

BWH<sup>™</sup> Hotels

# GUIDE FOR GROUPS

WINTER/SPRING 24



# SAY HELLO TO GREAT EXPERIENCES



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 tippie 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](https://bestwestern.co.uk/groups)**

or give us a call on

**01904 809206**



# MEALS 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](https://bestwestern.co.uk/groups)**

or give us a call on  
**01904 809206**

## TUCK IN TO...

**Tea/coffee & cake**

**£5.50**

**2-course set menu**  
(including tea & coffee)

**£16.50**

**3-course set menu**  
(including tea & coffee)

**£21.95**

And, as an added bonus,  
your driver eats free!

\*T&Cs Apply



Best Western Plus The Connaught Hotel & Spa, Bournemouth



# GROUPS COACH OFFERS

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

More than 110 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 **01904 809206** to chat about your next stay.

You can also find out more about our best group hotels by emailing **[groups@bwhhotels.co.uk](mailto:groups@bwhhotels.co.uk)**

---



# 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 guest.



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-a-kind hotels.



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.



**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.**



**Sure Hotel.**  
by BEST WESTERN



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.



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.



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.



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.



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.



Gleddoch Hotel Spa & Golf, WorldHotels Distinctive, Langbank

# THE KEY

- ★★★★ AA 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.
- ★★★★ TB 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.



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@bwhhotels.co.uk](mailto:groups@bwhhotels.co.uk) or calling **01904 809206**



# LONDON

1. Sample all London's Southbank has to offer. Take in the latest exhibitions at Tate Modern or watch the dramatics on a National Theatre stage.
2. Ready for a laugh? Be the first to discover stand up's next comedy superstar at The Secret Comedy Club in Soho.
3. Take a once-in-a lifetime tour of Buckingham Palace and grounds, the Queen's official London residence.

London

Number of rooms  
Ground rooms available  
Family rooms available  
Lift  
Coach parking on site  
Indoor pool  
Meal stops  
Coach friendly charter

| Croydon        | BW Plus London Croydon Aparthotel                     | ★★★★e  | 107 | ✓ | ✓ | ✓ | × | × | × | × | ✓ |  |  |  |  |  |  |  |
|----------------|---|--------|-----|---|---|---|---|---|---|---|---|--|--|--|--|--|--|--|
| Greater London | Orchid Epsom, Sure Hotel Collection by BW             |        | 29  | ✓ | ✓ | × | ✓ | × | × | × | × |  |  |  |  |  |  |  |
| London         | BW Northfields Ealing Hotel                           | ★★★e   | 59  | ✓ | ✓ | ✓ | × | × | × | × | × |  |  |  |  |  |  |  |
| London         | BW Chiswick Palace & Suites                           | ★★★e   | 119 | × | ✓ | ✓ | × | × | × | × | ✓ |  |  |  |  |  |  |  |
| London         | BW Palm Hotel   | ★★★★TB | 101 | × | ✓ | ✓ | ✓ | × | × | ✓ | × |  |  |  |  |  |  |  |
| London         | BW London Highbury                                    | ★★★e   | 45  | × | ✓ | ✓ | × | × | × | × | × |  |  |  |  |  |  |  |
| London         | BW London Peckham Hotel                               | ★★★AA  | 218 | × | ✓ | ✓ | × | × | × | × | ✓ |  |  |  |  |  |  |  |
| London         | BW Plus Vauxhall Hotel                                | ★★★e   | 28  | × | × | ✓ | × | × | × | × | × |  |  |  |  |  |  |  |
| London         | BW Plus London Wembley Hotel                          | ★★★e   | 189 | ✓ | ✓ | ✓ | × | × | × | × | ✓ |  |  |  |  |  |  |  |
| London         | BW London Queens Crystal Palace Hotel                 | ★★★e   | 331 | ✓ | ✓ | ✓ | ✓ | × | × | × | ✓ |  |  |  |  |  |  |  |
| London         | Putney Hotel, BW Signature Collection                 | ★★★★e  | 35  | × | ✓ | ✓ | × | × | × | × | × |  |  |  |  |  |  |  |
| London         | The Crown London, WorldHotels Distinctive             | ★★★★   | 152 | ✓ | ✓ | ✓ | × | × | × | ✓ | × |  |  |  |  |  |  |  |
| Mayfair        | The Washington Mayfair Hotel, WorldHotels Distinctive | ★★★★   | 178 | × | × | ✓ | × | × | × | × | × |  |  |  |  |  |  |  |
| Shoreditch     | Courthouse Hotel Shoreditch, WorldHotels Elite        | ★★★★★  | 128 | × | ✓ | ✓ | × | ✓ | × | × | × |  |  |  |  |  |  |  |
| Soho           | Courthouse Hotel London, WorldHotels Elite            | ★★★★★  | 116 | × | × | ✓ | × | ✓ | × | ✓ | × |  |  |  |  |  |  |  |

# SOUTH EAST



1. Artwork trails, pop-up cafes, workshops and galleries galore, Folkstone's Creative Quarter is buzzing with events all year round.
2. Delve deep into Dover's White Cliffs and unearth the secret wartime drama of their hidden tunnels.
3. Breathe in the fresh sea air as you tuck into fish and chips on the tip of Eastbourne pier. Yum!

Oxford

| Number of rooms | Ground rooms available | Family rooms available | Lift | Coach parking on site | Indoor pool | Meal stops | Coach friendly charter |
|-----------------|------------------------|------------------------|------|-----------------------|-------------|------------|------------------------|
|-----------------|------------------------|------------------------|------|-----------------------|-------------|------------|------------------------|

|              |  |            |    |   |   |   |   |   |   |   |   |
|--------------|--|------------|----|---|---|---|---|---|---|---|---|
| Andover      | BW Andover Hotel                                   | ★★★★ e     | 49 | X | X | X | X | X | X | X | ✓ |
| Bognor Regis | Beachcroft Hotel, BW Signature Collection          | ★★★★ AA    | 32 | X | ✓ | X | ✓ | ✓ | ✓ | ✓ | ✓ |
| Canterbury   | BW Abbots Barton Hotel                             | ★★★        | 99 | ✓ | ✓ | ✓ | ✓ | X | ✓ | ✓ | ✓ |
| Cowes        | BW New Holmwood Hotel                              | ★★★★ AA/TB | 26 | ✓ | X | X | X | X | X | X | X |
| Dover        | BW Premier Dover Marina Hotel & Spa                | ★★★★ AA    | 85 | X | ✓ | ✓ | X | X | ✓ | ✓ | ✓ |
| Eastbourne   | BW York House Hotel                                | ★★★        | 76 | ✓ | ✓ | ✓ | X | ✓ | ✓ | ✓ | ✓ |
| Faversham    | The Judds Folly Hotel, Sure Hotel Collection by BW | ★★★★ e     | 25 | ✓ | ✓ | X | X | X | ✓ | ✓ | ✓ |
| Folkestone   | BW Clifton Hotel                                   | ★★★★ AA    | 80 | X | ✓ | ✓ | X | X | ✓ | ✓ | ✓ |
| Folkestone   | Burlington Hotel, BW Premier Collection            | ★★★★ TB    | 59 | X | X | X | X | X | ✓ | X | ✓ |
| Luton        | Sadie Best Western @ Luton                         | ★★★★       | 87 | X | ✓ | ✓ | X | X | ✓ | ✓ | ✓ |
| Oxford       | Linton Lodge Hotel, BW Signature Collection        | ★★★★ e     | 87 | X | ✓ | ✓ | X | X | ✓ | X | ✓ |
| Southampton  | BW Chilworth Manor Hotel                           | ★★★★ AA    | 97 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Tonbridge    | Rose and Crown Hotel, Sure Hotel Collection by BW  | ★★★★ AA    | 55 | X | X | X | X | X | ✓ | X | ✓ |
| Weybridge    | BW Ship Hotel                                      | ★★★★ AA    | 76 | X | ✓ | ✓ | X | X | ✓ | X | ✓ |

# SOUTH WEST

1. One for the Potter fans – Lacock Abbey in Wiltshire is one of the many filming sites for JK Rowling’s magical series.
2. Not your average swimming pool... Travel back to the ancient world on a tour of Bath’s famous Roman Baths, before treating yourself to a dip.
3. Get lost in the myths of smugglers cove at the 18th century inspiration for Daphne du Maurier’s ‘Jamaica Inn’.

The Circus, Bath

Number of rooms  
Ground rooms available  
Family rooms available  
Lift  
Coach parking on site  
Indoor pool  
Meal stops  
Coach friendly charter

| Location         | Hotel   | Rating  | Number of rooms | Ground rooms available | Family rooms available | Lift | Coach parking on site | Indoor pool | Meal stops | Coach friendly charter |
|------------------|---|---------|-----------------|------------------------|------------------------|------|-----------------------|-------------|------------|------------------------|
| Axbridge         | BW The Webbington Hotel and Spa                         | ★★★★ TB | 59              | X                      | ✓                      | X    | ✓                     | ✓           | ✓          | ✓                      |
| Bath             | BW Limpley Stoke Hotel                                  | ★★★★ TB | 60              | X                      | ✓                      | ✓    | ✓                     | X           | X          | ✓                      |
| Bournemouth      | BW Plus The Connaught Hotel & Spa                       | ★★★★ AA | 52              | X                      | ✓                      | ✓    | X                     | ✓           | ✓          | ✓                      |
| Bournemouth      | Hotel Collingwood, BW Signature Collection              | ★★★★    | 53              | X                      | ✓                      | ✓    | ✓                     | ✓           | ✓          | ✓                      |
| Bradford-On-Avon | Leigh Park Country House Hotel, BW Signature Collection | ★★★★ TB | 38              | X                      | ✓                      | X    | ✓                     | X           | X          | ✓                      |
| Bristol          | BW Henbury Lodge Hotel                                  | ★★★★ AA | 22              | X                      | ✓                      | X    | X                     | X           | X          | X                      |
| Chippenham       | BW Plus Angel Hotel                                     | ★★★★ AA | 50              | ✓                      | ✓                      | X    | ✓                     | ✓           | ✓          | ✓                      |
| Clevedon         | BW Walton Park Hotel                                    | ★★★★ TB | 45              | X                      | ✓                      | ✓    | ✓                     | X           | X          | ✓                      |
| Dartmouth        | BW The Dartmouth Hotel Golf & Spa                       | ★★★★ TB | 35              | ✓                      | ✓                      | ✓    | ✓                     | ✓           | ✓          | ✓                      |
| Exmouth          | BW Exmouth Beach Hotel                                  | ★★★★    | 74              | ✓                      | ✓                      | ✓    | ✓                     | X           | X          | ✓                      |
| Exeter           | BW Exeter Lord Haldon Country Hotel                     | ★★★★ AA | 25              | X                      | ✓                      | X    | X                     | X           | ✓          | ✓                      |
| Falfield         | BW The Gables Hotel                                     | ★★★★ AA | 46              | ✓                      | ✓                      | X    | X                     | X           | ✓          | ✓                      |
| Ferndown         | The Bridge House, BW Signature Collection               | ★★★★    | 49              | ✓                      | X                      | X    | ✓                     | X           | X          | X                      |
| Ilminster        | BW Shrubbery Hotel                                      | ★★★★ TB | 24              | X                      | ✓                      | X    | ✓                     | X           | X          | X                      |
| Porth            | Porth Veor Manor, Sure Hotel Collection by BW           | ★★★★    | 19              | X                      | ✓                      | X    | ✓                     | X           | X          | X                      |
| Salisbury        | The Riverside, WorldHotels Distinctive                  | ★★★★★   | 38              | ✓                      | ✓                      | X    | ✓                     | X           | X          | X                      |
| Salisbury        | BW Salisbury Red Lion Hotel                             | ★★★★ AA | 60              | X                      | ✓                      | ✓    | X                     | X           | ✓          | ✓                      |
| Salisbury        | The Merchant’s House, BW Signature Collection           | ★★★★    | 37              | ✓                      | X                      | X    | X                     | X           | X          | X                      |
| Shaftesbury      | BW Shaftesbury The Royal Chase Hotel                    | ★★★★ AA | 33              | X                      | ✓                      | X    | ✓                     | ✓           | X          | ✓                      |
| Swindon          | Swindon Blunsdon House Hotel, BW Premier Collection     | ★★★★ AA | 108             | ✓                      | ✓                      | ✓    | ✓                     | ✓           | ✓          | X                      |
| Weymouth         | BW Weymouth Hotel Rembrandt                             | ★★★★ AA | 78              | X                      | ✓                      | X    | X                     | ✓           | ✓          | X                      |

# EAST OF ENGLAND

1. Treat yourself to some artisan breads at the 18th Century Redbournbury Watermill and Bakery. Perfect for afternoon tea.
2. Practice your curtsey in the grounds of The Sandringham Estate, home to four generations of British Royals.
3. No need for binoculars! Get up close with some of Africa's most majestic animals at Suffolk's Africa Alive! safari park.

Norfolk

Number of rooms  
Ground rooms available  
Family rooms available  
Lift  
Coach parking on site  
Indoor pool  
Meal stops  
Coach friendly charter

|                           |   |          |     |   |   |   |   |   |   |   |
|---------------------------|---|----------|-----|---|---|---|---|---|---|---|
| <b>Bury St. Edmunds</b>   | BW Priory Hotel   | ★★★★ AA  | 48  | X | ✓ | X | ✓ | X | ✓ | ✓ |
| <b>Chelmsford</b>         | BW Atlantic Hotel   | ★★★★★ AA | 61  | X | ✓ | X | X | X | ✓ | ✓ |
| <b>Colchester</b>         | BW The Rose And Crown Colchester                              | ★★★★ AA  | 39  | X | ✓ | ✓ | ✓ | X | ✓ | ✓ |
| <b>Diss</b>               | The Park Hotel, Sure Hotel Collection by BW                   | ★★★★     | 28  | ✓ | ✓ | X | ✓ | X | ✓ | ✓ |
| <b>Eye</b>                | BW Brome Grange Hotel   | ★★★★ AA  | 44  | X | ✓ | ✓ | ✓ | X | ✓ | ✓ |
| <b>Ilford</b>             | BW Greater London Hotel                                       | ★★★★ e   | 22  | X | ✓ | ✓ | X | X | ✓ | ✓ |
| <b>Ilford (London)</b>    | BW Ilford Hotel   | ★★★★ e   | 66  | X | ✓ | X | X | X | ✓ | ✓ |
| <b>Ipswich</b>            | BW Claydon Hotel  | ★★★★ AA  | 36  | ✓ | X | X | X | X | X | ✓ |
| <b>Ipswich</b>            | BW Ipswich Hotel  | ★★★★★ AA | 83  | X | ✓ | ✓ | ✓ | X | ✓ | ✓ |
| <b>King's Lynn</b>        | Kings Lynn Knights Hill Hotel & Spa, BW Signature Collection  | ★★★★★ AA | 79  | X | X | X | ✓ | ✓ | ✓ | ✓ |
| <b>Lowestoft</b>          | BW The Hatfield Hotel   | ★★★★ e   | 34  | X | ✓ | ✓ | X | X | ✓ | ✓ |
| <b>Milton Keynes</b>      | BW Moore Place Hotel  | ★★★★ AA  | 63  | X | ✓ | X | ✓ | X | X | ✓ |
| <b>Milton Keynes</b>      | Woughton House Hotel, WorldHotels Distinctive                 | ★★★★ AA  | 51  | ✓ | ✓ | X | ✓ | X | ✓ | X |
| <b>Newmarket</b>          | BW Heath Court Hotel  | ★★★★ AA  | 43  | X | ✓ | ✓ | ✓ | X | ✓ | ✓ |
| <b>Norwich</b>            | George Hotel, BW Signature Collection                         | ★★★★ AA  | 43  | X | ✓ | X | ✓ | X | ✓ | ✓ |
| <b>Norwich</b>            | BW Annesley House Hotel                                       | ★★★★     | 31  | ✓ | X | X | X | X | X | X |
| <b>Norwich</b>            | BW Brook Hotel Norwich  | ★★★★ AA  | 81  | X | ✓ | X | ✓ | X | ✓ | ✓ |
| <b>Norwich</b>            | BW Plus Oaklands Hotel  | ★★★★ e   | 47  | X | ✓ | X | X | X | ✓ | ✓ |
| <b>Peterborough</b>       | The Bull Hotel, Sure Hotel Collection by BW                   | ★★★★★ e  | 118 | X | ✓ | X | ✓ | X | X | X |
| <b>Peterborough</b>       | The Milestone Peterborough Hotel, Sure Hotel Collection by BW | ★★★★     | 99  | ✓ | ✓ | X | ✓ | X | ✓ | X |
| <b>Thurrock</b>           | BW Thurrock Hotel   | ★★★★ e   | 60  | X | ✓ | X | ✓ | X | ✓ | ✓ |
| <b>Welwyn Garden City</b> | BW Homestead Court Hotel                                      | ★★★★ AA  | 82  | X | ✓ | ✓ | ✓ | X | X | X |

# EAST MIDLANDS

1. Share in the history of the Royal Leicestershire Regiment at Newark Houses Museum & Garden.
2. Stroll through Nottingham's 'beating heart'. The pedestrianised Old Market Square is home to shops, the city's oldest pubs and the famous 'Left Lion' statue.
3. Got a head for heights? Ride the cable car up to The Heights of Abraham in Matlock. Explore the country park or brave its limestone caves.

Lincoln Cathedral

|                       |  |         |  | Number of rooms | Ground rooms available | Family rooms available | Lift | Coach parking on site | Indoor pool | Meal stops | Coach friendly charter |
|-----------------------|--|---------|--|-----------------|------------------------|------------------------|------|-----------------------|-------------|------------|------------------------|
| <b>Buxton</b>         | BW Plus Buxton Lee Wood Hotel                      | ★★★★ AA |  | 40              | X                      | ✓                      | ✓    | ✓                     | X           | ✓          | ✓                      |
| <b>Corby</b>          | BW Rockingham Forest Hotel                         | ★★★     |  | 86              | X                      | X                      | X    | ✓                     | X           | ✓          | ✓                      |
| <b>Derby</b>          | The Stuart Hotel, Sure Hotel Collection by BW      | ★★★ e   |  | 100             | ✓                      | ✓                      | X    | X                     | X           | ✓          | X                      |
| <b>Grimsby</b>        | Oaklands Hall Hotel, Sure Hotel Collection by BW   | ★★★ AA  |  | 45              | X                      | ✓                      | X    | ✓                     | X           | ✓          | ✓                      |
| <b>Kegworth</b>       | BW Premier EMA Yew Lodge Hotel & Conference Centre | ★★★★ AA |  | 113             | X                      | ✓                      | ✓    | ✓                     | ✓           | ✓          | ✓                      |
| <b>Lincoln</b>        | BW Plus Bentley Hotel & Spa                        | ★★★★ AA |  | 80              | ✓                      | ✓                      | ✓    | ✓                     | ✓           | ✓          | ✓                      |
| <b>Long Eaton</b>     | BW Nottingham Derby Hotel                          | ★★★ TB  |  | 100             | X                      | ✓                      | X    | ✓                     | X           | ✓          | ✓                      |
| <b>Grantham</b>       | The Barn Hotel & Spa, Sure Hotel Collection by BW  | ★★★     |  | 102             | ✓                      | ✓                      | ✓    | ✓                     | ✓           | ✓          | ✓                      |
| <b>Melton Mowbray</b> | BW Sysonby Knoll Hotel                             | ★★★ TB  |  | 30              | X                      | ✓                      | X    | X                     | X           | ✓          | ✓                      |
| <b>Nottingham</b>     | BW Plus Nottingham Westminster Hotel               | ★★★★ AA |  | 73              | X                      | ✓                      | ✓    | ✓                     | X           | ✓          | ✓                      |
| <b>Nottingham</b>     | BW Plus Nottingham City Centre                     | ★★★★ AA |  | 100             | X                      | ✓                      | ✓    | X                     | X           | X          | ✓                      |
| <b>Nottingham</b>     | St James Hotel, BW Premier Collection              | ★★★★    |  | 87              | X                      | X                      | ✓    | X                     | X           | X          | X                      |
| <b>Oakham</b>         | Normanton Park Hotel, Sure Hotel Collection by BW  | ★★★ AA  |  | 30              | ✓                      | ✓                      | ✓    | ✓                     | X           | X          | ✓                      |
| <b>Retford</b>        | BW Plus West Retford Hotel                         | ★★★ e   |  | 63              | X                      | ✓                      | X    | ✓                     | X           | ✓          | ✓                      |
| <b>Tamworth</b>       | BW Appleby Park Hotel                              | ★★★     |  | 90              | ✓                      | ✓                      | ✓    | ✓                     | X           | ✓          | ✓                      |
| <b>Ullesthorpe</b>    | BW Plus Ullesthorpe Court Hotel & Golf Club        | ★★★★    |  | 72              | ✓                      | ✓                      | ✓    | ✓                     | ✓           | ✓          | ✓                      |

# WEST MIDLANDS



1. Become a Shakespeare buff! Visit the birthplace of England's most revered playwright as you stroll through Stratford-upon-Avon.
2. Shop 'til you drop in the Second City. With Bullring, Grand Central, The Mailbox and ICC Mall among the possibilities, Birmingham's a shopper's paradise.
3. Indulge in some filmic culture at The Ultimate Picture Palace, Oxford's independent cinema specialising in black-and-white classics.

Stratford-upon-Avon

| Number of rooms | Ground rooms available | Family rooms available | Lift | Coach parking on site | Indoor pool | Meal stops | Coach friendly charter |
|-----------------|------------------------|------------------------|------|-----------------------|-------------|------------|------------------------|
|-----------------|------------------------|------------------------|------|-----------------------|-------------|------------|------------------------|

|                            |  |         |     |   |   |   |   |   |   |   |   |
|----------------------------|--|---------|-----|---|---|---|---|---|---|---|---|
| <b>Birmingham</b>          | Birmingham North Moor Hall Hotel, BW Premier Collection          | ★★★★ AA | 83  | X | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| <b>Birmingham</b>          | BW Plough & Harrow Hotel   | ★★★ e   | 44  | X | ✓ | X | X | X | ✓ | ✓ | ✓ |
| <b>Birmingham</b>          | Castle Bromwich Hall Hotel, Sure Hotel Collection by BW          | ★★★★    | 37  | X | ✓ | ✓ | ✓ | X | ✓ | ✓ | ✓ |
| <b>Coventry</b>            | Weston Hall Hotel, Sure Hotel Collection by BW                   | ★★★ AA  | 36  | X | ✓ | X | ✓ | X | ✓ | ✓ | ✓ |
| <b>Coventry</b>            | Windmill Village Hotel, Golf Club & Spa, BW Signature Collection | ★★★★ AA | 105 | ✓ | ✓ | X | ✓ | ✓ | ✓ | ✓ | ✓ |
| <b>Ironbridge</b>          | BW Valley Hotel  | ★★★ AA  | 44  | ✓ | ✓ | X | ✓ | X | X | X | X |
| <b>Leamington Spa</b>      | The Jephson Hotel, BW Signature Collection                       |         | 65  | ✓ | ✓ | X | ✓ | X | ✓ | ✓ | ✓ |
| <b>Lichfield</b>           | BW The George Hotel, Lichfield                                   | ★★★ AA  | 45  | X | X | ✓ | X | X | ✓ | ✓ | ✓ |
| <b>Redditch</b>            | Southcrest Manor Hotel, BW Signature Collection                  | ★★★     | 63  | ✓ | ✓ | X | ✓ | X | ✓ | ✓ | ✓ |
| <b>Solihull</b>            | BW Plus Birmingham NEC Meriden Manor Hotel                       | ★★★★ AA | 112 | ✓ | ✓ | X | ✓ | X | ✓ | ✓ | ✓ |
| <b>Stratford-Upon-Avon</b> | The Welcombe Hotel, BW Premier Collection                        | ★★★★    | 77  | ✓ | X | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

# NORTH EAST



1. Follow in the Romans' footsteps with a stroll along Hadrian's Wall. The dramatic Northumberland landscape provides a truly snap-worthy backdrop.
2. Lose yourself in the magic of Cragside House and Gardens with its fairy-tale footpaths and expansive lakes.
3. Tread the ancient coastline of Bamburgh beach. You might even spot a puffin or two as you gaze out towards the Farne Islands.

Bamburgh Castle, Northumberland

Number of rooms  
Ground rooms available  
Family rooms available  
Lift  
Coach parking on site  
Indoor pool  
Meal stops  
Coach friendly charter

|                  |  |         |    |   |   |   |   |   |   |   |
|------------------|--|---------|----|---|---|---|---|---|---|---|
| Darlington       | Hall Garth Hotel, BW Signature Collection                  | ★★★     | 56 | X | ✓ | X | ✓ | ✓ | ✓ | ✓ |
| Darlington       | BW Walworth Castle Hotel                                   | ★★★ AA  | 32 | X | ✓ | X | ✓ | X | X | X |
| Darlington       | The George, Sure Hotel Collection by BW                    | ★★★     | 32 | ✓ | ✓ | X | ✓ | X | ✓ | ✓ |
| Darlington       | The Croft Hotel, BW Signature Collection                   | ★★★ e   | 24 | X | ✓ | X | ✓ | X | ✓ | ✓ |
| Gateshead        | Embassy Newcastle, Sure Hotel Collection by BW             |         | 42 | ✓ | ✓ | X | ✓ | X | X | X |
| Hartlepool       | BW The Grand Hotel Hartlepool                              | ★★★★    | 51 | X | ✓ | ✓ | ✓ | X | ✓ | ✓ |
| Stockton-on-Tees | Parkmore Hotel & Leisure Club, Sure Hotel Collection by BW | ★★★ AA  | 55 | X | ✓ | X | ✓ | ✓ | ✓ | ✓ |
| Sunderland       | Roker Hotel, BW Premier Collection                         | ★★★★ AA | 43 | X | ✓ | ✓ | X | X | ✓ | X |

# NORTH WEST

1. Experience The Beatles Story exhibition in the band's hometown of Liverpool, then dance the night away at the iconic Cavern Club.
2. It's full steam ahead at the Bolton Steam Museum, housing one of Great Britain's largest collections of steam mill engines.
3. Chester's Grosvenor Park makes for an idyllic afternoon stroll, with an open-air theatre attracting award-winning Shakespeare throughout the summer.

The Three Graces, Liverpool

Number of rooms  
Ground rooms available  
Family rooms available  
Lift  
Coach parking on site  
Indoor pool  
Meal stops  
Coach friendly charter

| Blackpool       | BW Carlton Hotel  | ★★★★  | AA | 60  | X | ✓ | ✓ | X | X | ✓ | ✓ |   |   |   |  |  |  |  |
|-----------------|---|-------|----|-----|---|---|---|---|---|---|---|---|---|---|--|--|--|--|
| Bury            | BW Manchester Bury Bolholt Country Park                         | ★★★★  | TB | 61  | ✓ | ✓ | X | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |   |  |  |  |  |
| Chester         | Crabwall Manor & Spa, BW Signature Collection                   | ★★★★★ |    | 55  | ✓ | ✓ | X | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |   |  |  |  |  |
| Chorley         | Plaza Chorley, Sure Hotel Collection by BW                      |       |    | 29  | ✓ | ✓ | X | ✓ | X | X | X | X | X |   |  |  |  |  |
| Frodsham        | BW Frodsham Forest Hills Hotel                                  | ★★★★  | TB | 58  | ✓ | ✓ | X | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |   |  |  |  |  |
| Kendal          | Castle Green Hotel In Kendal, BW Premier Collection             | ★★★★★ | AA | 99  | ✓ | ✓ | X | ✓ | ✓ | X | X |   |   |   |  |  |  |  |
| Keswick         | Castle Inn Hotel, BW Signature Collection                       | ★★★★★ | AA | 45  | X | ✓ | X | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |   |  |  |  |  |
| Liverpool       | Ropewalks Hotel, BW Premier Collection                          | ★★★★★ |    | 127 | X | ✓ | ✓ | X | X | ✓ | ✓ |   |   |   |  |  |  |  |
| Manchester      | BW Plus Pinewood Manchester Airport-Wilmslow Hotel              | ★★★★★ |    | 89  | X | ✓ | ✓ | ✓ | X | ✓ | ✓ | X | ✓ | X |  |  |  |  |
| Manchester      | BW Manchester Altrincham Cresta Court Hotel                     | ★★★★  | e  | 148 | X | ✓ | ✓ | ✓ | X | ✓ | ✓ |   |   |   |  |  |  |  |
| Mere Knutsford  | Casa Mere Manchester, Sure Hotel Collection by BW               |       |    | 28  | ✓ | ✓ | X | ✓ | X | X | X | X | X |   |  |  |  |  |
| Morecambe       | BW Lancaster Morecambe Lothersdale Hotel                        | ★★★★  | AA | 51  | ✓ | ✓ | ✓ | X | X | ✓ | ✓ |   |   |   |  |  |  |  |
| Preston         | Garstang Country Hotel & Golf Club, Sure Hotel Collection by BW | ★★★★  | AA | 33  | ✓ | X | ✓ | ✓ | X | ✓ | ✓ | ✓ | ✓ |   |  |  |  |  |
| Preston         | Barton Manor Hotel & Spa, BW Signature Collection               | ★★★★★ |    | 51  | X | ✓ | ✓ | X | ✓ | ✓ | ✓ | ✓ | ✓ |   |  |  |  |  |
| Southport       | The Bold, BW Signature Collection                               | ★★★★★ |    | 23  | X | ✓ | X | X | X | X | X | ✓ | ✓ |   |  |  |  |  |
| Southport       | The Lord Street Hotel, BW Signature Collection                  | ★★★★★ |    | 23  | X | ✓ | ✓ | X | X | X | X | ✓ | ✓ |   |  |  |  |  |
| St Annes-on-Sea | Glendower Hotel, BW Signature Collection                        | ★★★★  | AA | 61  | X | ✓ | ✓ | ✓ | X | X | ✓ |   |   |   |  |  |  |  |
| St Helens       | The Eccleston Hotel, BW Signature Collection                    | ★★★★  |    | 9   | X | ✓ | X | X | X | X | X | ✓ | ✓ |   |  |  |  |  |
| Wigan           | BW Plus Lancashire Manor Hotel                                  | ★★★★  | e  | 81  | X | ✓ | X | ✓ | X | X | X | X | X |   |  |  |  |  |



# YORKSHIRE



1. Pull up the anchors and experience the beautiful city of York from the water on a gentle cruise down the River Ouse.
2. Steam through the Yorkshire Dales, stopping off in the charming seaside town of Whitby. Take some garlic, the area was made famous by Bram Stoker's Dracula...
3. Escape from the bustle in Sheffield's Winter Gardens, a natural oasis, home to over 2,500 plants from around the world.

York

Number of rooms  
Ground rooms available  
Family rooms available  
Lift  
Coach parking on site  
Indoor pool  
Meal stops  
Coach friendly charter

|              |   |            |     |   |   |   |   |   |   |   |   |   |
|--------------|---|------------|-----|---|---|---|---|---|---|---|---|---|
| Beverley     | BW Lairgate Hotel                                 | ★★★★ AA    | 30  | X | X | X | X | X | X | X | X | ✓ |
| Bradford     | BW Bradford Guide Post Hotel                      | ★★★★ AA    | 42  | ✓ | ✓ | X | X | X | X | ✓ | X | X |
| Driffield    | BW Bell In Driffield                              | ★★★★ e     | 21  | X | X | ✓ | X | ✓ | X | ✓ | X | ✓ |
| Huddersfield | Fortune Huddersfield, Sure Hotel Collection by BW |            | 41  | ✓ | ✓ | X | ✓ | X | X | X | X | X |
| Huddersfield | The Old Golf House, Sure Hotel Collection by BW   | ★★★★       | 51  | ✓ | ✓ | X | ✓ | X | ✓ | ✓ | X | X |
| Ilkley       | The Craiglands Hotel, Sure Hotel Collection by BW | ★★★★ AA    | 63  | X | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Leeds        | BW Plus Milford Hotel                             | ★★★★ e     | 46  | X | X | X | ✓ | X | ✓ | ✓ | ✓ | ✓ |
| Rotherham    | Hellaby Hall Hotel, BW Signature Collection       | ★★★★★ e    | 87  | X | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Sheffield    | BW Plus Sheffield Mosborough Hall Hotel           | ★★★★ AA    | 46  | X | ✓ | X | ✓ | X | ✓ | ✓ | ✓ | ✓ |
| Sheffield    | BW Plus Aston Hall Hotel                          | ★★★★ e     | 52  | X | ✓ | ✓ | ✓ | ✓ | X | ✓ | ✓ | ✓ |
| Sheffield    | BW Plus The Quays Hotel Sheffield                 | ★★★★       | 128 | X | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Wakefield    | BW Wakefield Hotel St Pierre                      | ★★★★ AA    | 54  | X | ✓ | ✓ | X | X | ✓ | ✓ | ✓ | ✓ |
| York         | York Pavilion Hotel, Sure Hotel Collection by BW  | ★★★★ AA/TB | 62  | X | ✓ | X | X | X | X | ✓ | ✓ | ✓ |

# SCOTLAND

1. Raise the flags at Dundee's Discovery Point and step aboard the first ship to brave an Antarctic expedition.
2. From armoury to natural history, Kelvingrove Art Gallery and Museum is a must-stop when passing through Glasgow.
3. Off the west coast of Scotland, discover the natural beauty of the Isle of Skye and let the scenery take your breath away.

Carlton Hill, Edinburgh

Number of rooms  
Ground rooms available  
Family rooms available  
Lift  
Coach parking on site  
Indoor pool  
Meal stops  
Coach friendly charter

| Aberdeen    | Sure Hotel by BW Aberdeen                            | ★★★★  | TB    | 45  | X | ✓ | ✓ | X | X | ✓ | ✓ |   |  |  |  |  |  |
|-------------|--|-------|-------|-----|---|---|---|---|---|---|---|---|--|--|--|--|--|
| Aberdeen    | Carmelite Hotel, BW Signature Collection             | ★★★   |       | 52  | X | X | ✓ | X | X | ✓ | X |   |  |  |  |  |  |
| Dumfries    | BW Station Hotel                                     | ★★★   | TB    | 32  | X | ✓ | ✓ | ✓ | X | ✓ | ✓ |   |  |  |  |  |  |
| Dundee      | Invercarse Hotel, BW Signature Collection            | ★★★★  | TB    | 68  | ✓ | ✓ | X | ✓ | X | X | X |   |  |  |  |  |  |
| Dundee      | BW Queens Hotel, Dundee                              | ★★★★  | e     | 53  | X | ✓ | ✓ | X | X | ✓ | ✓ |   |  |  |  |  |  |
| Dundee      | BW Dundee Woodlands Hotel                            | ★★★   | TB    | 65  | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | X | X |  |  |  |  |  |
| Dunfermline | BW Plus Dunfermline Crossford Keavil House           | ★★★★★ | TB    | 69  | X | ✓ | X | ✓ | ✓ | ✓ | ✓ | ✓ |  |  |  |  |  |
| Dunfermline | Pitbauchlie House Hotel, Sure Hotel Collection by BW | ★★★   |       | 53  | ✓ | ✓ | ✓ | ✓ | ✓ | X | X | ✓ |  |  |  |  |  |
| Edinburgh   | Bruntsfield Hotel, WorldHotels Elite                 | ★★★★★ | TB    | 70  | X | ✓ | ✓ | X | X | X | ✓ |   |  |  |  |  |  |
| Edinburgh   | BW Kings Manor Hotel                                 | ★★★   | AA/TB | 100 | X | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |  |  |  |  |  |
| Edinburgh   | Ten Hill Place Hotel, WorldHotels Distinctive        | ★★★★★ | AA/TB | 129 | X | X | ✓ | X | X | X | X |   |  |  |  |  |  |
| Glasgow     | BW Garfield House Hotel                              | ★★★   | TB    | 47  | X | ✓ | X | ✓ | X | X | X |   |  |  |  |  |  |
| Glasgow     | BW Eglinton Arms Hotel                               | ★★★   | TB    | 34  | X | ✓ | ✓ | X | X | X | X |   |  |  |  |  |  |
| Glenrothes  | BW Balgeddie House Hotel                             | ★★★   | TB    | 33  | X | ✓ | ✓ | ✓ | ✓ | ✓ | X | X |  |  |  |  |  |
| Langbank    | Gleddoch Hotel Spa & Golf, WorldHotels Distinctive   | ★★★★★ |       | 70  | X | ✓ | X | ✓ | ✓ | ✓ | X | X |  |  |  |  |  |
| Livingston  | BW Glasgow Livingston Hilcroft Hotel                 | ★★★   | TB    | 32  | X | ✓ | X | ✓ | X | ✓ | ✓ |   |  |  |  |  |  |
| Lockerbie   | Dryfesdale Hotel, BW Signature Collection            | ★★★★★ |       | 29  | ✓ | ✓ | X | ✓ | X | ✓ | ✓ |   |  |  |  |  |  |
| Lockerbie   | Sure Hotel by BW Lockerbie                           | ★★★★  | e     | 21  | X | ✓ | X | X | X | ✓ | ✓ |   |  |  |  |  |  |
| Motherwell  | BW Moorings Hotel                                    | ★★★   | TB    | 43  | X | ✓ | X | X | X | X | X |   |  |  |  |  |  |
| Selkirk     | Philipburn Hotel, BW Signature Collection            | ★★★★★ | AA/TB | 20  | ✓ | ✓ | X | ✓ | X | X | ✓ |   |  |  |  |  |  |

# WALES

1. Venture underground and explore the unique passageways of the Dan-y-Ogof Caves, ending up at a spectacular 40ft waterfall.
2. Step inside a horticultural paradise at The National Botanic Garden of Wales, enjoying 568 acres of stunning Carmarthenshire countryside.
3. Place your bets at Bangor-on-Dee Racecourse and enjoy a day spent cheering on your chosen thoroughbred in the fresh country air.

Pontcysyllte Aqueduct, Llangollen

Number of rooms  
Ground rooms available  
Family rooms available  
Lift  
Coach parking on site  
Indoor pool  
Meal stops  
Coach friendly charter

|             |                          |            |    |   |   |   |   |   |   |   |   |
|-------------|--------------------------|------------|----|---|---|---|---|---|---|---|---|
| Cardiff     | BW Heronston Hotel & Spa | ★★★★ AA/TB | 75 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Pembroke    | BW Lamphey Court Hotel   | ★★★★ TB    | 39 | X | ✓ | X | ✓ | ✓ | X | X | X |
| Pontypool   | BW Pontypool Metro Hotel | ★★★★ TB    | 53 | ✓ | ✓ | X | ✓ | X | X | X | X |
| Swansea Bay | BW Aberavon Beach Hotel  | ★★★★ AA    | 68 | X | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

# CHANNEL ISLES

1. Spoil your senses at Jersey Lavender Farm as you wander through the peaceful beauty of its purple fields.
2. Ready for a drive? Head to Jersey Classic Car Hire and get ready to tour the island in the sleekest of style.
3. Take a guided tour of the Rocquette Cider Farm in Guernsey, finishing off with a tasting of their home produced cheese, chutneys and of course, cider.

Guernsey, Channel Islands

Number of rooms  
Ground rooms available  
Family rooms available  
Lift  
Coach parking on site  
Indoor pool  
Meal stops  
Coach friendly charter

|          |                         |            |    |   |   |   |   |   |   |   |
|----------|-------------------------|------------|----|---|---|---|---|---|---|---|
| Guernsey | BW Hotel De Havelet     | ★★★★ AA    | 34 | X | X | X | X | ✓ | X | X |
| Guernsey | BW Moores Central Hotel | ★★★★ AA/TB | 49 | X | ✓ | ✓ | X | X | X | X |



OUTER HEBRIDES  
INNER HEBRIDES  
SEAS OF THE HEBRIDES  
WESTERN ISLES  
MINCH  
MORAY FIRTH

ARGYLL AND BUTE  
JURA  
ISLAY  
KILTYDE  
NORTH CHANNEL

NORTHERN IRELAND  
BELFAST  
IRISH SEA  
DUBLIN

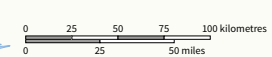
REPUBLIC OF IRELAND  
ST. GEORGE'S CHANNEL  
WALES  
CARDIGAN BAY  
CARDIGAN

CELTIC SEA  
DEVON  
EXETER  
WYOMOUTH  
Bournemouth

ENGLISH CHANNEL  
GUERNSEY  
JERSEY  
Channel Islands

NORTH SEA

FRANCE



Cartography by Merritt Cartographic  
<https://www.merritcartographic.co.uk/>  
Contains OS data © Crown copyright and database right 2024.

# TERMS & CONDITIONS

## BWH HOTELS LEISURE GROUP BOOKING CONDITIONS:

BWH Events Team act only as an intermediary in respect of all bookings taken and/or made on your behalf. BWH Hotels GB have negotiated standard terms and conditions that will apply to all bookings made at BWH Hotels via BWH Events Team.

Terms may differ when booking directly at some BWH Hotels.

Please note these terms supersede any terms and conditions previously issued.

A group contract will be issued by BWH Hotels which must be signed and returned to the BWH Hotels, Leisure Groups office within 7 days to confirm acceptance of the terms and conditions reflected in the group contract. Once the signed contract has been received by BWH Hotels, the booking will then be confirmed.

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

### 1. What are your obligations?

- To sign the event contract within 7 working days of receipt to confirm that you agree to the information detailed on it and to these terms and conditions. Failure to do so may result in the accommodation being released for general sale by the venue.
- To advise us of any inaccuracies made on the event contract and any other document within 48 hours of receipt of it. We regret we cannot accept any liability if we are not notified of any inaccuracies in any document in accordance with this clause.
- Once the contract has been signed, any changes need to be made and agreed directly with the venue.
- In the unlikely event that you or any member of your party have any reason to complain, you must inform the venue. Any verbal notification must be put in writing and given to the venue as soon as possible. No liability can be accepted if you fail to notify the problem according to this procedure.
- If you remain dissatisfied, you may write to BWH Hotels Customer Services giving your booking reference and full details of your complaint. Please note however that BWH Hotels will not accept liability for the complaint but will assist you in obtaining a suitable response from the venue.
- Any disputed invoiced item must be raised in writing with the venue within 7 days of date of invoice. Disputed items will be dealt with separately from the remainder of the monies due which must still be paid when due.
- Reference to any BWH Hotels hotel in any published material must always be preceded by the BWH Hotels legend.
- If any group member has any medical condition or disability, which may impact the stay, client must inform BWH Hotels Leisure Groups in writing at the time of booking or when known, to ensure suitability of the arrangements.
- If you wish to consume wines, spirits or foods not supplied by the venue you must advise the venue. Additional charges may apply.

### 2. Attendee Numbers

The agreement will specify the anticipated, maximum and minimum attendee numbers that the event will require to be viable.

You will notify us of final numbers 30 working days prior to arrival. This includes any guest requirements, e.g. allergies or known disabilities. The venue will use reasonable efforts to accommodate late changes; however, the chargeable amount will be the number confirmed 10 working days prior, or the higher of the figures given after the 10-day deadline.

If you have any special requests, you must make this known at the time of booking. Although we will endeavor to meet the request, we regret we cannot guarantee any request will be met. Failure to meet any special request will not be a breach of contract on our part.

If you or any member of your party has any medical problem or disability which may affect your event, please make this known before you confirm your booking. In any event, you must give full details in writing at the time of booking. If we reasonably feel unable to properly accommodate the particular needs of the person concerned, we reserve the right to decline their reservation or, if full details are not given at the time of booking, cancel when we become aware of these details.

### 3. Cancellation by the client

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

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
- All cancellation charges are EX VAT

Cancellation of the entire booking will lead to loss of any deposit paid. 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 Hotels 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 Hotels.

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. Any substantial change to, or cancellation of a booking must be notified to BWH Hotels Leisure Groups verbally and then in writing. Notice of cancellation or substantial change will only be effective on the working day that it is received in writing by BWH Hotels Leisure Groups. For all cancellations and substantial changes notified within 30 days of arrival, the hotel is entitled to charge the cancellation charges as above. The hotel will recalculate the cost of the any changes or cancellations and re-invoice accordingly. Substantial changes and cancellations by the client will lead to loss of any deposit paid.

### Accommodation only for up to 8 bedrooms:

If your booking is for accommodation only for up to 8 bedrooms, the following terms and cancellation policy will be applicable from the date the confirmation has been issued:

#### Group Cancellations

To avoid incurring charges, written notification of cancellation of the entire booking must be received by BWH Hotels no later than 7 days prior to arrival. For any cancellations made within 7 days prior to arrival the following charges will be made:

- 0-6 days prior to arrival, 100% of contracted revenue (EXC VAT)

#### Final numbers:

To be received no later than 7 days prior to arrival. Special agreement can be made with the hotel to hold an agreed number of additional rooms after this. Cancellations terms for additional rooms will be agreed by the hotel.

#### Final named rooming list:

To be received no later than 7 days prior to arrival. Any special requirements, such as dietary requirements or rooming requests must be notified as soon as possible and included in the final rooming list. Special requests are not guaranteed unless specifically confirmed in writing by the hotel.

\*\*All cancellation charges are EX VAT

### 4. Cancellation by the hotel

The hotel will offer the client alternative accommodation of equivalent or superior standard within reasonable proximity of the original hotel. Any additional cost in accommodation will be incurred by the hotel. When a suitable alternative is offered, no compensation or other claim will be paid in addition.

### 5. What are the payment terms?

Credit facilities must be pre-arranged, requested at the time of booking and are provided at the venue's discretion.

Unless credit is agreed, the venue could request a deposit for the event. Credit accounts must be paid within 30 days of date of invoice or interest will be charged at 2% above base rate per month or part-month thereafter.

In some circumstances (such as, but not limited to large events, weddings, block bookings, prime time bookings) deposits or pre-payments may be required. Any such payments required will be requested at the time of booking by the venue and will be non-refundable. Balance of payment is due to the hotel based on final invoice no later than 14 days prior to arrival.

All extras requested during the event will be charged to your account / payment card unless you instruct the venue in writing and in advance not to do so.

By signing this contract, you agree to the venue's payment terms, which were set out to you in writing prior to this contract.

The hotel and/ or BWH Hotels 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.

### 6. Hotel responsibility

- 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.
- Hotels that show the Disabled Facilities symbol in their entry have their facilities inspected by an approved independent inspector e.g. Tourism for All, or regional tourist boards.
- Hotels that do not have this accreditation may still have facilities for disabled guests.
- Clients are strongly recommended to check with either BWH Hotels, Leisure Groups or the hotel directly before booking to ensure the chosen hotel can meet all requirements.

### 7. Force Majeure

Except where otherwise expressly stated in these conditions, neither BWH Hotels 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". In these conditions, "force majeure" means any event which BWH Hotels or the hotel could not, even with all due care, foresight 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 Hotels or the hotel's control.

### 8. Hotel's Liability

- 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.
- 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 £100 per guest.
- Unless otherwise advised, the hotel has no plans for refurbishment, but this situation may change.
- Any refurbishments or removal of facilities will be notified by the hotel to BWH Hotels Leisure Groups and clients directly prior to arrival.

### 9. Indemnity & Insurance

You will indemnify us (together with our employees, agents and suppliers or sub-contractors), for any loss or damage we may suffer because of any actions, lawsuits, demands, claims, liabilities, taxes, losses, settlements from any

- (i) breach and agreement
- (ii) unlawful acts
- (iii) negligent acts or omissions or
- (iv) will misconduct, caused by you, your agents or Event subcontractors.

For Corporate events only. You must at your cost and expenses, obtain and maintain, in full force and effect during the agreement and for the duration of the event, insurance covering the risks in section 9 as well as public liability and third party liability insurance for at least £5,000,000 (five million pounds) per occurrence.

### 10. Conduct

- BWH Events Team reserve the right to refuse any request at their discretion.
- BWH Events Team reserve the right to cancel bookings if they consider in their absolute discretion that it may be poor business practice to proceed with the booking
- The venue reserves the right to object to the employment by you of any photographer, toastmaster, band, musician, entertainer, or other person in connection with any event. It is your responsibility, where appropriate, to comply with all requirements of the Performing Rights Society in respect of any music played or musician employed. Noise limitations may apply at some venues.
- The venue's name/logo may be used in publicity only once; a proof of the promotional material has been agreed directly with the venue.
- The venue must comply with certain licensing and statutory regulations and requires you to fulfil their obligations in this respect.

- The bedroom accommodation is available from 14.00 on the day of arrival and must be vacated by 10.00 on the morning of departure unless specific alternative arrangements have been agreed.

- It is the policy of the venue not to discriminate on the grounds of race, colour, creed, sex, marital status, age, ethnic origin, or disability. The client, its employees, guests, and all sub-contractors engaged by, or on behalf of the client are expected to adhere to this policy and the venue may, without incurring any liability, remove from the venue any person offending against this policy.

- You accept responsibility for any damage or loss caused by you or any member of your party. Full payment for any such damage or loss must be paid direct at the time to the venue.

- You and the Venue both agree that the Law and local jurisdiction of the country in which the venue is situated will govern your contract and agree that any dispute, claim or other matter of any description which arises between you and the venue will be dealt with by the Courts of the relevant country.

### 11. BWH Events Team Responsibilities

BWH Events Team act only as an intermediary in respect of all bookings taken and/or made on your behalf. BWH Events team accept no liability in relation to any contract you enter into or for any hotel services or arrangements you purchase or for the acts or omissions of any venues or other supplier(s).

If you have any complaints concerning any services BWH Events team provide, you must inform them straight away in writing and in any event within 28 days of the end of any arrangements booked through them. BWH Events team regret they cannot accept any liability if they are not so notified.

BWH's Events team maximum liability to you if they are found to have been at fault in relation to any service they provide (as opposed to any service provided by any venue or other supplier for whom they are not responsible) is limited to the commission they have earned or are due to earn in relation to the booking in question.

BWH Events Team do not exclude or limit any liability for death or personal injury which arises as a result of its negligence or that of its employees whilst acting in the course of their employment.

### 12. Brochure and Website accuracy

Please note the information shown on bestwestern.co.uk website may have changed by the time you come to book your arrangements. Regrettably errors do occasionally occur. You must therefore ensure you check all details of your chosen arrangements with the hotel or your agent at the time of booking.

#### Addendum:

##### Free place policy:

- 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.
- Limited to a maximum of 2 free places per group.

##### Rates:

- Group rates apply to a minimum of 9 rooms.
- If numbers fall below 9 rooms, unless previously agreed, hotel has right to amend prices accordingly.
- Rates are net and are inclusive of service and VAT at the current rate.
- Breakfast, when included, consists of buffet style
- Dinner, when included, consists of a three course, three choice table d'hot menu, (to include 1 vegetarian option) with tea or coffee.

##### Behaviour:

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

##### Meal Stops:

- Meal Stops are defined as: non-accommodation bookings. Services supplied relate exclusively to dining only.
- Update on numbers will be required 10 days prior to arrival. Final numbers must be advised 2 clear working days prior to arrival.
- 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.
- 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

##### Coach Friendly Charter at participating hotels:

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

### 13. 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.

#### 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.
- 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.
- 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.

### 14. On departure

- Your passengers will receive a personal farewell from the hotel
- All bookings will be subject to the BWH Hotels terms for group bookings



**VISIT:**

[bestwestern.co.uk/groups](https://bestwestern.co.uk/groups)

**EMAIL:**

[groups@bwhhotels.co.uk](mailto:groups@bwhhotels.co.uk)

**CALL:**

01904 809206



---

Images on front cover: Best Western Walworth Castle Hotel, Darlington | Moor Hall Hotel & Spa, BW Premier Collection, Sutton Coldfield  
Best Western Plus Pinewood on Wilmslow, Manchester | Bruntsfield Hotel, WorldHotels Elite, Edinburgh

*All information is correct at the time of going to print and is subject to change.*