

Guide for Groups





No stress, no hassle!

Eager to embrace the fast-paced city life with friends? Or maybe you're taking a tour group to the beautiful English countryside? Whatever the vibe, and wherever your group's next adventure lies, we've got the perfect hotel for you.

Covering the length and breadth of Great Britain, our group friendly hotels are brilliantly different, each with their own unique style. From castles to coaching inns with breathtaking views, every hotel has its own story to tell. And we want your group to experience it for themselves.

Enjoy a welcoming stay, create amazing memories and make full use of all our special group offers and perks. We're here to make group bookings easier for everyone.



Book your group hotel today:

✉ groups@bwhhotels.co.uk

☎ 01904 809206

🌐 bestwestern.co.uk/business/groups



Making long journeys bearable for everyone

Exhausting journeys are a thing of the past thanks to our meal stops and coach offers.

Meals worth stopping for...

Instead of stopping off at a soulless service station, let us tempt your taste buds with our tasty menus that'll help fuel your adventures.

Grab a seat in our hotels' relaxing restaurants and enjoy mouth-watering, locally-sourced dishes. And best of all, you don't even need a room booking. If you're organising a day trip or just passing through, you can recharge with a delicious meal before continuing your journey.

What's on the menu?

Tea/Coffee & Cake	£6.50
2-course set menu <i>(including tea & coffee)</i>	£18.95
3-course set menu <i>(including tea & coffee)</i>	£24.95

Coach stays

Got a coach full of people and need somewhere to stay? Well, we've got plenty of options for you.

More than 100 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.

We'll help you find a great hotel in your ideal spot - all at the best price plus:

- A **meet and greet** with one of our friendly staff members
- **No supplement** for single bedded rooms

Late Deals

Bag a great deal for your group right up until the last minute. Sign up to our late deals email by contacting alison.bartlett@bwhhotels.co.uk or calling 01904 809206



Escape to the countryside

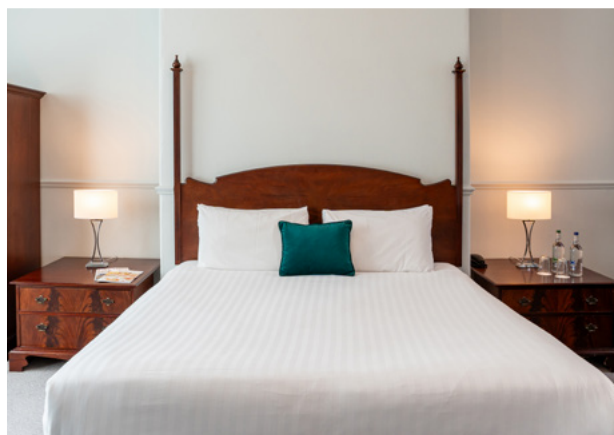
Switch off, unwind and take in the natural beauty of the English countryside. In a rural setting filled with fields, farms, and meadows, your group can find solace in a quieter, more serene atmosphere.



Ilkley The Craiglunds Hotel, Sure Hotel Collection by Best Western

Ilkley

- Ample parking for coaches
- 6 acres of beautifully landscaped grounds
- 63 bedrooms for groups of all sizes
- 5-minute walk from Ilkley town centre



Castle Green Hotel in Kendal, BW Premier Collection by Best Western

Kendal

- Situated in the picturesque Lake District
- Free parking for coaches
- 10 minutes from the M6 motorway
- Great dining options





Soak up the sun during a coastal break

Let your travellers breathe in the fresh air, feel the cool sea on their toes, and enjoy a more relaxed way of life during the perfect coastal break. Enjoy a stay in some of the most popular seaside destinations when you book with us.



Best Western Premier Dover Marina Hotel & Spa

Dover

- **Modern and sustainable facilities** across the hotel
- **Friendly and helpful staff** who are on hand to help at all times
- Dover Marina's location is **ideal for cross-channel sailing** and has excellent transport links across Kent
- Offsite **parking**



Best Western Lancaster Morecambe Lothersdale Hotel

Morecambe

- **Stunning views** across Morecambe Bay to the Lake District mountains
- **Modern bedrooms** with TVs, tea and coffee making facilities, and an en-suite bathroom



Live it up in the city!

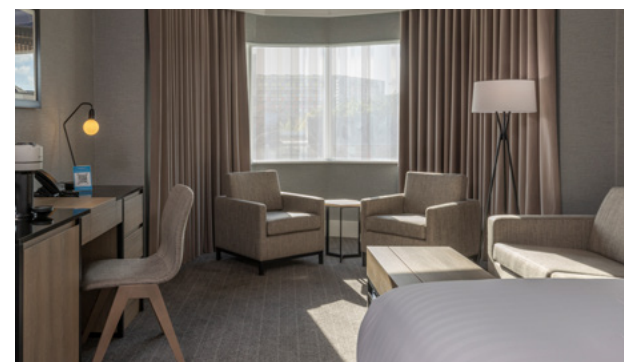
From museum visits and art gallery exploration to shopping sprees and foodie days, a city break has something for everyone. No matter which of our great cities your clients want to stay in you'll find a Best Western hotel to suit their needs.



Best Western Plus The Quays Hotel Sheffield

Sheffield

- Scenic [waterfront location](#)
- Vibrant city centre [just 10-minute walk away](#)
- [128](#) bright and airy bedrooms



York Pavilion Hotel, Sure Hotel Collection by Best Western

York

- Situated just over a mile from [York's historic city centre](#)
- [Landscaped gardens](#) and a peaceful and picturesque environment



There's a Best Western for everyone!

We've got over 230 Best Western Hotels located across Great Britain, from Yorkshire to Wales, London to Edinburgh, we're ready to welcome your group.

Whether you're part of a sports group or are planning a break for a larger association, we've got the perfect place for everyone. And don't worry, all meetings, events and visits can be tailored to your needs and requirements.



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BWHSM Hotels

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Distinctive

WORLDHOTELSSM
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by BEST WESTERN

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BEST WESTERN

Aiden
by BEST WESTERN

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BWH HOTELOPEDIA

London

Location	Hotel		Bedrooms	Meeting Rooms	Max Theatre	Accessible Rooms	Lift	Indoor Pool	Gym	Coach Parking Onsite	Meal Stops	Coach Charter
London	Best Western Chiswick Palace & Suites	***	104	2	26	X	✓	X	X	X	✓	✓
London	Best Western Kensington Olympia Hotel	***	54	0	0	X	✓	X	X	X	X	X
London	Best Western London Highbury	***	45	0	0	✓	✓	X	X	X	X	X
London	Best Western Northfields Ealing Hotel	***	54	0	0	✓	✓	X	X	X	✓	✓
London	Courthouse Hotel London, WorldHotels Elite		116	11	120	X	✓	✓	✓	X	X	X
London	Courthouse Hotel Shoreditch, WorldHotels Elite		128	11	365	✓	✓	✓	✓	✓	X	X
London	Putney Hotel, BW Signature Collection by Best Western	****	35	1	100	✓	✓	X	X	X	X	X
London	Queensway Hotel, Sure Hotel Collection by Best Western	***	40	0	0	X	✓	X	X	X	X	✓
London	The Crown London, WorldHotels Distinctive	****	152	4	450	X	✓	X	✓	✓	✓	X
London	The Washington Mayfair Hotel, WorldHotels Distinctive		178	6	110	X	✓	X	✓	X	X	X

England

Location	Hotel		Bedrooms	Meeting Rooms	Max Theatre	Accessible Rooms	Lift	Indoor Pool	Gym	Coach Parking Onsite	Meal Stops	Coach Charter
Altrincham	Best Western Cresta Court Hotel	***	148	8	350	✓	✓	X	X	✓	✓	✓
Andover	Best Western Andover Hotel	***	49	2	150	X	X	X	X	X	X	X
Aveley	Best Western Thurrock Hotel	***	60	8	200	X	X	X	X	✓	✓	✓
Axbridge	Best Western Webbington Hotel and Spa	***	59	6	1000	X	X	✓	✓	✓	X	✓
Bath	Best Western Limpley Stoke Hotel		60	3	70	X	✓	X	X	✓	X	✓
Beamish	Beamish Hall Hotel, BW Premier Collection by Best Western	****	44	7	400	X	✓	X	X	✓	✓	✓
Birmingham	Best Western Plough & Harrow Hotel	***	44	7	100	X	X	X	X	X	✓	✓
Birmingham	Castle Bromwich Hall Hotel, Sure Hotel Collection by Best Western	****	42	6	150	✓	✓	X	X	✓	✓	✓
Blackpool	Best Western Carlton Hotel	***	55	0	0	✓	✓	X	X	X	✓	X
Bognor Regis	Beachcroft Hotel, BW Signature Collection by Best Western	****	32	3	110	✓	X	✓	X	✓	X	X
Bournemouth	Hotel Collingwood, BW Signature Collection by Best Western	***	53	2	150	X	✓	✓	X	✓	X	✓
Bradford	Best Western Bradford Guide Post Hotel	***	42	2	100	✓	X	X	X	X	✓	✓

BWH HOTELOPEDIA

England

Location	Hotel		Bedrooms	Meeting Rooms	Max Theatre	Accessible Rooms	Lift	Indoor Pool	Gym	Coach Parking Onsite	Meal Stops	Coach Charter
Bradford-on-Avon	Leigh Park Country House Hotel & Vineyard, BW Signature Collection by Best Western		38	4	120	X	X	X	X	✓	X	✓
Bury St. Edmunds	Best Western Priory Hotel	***	53	1	24	✓	X	X	X	✓	✓	✓
Canterbury	Best Western Abbots Barton Hotel	***	43	3	150	X	✓	X	X	✓	✓	✓
Chester	Crabwall Manor & Spa, BW Signature Collection by Best Western	****	55	4	90	✓	X	✓	✓	✓	✓	✓
Chippenham	Best Western Plus Angel Hotel	***	50	4	100	✓	X	✓	✓	✓	✓	✓
Chorley	Plaza Chorley, Sure Hotel Collection by Best Western		30	1	10	✓	X	X	X	X	✓	✓
Clevedon	Best Western Walton Park Hotel	***	45	4	120	X	✓	X	X	✓	X	✓
Colchester	Best Western The Rose & Crown Hotel	***	39	2	100	X	✓	X	X	✓	X	✓
Coventry	Weston Hall Hotel, Sure Hotel Collection by Best Western	***	36	4	200	X	X	X	X	✓	✓	✓
Coventry	Windmill Village Hotel, Golf Club & Spa, BW Signature Collection by Best Western	****	105	7	400	✓	✓	✓	✓	✓	✓	✓
Darlington	Best Western Walworth Castle Hotel	***	32	4	150	X	X	X	X	✓	✓	✓
Darlington	Hall Garth Hotel Darlington, BW Signature Collection by Best Western	***	56	2	220	X	X	X	✓	✓	✓	✓
Darlington	The Croft Hotel, BW Signature Collection by Best Western	***	24	2	200	X	X	X	X	✓	X	✓
Darlington	The George, Sure Hotel Collection by Best Western	***	33	0	0	X	X	X	X	✓	✓	✓
Dartmouth	Best Western The Dartmouth Hotel, Golf & Spa		35	2	50	✓	✓	✓	✓	✓	✓	✓
Derby	The Stuart Hotel, Sure Hotel Collection by Best Western	***	100	1	20	✓	X	X	X	X	✓	✓
Doncaster	Best Western Plus Pastures Hotel	***	60	2	250	✓	✓	X	X	X	X	X
Doncaster	Best Western Premier Mount Pleasant Hotel	****	90	7	200	✓	✓	X	X	✓	✓	X
Dover	Best Western Premier Dover Marina Hotel & Spa	****	122	4	180	X	✓	X	✓	X	✓	✓
Eastbourne	Best Western Plus Citrus Hotel Eastbourne	***	50	0	0	✓	✓	X	X	X	X	✓
Eastbourne	Best Western York House Hotel	***	78	3	100	✓	✓	✓	X	X	✓	✓
Epsom	Orchid Epsom, Sure Hotel Collection by Best Western		29	0	0	✓	X	X	X	X	X	X
Exeter	Lord Haldon Country Hotel, Sure Hotel Collection by Best Western		25	3	250	X	X	X	X	X	✓	✓
Falfield	Best Western The Gables Hotel	***	46	8	200	X	X	X	X	X	✓	✓
Faversham	Judds Folly Hotel, Sure Hotel Collection by Best Western	***	25	3	120	✓	X	X	X	X	✓	✓
Folkestone	Burlington Hotel, BW Premier Collection by Best Western	****	59	3	160	X	✓	X	X	X	✓	✓
Frodsham	Best Western Forest Hills Hotel		58	7	220	✓	X	✓	✓	✓	✓	✓
Grantham	The Barn Hotel & Spa, Sure Hotel Collection by Best Western	***	100	4	300	✓	✓	✓	✓	✓	✓	✓



BWH HOTELOPEDIA

England

Location	Hotel	Rating	Bedrooms	Meeting Rooms	Max Theatre	Accessible Rooms	Lift	Indoor Pool	Gym	Coach Parking Onsite	Meal Stops	Coach Charter
Hartlepool	Best Western The Grand Hotel Hartlepool	★★★★	51	0	0	X	X	X	X	X	✓	✓
Hayes	Best Western London Heathrow Ariel Hotel	★★★★	184	7	50	✓	✓	X	X	✓	✓	✓
Huddersfield	Fortune Huddersfield, Sure Hotel Collection by Best Western		41	0	0	✓	X	X	X	X	X	✓
Huddersfield	The Old Golf House, Sure Hotel Collection by Best Western	★★★	51	4	180	X	X	X	X	X	✓	X
Hurley	The Olde Bell, BW Signature Collection by Best Western	★★★	48	5	180	X	X	X	X	X	✓	✓
Ilkley	The Craiglands Hotel, Sure Hotel Collection by Best Western	★★★	63	7	500	✓	✓	X	X	✓	✓	✓
Ipswich	Best Western Ipswich Hotel	★★★★	79	8	600	X	✓	X	X	✓	✓	✓
Kegworth	Best Western Premier Yew Lodge East Midlands Airport	★★★★	113	17	330	✓	✓	X	✓	✓	✓	✓
Kendal	Castle Green Hotel in Kendal, BW Premier Collection by Best Western	★★★★	99	10	300	X	X	✓	✓	✓	✓	✓
Kendal	Lakeland Kendal Hotel, Sure Hotel Collection by Best Western		41	0	0	✓	✓	X	X	X	✓	X
Leamington Spa	The Jephson Hotel, BW Signature Collection by Best Western		65	3	60	✓	X	X	X	✓	✓	X
Leeds	Best Western Plus Milford Hotel	★★★	46	3	60	✓	X	X	X	✓	✓	✓
Lichfield	Best Western The George Hotel	★★★	45	4	110	X	✓	X	X	X	✓	✓
Lincoln	Best Western Plus Bentley Hotel & Spa	★★★★	80	8	350	✓	✓	X	✓	✓	✓	✓
Liverpool	Best Western Premier Suites Hotel & Spa	★★★★	101	4	300	✓	✓	✓	✓	✓	✓	✓
Liverpool	Dockside Aparthotel, BW Signature Collection by Best Western	★★★	48	0	0	X	✓	X	X	X	X	X
Liverpool	Ropewalks Hotel, BW Premier Collection by Best Western	★★★★	127	0	0	✓	✓	X	X	X	✓	✓
Louth	Best Western Plus Kenwick Park Hotel		60	4	220	✓	X	✓	✓	X	✓	✓
Lowestoft	Best Western The Hatfield Hotel	★★★	44	3	110	X	✓	X	X	X	X	X
Maidenhead	Thames Riviera Hotel, Sure Hotel Collection by Best Western	★★★	52	3	50	X	X	X	X	X	✓	✓
Mere Knutsford	Casa Mere Manchester, Sure Hotel Collection by Best Western		40	1	35	✓	X	X	X	X	✓	✓
Milton Keynes	Best Western Moore Place Hotel	★★★	63	4	40	✓	X	X	X	✓	✓	✓
Milton Keynes	Woughton House Hotel, WorldHotels Distinctive	★★★★	51	5	250	✓	X	X	X	✓	✓	X
Morecambe	Best Western Lothersdale Hotel	★★★	49	2	200	✓	✓	X	X	X	✓	✓
Newcastle	Best Western New Kent Hotel	★★★	32	0	0	X	X	X	X	X	✓	✓
Newmarket	Best Western Heath Court Hotel	★★★	42	5	130	X	✓	X	X	✓	✓	✓
Norwich	George Hotel, BW Signature Collection by Best Western	★★★	43	1	80	X	X	X	X	✓	✓	✓
Nottingham	Best Western Plus Nottingham City Centre	★★★★	100	5	100	✓	✓	X	X	X	X	✓
Nr Eye	Best Western Brome Grange Hotel		44	4	150	✓	X	X	X	✓	✓	✓
Nr Tamworth	Best Western Appleby Park Hotel		96	3	100	✓	X	X	X	✓	✓	✓

BWH HOTELOPEDIA

England

Location	Hotel	Rating	Bedrooms	Meeting Rooms	Max Theatre	Accessible Rooms	Lift	Indoor Pool	Gym	Coach Parking Onsite	Meal Stops	Coach Charter
Oakham	Normanton Park Hotel, Sure Hotel Collection by Best Western	★★★	30	3	90	X	✓	X	X	✓	✓	✓
Oxford	Linton Lodge Hotel, BW Signature Collection by Best Western	★★★	87	0	0	X	✓	X	X	X	✓	✓
Peterborough	The Bull Hotel, Sure Hotel Collection by Best Western	★★★★	118	5	130	✓	X	X	X	✓	✓	✓
Peterborough	The Milestone Peterborough Hotel, Sure Hotel Collection by Best Western	★★★	99	7	50	✓	X	X	X	✓	✓	X
Plymouth	New Continental Hotel, Sure Hotel Collection by Best Western		99	3	350	X	✓	✓	✓	✓	X	X
Preston	Barton Manor & Spa, BW Signature Collection by Best Western	★★★★	57	6	300	✓	✓	✓	✓	X	✓	✓
Preston	Garstang Country Hotel and Golf Club, Sure Hotel Collection by Best Western	★★★	33	7	200	✓	✓	X	X	✓	✓	✓
Radstock	Best Western Plus Centurion Hotel	★★★★	45	3	160	X	X	X	✓	✓	X	✓
Reading	Best Western Reading Calcot Hotel	★★★	80	2	120	✓	X	X	X	✓	✓	✓
Reading	Sure Hotel by Best Western Reading	★★	90	0	0	X	✓	X	✓	X	X	✓
Redditch	Southcrest Manor Hotel, BW Signature Collection by Best Western	★★★★	63	1	120	✓	X	X	✓	X	✓	✓
Retford	Best Western Plus West Retford Hotel	★★★	63	6	150	X	X	X	X	✓	✓	X
Salisbury	Best Western Red Lion Hotel	★★★★	60	4	120	X	X	X	X	X	X	✓
Sheffield	Best Western Plus Mosborough Hall Hotel	★★★	46	6	220	✓	X	X	X	✓	✓	✓
Sheffield	Best Western Plus The Quays Hotel Sheffield	★★★★	128	12	260	✓	✓	✓	✓	✓	✓	✓
Solihull	Best Western Plus Manor NEC Birmingham	★★★★	112	6	300	✓	✓	X	X	✓	✓	✓
Southampton	Best Western Chilworth Manor Hotel	★★★	97	9	150	✓	✓	✓	✓	✓	✓	✓
St. Annes-on-Sea	Glendower Hotel, BW Signature Collection by Best Western	★★★	61	3	150	X	✓	X	✓	✓	✓	✓
Stockton-on-Tees	Parkmore Hotel & Leisure Club, Sure Hotel Collection by Best Western	★★★	55	2	100	X	X	✓	✓	✓	✓	✓
Stratford-Upon-Avon	The Welcombe Hotel, BW Premier Collection by Best Western	★★★★	85	11	120	✓	X	✓	✓	X	✓	✓
Sunderland	Roker Hotel, BW Premier Collection by Best Western	★★★★	43	4	350	✓	✓	X	X	X	✓	X
Sunderland	The Magnum Hotel Sunderland, Sure Hotel Collection by Best Western	★★★	63	2	30	✓	X	X	X	✓	✓	✓
Sutton Coldfield	Moor Hall Hotel & Spa, BW Premier Collection by Best Western	★★★★	83	6	250	✓	✓	✓	✓	✓	✓	✓
Swindon	Blunsdon House Hotel, BW Premier Collection by Best Western	★★★★	108	11	300	✓	✓	✓	✓	✓	✓	X
Telford	Best Western Valley Hotel		44	2	140	X	X	X	X	✓	X	✓
Ullesthorpe	Best Western Plus Ullesthorpe Court Hotel & Golf Club	★★★★	72	5	90	X	✓	✓	✓	✓	✓	✓
Wakefield	Hotel St Pierre, Sure Hotel Collection by Best Western		54	4	100	✓	✓	X	X	X	X	X
Watford	Best Western White House Hotel	★★★	67	0	0	X	✓	X	X	X	✓	✓



BWH HOTELOPEDIA

England

Location	Hotel		Bedrooms	Meeting Rooms	Max Theatre	Accessible Rooms	Lift	Indoor Pool	Gym	Coach Parking Onsite	Meal Stops	Coach Charter
Weybridge	Best Western Ship Hotel	***	76	4	40	✓	✓	X	X	X	✓	✓
Wilmslow	Best Western Plus Pinewood Manchester Airport-Wilmslow Hotel	****	89	4	180	✓	✓	X	X	✓	✓	✓
York	York Pavilion Hotel, Sure Hotel Collection by Best Western	***	63	8	100	✓	X	X	X	X	✓	✓

Wales

Location	Hotel		Bedrooms	Meeting Rooms	Max Theatre	Accessible Rooms	Lift	Indoor Pool	Gym	Coach Parking Onsite	Meal Stops	Coach Charter
Cardiff	Best Western Premier Heronston Hotel & Spa	***	75	6	200	✓	✓	✓	✓	✓	✓	✓
Swansea	Best Western Aberavon Beach Hotel	***	68	6	300	✓	✓	X	X	✓	✓	✓

Channel Isles

Location	Hotel		Bedrooms	Meeting Rooms	Max Theatre	Accessible Rooms	Lift	Indoor Pool	Gym	Coach Parking Onsite	Meal Stops	Coach Charter
Guernsey	Best Western Hotel de Havelet	****	34	1	30	X	X	✓	X	X	X	X
Guernsey	Best Western Moores Central Hotel	***	49	2	70	X	✓	X	✓	X	X	X

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Scotland

Location	Hotel		Bedrooms	Meeting Rooms	Max Theatre	Accessible Rooms	Lift	Indoor Pool	Gym	Coach Parking Onsite	Meal Stops	Coach Charter
Aberdeen	Sure Hotel by Best Western Aberdeen		45	1	120	✓	✓	X	X	X	✓	✓
Crianlarich	Best Western The Crianlarich Hotel	***	36	3	120	X	✓	X	X	✓	✓	✓
Drymen	Buchanan Arms Hotel & Leisure Club, Sure Hotel Collection by Best Western	***	52	2	140	X	X	✓	✓	✓	✓	X
Dundee	Best Western Queens Hotel		53	5	200	X	✓	X	X	X	✓	✓
Dundee	Best Western Woodlands Hotel	***	65	2	200	✓	✓	✓	✓	✓	X	✓
Dundee	Invercarse Hotel, BW Signature Collection by Best Western		68	5	350	✓	X	X	X	✓	X	✓
Dunfermline	Best Western Plus Keavil House Hotel	****	69	4	300	✓	X	✓	✓	✓	X	✓
Edinburgh	Best Western Kings Manor Hotel	***	100	3	160	✓	✓	✓	✓	✓	X	X
Edinburgh	Bruntsfield Hotel, WorldHotels Elite	****	72	1	60	✓	✓	X	X	X	X	X
Glasgow	Best Western Glasgow Hotel	***	91	1	100	✓	✓	X	X	X	X	X
Glenrothes	Best Western Balgeddie House Hotel		33	2	220	✓	✓	✓	✓	✓	✓	✓
Inveraray	The Inveraray Inn, BW Signature Collection by Best Western	***	35	2	120	X	X	X	X	✓	✓	✓
Langbank	Gleddoch Golf & Spa Resort, WorldHotels Distinctive	****	75	3	150	✓	X	✓	✓	✓	✓	✓
Livingston	Best Western Hilcroft Hotel	***	32	4	180	✓	X	X	X	✓	✓	✓
Lockerbie	Dryfesdale Hotel, BW Signature Collection by Best Western	****	29	3	150	X	X	X	X	✓	✓	✓
Lockerbie	Sure Hotel by Best Western Lockerbie	***	21	2	200	X	X	X	✓	X	✓	✓
Selkirk	Philipburn Hotel, BW Signature Collection by Best Western		20	2	180	X	X	X	X	X	✓	✓

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Terms & 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 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 INC 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 Cancellation:

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 (inc. VAT)

Final Numbers:

To be received 7 days prior to arrival. Special agreement can be made with the hotel to hold an agreed number of additional rooms after this. Cancellation 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 INC 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 had 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, 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 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'hote menu, (to include 1 vegetarian option) with tea or coffee.

Children:

- Up to 2 children under 12 years stay free of charge when sharing existing room.
- All meals to be paid for as taken directly with the hotel.

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:

- No supplement will be charged for single bedded rooms.
- The driver and/or tour guide will be upgraded on arrival if available.

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.

MEALS:

- Breakfast served in either the hotel's restaurant or private room.
- 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 dinner menu will consist of a choice of a minimum 3 starters, 3 main courses (to include 1 vegetarian option) and 3 desserts using locally sourced produce if possible. Please advise of any specific dietary requirements
- Tables will be no larger than 8 and will include tables for 2 and 4 people where possible.
- Jugs of iced tap water and tea & coffee will be provided with dinner free of charge.

ON DEPARTURE:

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



0 25 50 75 100 kilometres
0 25 50 miles

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Images on front cover: Best Western Chilworth Manor Hotel, Southampton | Moor Hall Hotel & Spa, BW Premier Collection by Best Western, Sutton Coldfield | Best Western Premier Dover Marina Hotel & Spa, Dover | Gleddoch Golf & Spa Resort WorldHotels Distinctive, Langbank

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

Please note, the information shown in this brochure may have changed by the time you come to book your arrangements. Whilst every effort is made to ensure the accuracy of the information at the time of printing, do ensure you check all details of your chosen arrangements with us at the time of booking.