	Carmelite Hotel, BW Signature Collection	***	52	Х	Х	V	Х	Х	V	Х
Dumfries	BW Station Hotel	★★★ TB	32	Х	V	V	~	Х	V	~
Dundee	BW Dundee Invercarse Hotel	*** TB	68	~	V	Х	~	Х	Х	Х
Dundee	BW Queens Hotel, Dundee	***e	53	Х	V	V	Х	Х	V	V
Dundee	BW Dundee Woodlands Hotel	*** TB	65	~	V	V	~	~	Х	Х
Dunfermline	BW Plus Dunfermline Crossford Keavil House	****TB	69	Х	V	Х	V	~	V	V
Dunfermline	Pitbauchlie House Hotel, Sure Hotel Collection by BW	***	53	~	V	~	~	Х	Х	V
Edinburgh	Bruntsfield Hotel, WorldHotels Elite	****TB	70	Х	~	V	Х	Х	Х	~
Edinburgh	BW Kings Manor Hotel	** AA/TB	100	Х	V	V	~	~	~	V
Edinburgh	BW Edinburgh South Braid Hills Hotel	★★★ AA/TB	71	Х	~	Х	~	Х	Х	Х
Edinburgh	Ten Hill Place Hotel, WorldHotels Distinctive	*** AA/TB	129	Х	Х	V	Х	Х	Х	Х
Glasgow	BW Garfield House Hotel	★★★ TB	47	Х	V	Х	~	Х	Х	Х
Glasgow	BW Eglinton Arms Hotel	***TB	34	Х	V	V	Х	Х	Х	Х
Glenrothes	BW Balgeddie House Hotel	★★★ TB	33	Х	V	V	V	~	Х	Х
Langbank	Gleddoch Hotel Spa & Golf, WorldHotels Distinctive	****	70	Х	V	Х	V	V	Х	Х
Livingston	BW Glasgow Livingston Hilcroft Hotel	***TB	32	Х	V	Х	V	Х	V	~
Lockerbie	Sure Hotel by BW Lockerbie	***e	21	Х	V	Х	Х	Х	~	~
Motherwell	BW Moorings Hotel	★★★ TB	43	Х	V	Х	Х	Х	Х	Х
Selkirk	Philipburn Hotel, BW Signature Collection	*** AA/TB	20	~	V	Х	V	Х	Х	~







TERMS & CONDITIONS

BWH HOTEL GROUP GB LEISURE GROUP BOOKING CONDITIONS:

BWH Hotel Group acts as an agent for bookings made on clients' behalf

BWH Hotel Group accepts no liability for bookings entered into directly with hotels.

A working day is any day which is not a Saturday, Sunday or public holiday in England, Scotland or Wales.

1. Group Contract:

11 A group contract will be issued by BWH Hotel Group which must be signed and returned to the BWH Hotel Group. Leisure Groups office within 7 days to confirm acceptance of the terms and conditions reflected in the group contract.

1.2 Once the signed contract has been received by BWH Hotel Group, the booking is confirmed.

1.3 Non-credit clients are required to pay a deposit of 50% to the hotel no later than 30 days prior to arrival. This will be based on the full allocation of rooms held at that stage and in receipt of the hotel's pro-form

1.4 During special events different contract terms, including payment terms, may be applied, which will be reflected in the group contract.

2. Group Cancellation:

2.1 To avoid incurring charges, written notification of cancellation of the entire booking must be received by BWH Hotel Group, Leisure Groups no later than 30 days prior to arrival.

2.2 For any cancellations made within 30 days prior to arrival, the following charges will be made:

- 15-30 days prior to arrival, 75% of contracted revenue
- 0-14 days prior to arrival, 100% of contracted revenue
- 2.3 Cancellation of the entire booking will lead to loss of any

2.4 The hotel has the right to cancel any booking without liability in event of clients' failure to make payment by the due date or the hotel or BWH Hotel Group Leisure Groups becoming aware of a deterioration in the clients' financial situation or of any matter connected with the booking which may cause prejudice to the reputation of the hotel or BWH Hotel Group.

3. Final numbers:

3.1 To be received 30 days prior to arrival.

 $3.2\ {\rm Special}$ agreement can be made with the hotel to hold an agreed number of additional rooms after this.

3.3 Cancellation terms for additional rooms will be agreed by the hotel

4. Final named rooming list:

4.1 To be received no later than 14 days prior to arrival.

4.2 Any special requirements, such as dietary requirements or rooming requests must be notified as soon as possible and included in the final rooming list.

 $4.3\ \mbox{Special}$ requests are not guaranteed unless specifically confirmed in writing by the hotel.

5. Credit:

5.1 lt is at the discretion of the hotel if credit facilities are to be offered.

5.2 Credit payment terms will be decided by the hotel.

6. Non-credit cleared clients:

6.1 Balance of payment is due to the hotel based on final invoice no later than 14 days prior to arrival.

6.2 The hotel and/ or BWH Hotel Group Leisure Groups reserve the right to cancel a reservation if payment is not received by the due date, in which case cancellation charges as set out above will apply.

7. Substantial changes and cancellation by client:

7.1 A "substantial change" means a change of date, a change to duration of stay or a reduction in the number of rooms by 25% or more of the rooms originally booked.

7.2 Any substantial change to, or cancellation of a booking must be notified to BWH Hotel Group Leisure Groups verbally and then in writing.

7.3 Notice of cancellation or substantial change will only be effective on the working day that it is received in writing by BWH Hotel Group Leisure Groups.

7.4 For all cancellations and substantial changes notified within 30 days of arrival, the hotel is entitled to charge the cancellation charges as above.
7.5 The hotel will recalculate the cost of the any changes or

cancellations and re-invoice accordingly.

7.6 Substantial changes and cancellations by the client will

lead to loss of any deposit paid.

8. Substantial changes & cancellation by hotel:

8.1 Will be notified in writing via BWH Hotel Group Leisure Groups.

8.2 The hotel will offer the client alternative accommodation of equivalent or superior standard within reasonable proximity of the original hotel.

8.3 When a suitable alternative is offered, no compensation or other claim will be paid in addition.

9. Clients responsibility:

9.1 Reference to any BWH Hotel Group hotel in any published material must always be preceded by the BWH Hotel Group legend.

9.2 If any group member has any medical condition or disability, which may impact the stay, client must inform BWH Hotel Group Leisure Groups in writing at the time of booking or when known, to ensure suitability of the arrangements

9.3 If the hotel is unable to safely accommodate the needs of the person concerned, the hotel reserves the right to decline or cancel the reservation.

9.4 Hotels that show the Disabled Facilities symbol in their entry have had their facilities inspected by an approved independent inspector e.g. Tourism for All, or regional tourist boards.

9.5 Hotels that do not have this accreditation may still have facilities for disabled guests.

9.6 Clients are strongly recommended to check with either BWH Hotel Group, Leisure Groups or the hotel directly before booking to ensure the chosen hotel can meet all requirements.

10. Free place policy:

10.1 One free place per every 20 full paying passengers (based on final operated numbers) on same meal basis as group, based on single occupancy for driver and/or tour leader use only.

10.2 Limited to a maximum of 2 free places per group

11. Rates

11.1 Group rates apply to a minimum of 9 rooms.

11.2 If numbers fall below 9 rooms, unless previously agreed, hotel has right to amend prices accordingly.

11.3 Rates are net and are inclusive of service and VAT at the current rate.

11.3 Breakfast, when included, consists of buffet style 11.4 Dinner, when included, consists of a three course, three

three course, three choice table d'hote menu, (to include 1 vegetarian option) with tea or coffee.

12. Porterage:

12.1 Based on 1 bag per person on arrival and departure included in the price of the arrangement.

13. Children:

13.1 Up to 2 children under 12 years stay free of charge when sharing existing room.

13.2 All meals to be paid for as taken directly with the hotel.

14. Force Majeure:

14.1 Except where otherwise expressly stated in these conditions, neither BWH Hotel Group nor the hotel will have any liability where the performance or prompt performance of our respective contractual obligations is prevented or affected by or you otherwise suffer any damage or loss of any description as a result of "force majeure".

14.2 In these conditions, "force majeure" means any event which BWH Hotel Group or the hotel could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside BWH Hotel Group or the hotel's control.

15. Hotel's Liability:

15.1 The hotel does not accept responsibility for loss of or damage to any items of value (including but not limited to cash, jewellery and electronic items such as laptops, cameras and phones) unless deposited with the reception desk for safe keeping.

15.2 The hotel is entitled to rely on the limitations of liability for lost or damaged property contained in the Hotel Proprietors' act 1956, a copy of which will be displayed in reception. Where applicable, the hotel's maximum liability for lost or damaged property is limited to £50 per item and

15.3 Unless otherwise advised, the hotel has no plans for refurbishment, but this situation may change.

15.4 Any refurbishments or removal of facilities will be notified by the hotel to BWH Hotel Group Leisure Groups and clients directly prior to arrival

16. Check In/Out:

16.1 Check in to the hotel must be after 2pm on the day of arrival unless otherwise agreed with the hotel.

16.2 Check out before 11am on the day of departure unless otherwise agreed with the hotel.

17. Corkage:

17.1 No wines, spirits, food or beverage may be brought into the Hotel or grounds by you or on your behalf for consumption on the Hotel premises unless the prior consent of the Hotel has been obtained, for which a charge will be made

18. Complaints:

If in the unlikely event of any complaint, group members must inform the hotel, whilst at the hotel. Any verbal notification must be put in writing and given to the hotel as soon as possible

18.1 If complaints are not resolved during the stay, issues should be sent in writing to the hotel or BWH Hotel Group within 28 days of check out, giving booking reference and full details of any complaint, illness or injury.

18.2 No liability can be accepted due to failure to notify the complaint or claim entirely in accordance with this clause (this provision does not apply to any personal injury claim arising from the hotel's negligence).

18.3 If you have any complaint concerning the service BWH Hotel Group provides, you must inform us in writing within 7 days of the complaint arising. If you fail to do so, BWH Hotel Group will have no liability.

19. Behaviour:

19.1 Clients accept responsibility for any damage or loss caused by any member of your group. Full payment for any such damage or loss must be paid direct at the time to the hotel.

19.2 The hotel is entitled to exclude or remove any guest who causes damage, danger or distress or otherwise behaves in an inappropriate manner.

20. Meal Stops:

20.1 Meal Stops are defined as: non-accommodation bookings. Services supplied relate exclusively to dining only.

20.2 Update on numbers will be required 10 days prior to arrival. Final numbers must be advised 2 clear working days prior to arrival.

20.3 Cancellation deadline, for the whole booking without incurring charges is set at 10 days prior to arrival. A maximum of 3 places can be cancelled without incurring charges up to 2 clear working days prior to arrival.

20.4 Free place policy for Meal Stops is 1 free place per 12 full paying passengers, limited to a maximum of 2 free places per group

21. Coach Friendly Charter at participating hotels:

21.1 A supplement will be charged for single bedded rooms. 21.2 The driver and or tour guide will be upgraded on arrival if available.

21.3 ON ARRIVAL:

 Your coach will receive a personal welcome from the hotel on arrival which will include an introduction to the hotel to include items such as dining times and guidance on whom to contact should your guests require assistance during their stay.

 Rooms and keys will be ready and made available for collection on arrival. Complimentary tea & coffee station will be provided on arrival or during the hotel's welcome.

21.4 MEALS:

• Standard hotel breakfast.

• Dinner menu and vegetable choice will change daily and will not be named group/tour menu or similar.

• Dinner will be taken in the main restaurant, unless room size dictates this is not possible or requested differently at the time of booking.

• The menu will consist of a choice of a minimum 3 starters, 3 main courses (to include 1 vegetarian option) and three desserts using locally sourced produce if possible.

 \bullet Tables will be no larger than 8 and will include tables for 2 and 4 people where possible.

 Table service will be available for drinks throughout the meal.

 \bullet Jugs of iced tap water, bread roll and butter and tea & coffee will be provided with dinner free of charge.

 Your driver and or tour guide will receive a free drink with their evening meal and will be given the option to eat separately to the group if preferred.

21.5 ON DEPARTURE:

 Your passengers will receive a personal farewell from the hotal

21.6 All bookings will be subject to the BWH Hotel Group terms for group bookings



VISIT:

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