

## **Beales Hotels Satisfaction Guarantee**

### **1. What is the Beales Hotels Satisfaction Guarantee?**

At Beales Hotels we've thought of everything you need to have a great time with us.

From our pocket-sprung Hypnos beds, to our Egyptian cotton sheets and feather and down duvets and pillows, we're always on the lookout for ways to make bedtime better.

Equally in the restaurants, bars and conference and banqueting areas, we have worked really hard to ensure all our menus, drinks and service are of the highest standard.

**If there is an issue of any kind, please speak to one of our team at the time that the issue that needs resolving and we will do our best to resolve the issue for you then and there.**

This is our Satisfaction Guarantee.

### **2. What do I do if I'm unhappy during my visit?**

The first thing to do is speak to one of our team, who'll be happy to put things right for you. Our friendly teams are on hand 24 hours a day, 7 days a week.

### **3. What if your team still cannot resolve my issue?**

Please write to our General Manager Chris Hall on [chrishall@bealeshotels.co.uk](mailto:chrishall@bealeshotels.co.uk) – Chris will be pleased to assist you further.

If your room or meal was booked as part of a group booking, the person who made the booking on behalf of the group should contact him.

You will need to provide details of the Beales hotel which you visited, the dates of your visit, who you spoke to at the hotel, when you spoke to them, and the reason(s) why you were not satisfied.

### **4. Exclusions**

Our Satisfaction Guarantee does not apply due to circumstances that are beyond our reasonable control as hoteliers such as extreme weather conditions, fire, flood, lightning, earthquake, explosion, terrorism, war, civil disorder, epidemics, embargoes, labour disputes and power cuts.

You may not complain under our Satisfaction Guarantee if you have breached the terms and conditions applying to your booking for example by causing damage to our or to other guests property, threatening negative reviews on sites like Tripadvisor, or by being abusive to our staff or to other guests during your stay.

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