

Terms and Conditions

Please make sure that you read the terms and conditions set out below before proceeding. You will be asked to accept these conditions and that you have read and understood them before you can proceed with your booking.

Room Prices

All room prices are per room, per night, and are inclusive of VAT at 17.5%. The room price includes a breakfast. Any other meals taken are not included in the room price. Reservations may be made up to one year in advance. The Broadway Hotel reserves the right to review their room prices from time to time. If you make a reservation more than one month in advance, the quoted room price may change before the date of your stay. We will endeavour to inform you of any price increases, however The Broadway Hotel reserve the right to charge the current room price on the day of arrival. If the price of the room has increased by the time you come to stay at The Broadway Hotel, you will be entitled to cancel your reservation without charge (even if you arrive after 4.00pm). For an up-to-date room price, please contact Room Reservations on 01462 480111.

Room Requirements

The Broadway Hotel will make every possible effort to ensure that our guest's requirements are met, however all rooms are subject to availability. We apologise in advance if your particular requirements cannot be met.

Family Rooms

Family rooms offer accommodation for two adults and up to two children under the age of 16. Cots (for children up to two years of age) are available upon request at The Broadway Hotel at no extra charge.

Non-Smoking Rooms

At The Broadway Hotel we offer only non-smoking rooms.

Reservations

All reservations must be guaranteed by a credit/debit card. The Broadway Hotel will not be able to make a reservation for you without a credit/debit card. Payment will not be taken in advance of your arrival date but the card will be charged if the booking is not cancelled before 2pm on the day of arrival. All online reservations are automatically guaranteed as a credit/debit card is required to proceed with the booking process. In wholly exceptional circumstances The Broadway Hotel may accept a reservation without a credit/debit card. These reservations must be guaranteed by email or fax within 24 hours or they will be released.

Booking Restrictions

A minimum length of stay is sometimes required depending upon The Broadway Hotel and the date you wish to stay. You will be advised of any restrictions when booking. Please note that minimum stay restrictions apply to the whole duration of your stay. The full charge of the booking will be applied in the event that room residency is curtailed within the duration of the minimum stay restriction.

Arrival and departure

Check-in time is from 2pm until 11pm on the day of arrival. Check out time is by 11.00am on the day of departure.

Cancellations

If you need to cancel or amend your reservation, please call Room Reservations on 01462 480111 or visit www.broadwayhotel.co.uk. Any cancellations or amendments must be made by 2pm on the day of arrival. If you cancel a guaranteed reservation after 2pm on the arrival date, you will be charged for one night's accommodation per room booked. A cancellation reference number will be given and should be kept as proof of cancellation.

Payment

At The Broadway Hotel you pay for your room on arrival and any purchases as you make them. On departure, just drop your key and go. We accept payment by cash, cheque (with a valid cheque guarantee card), and credit and debit cards (Switch, Visa or MasterCard). Group Reservations For reservations of five rooms or more, our group booking policy will apply. Please contact Room Reservations on 01462 480111.

Agency Commission

Agency commissions will not be paid on bookings via our web site at www.broadwayhotel.co.uk.

Eating and Drinking

All meals (including breakfast) are available in the restaurant, which is situated in The Broadway Hotel. Breakfast is served in the restaurant from 7am to 9.30am, Monday to Friday and 8am - 10am Saturday and Sunday. At our Carvery restaurant there is no need to make table reservations, simply turn up and you will be shown to a table. If there are no tables available you will be advised of a waiting time.

Directions

Directions are available online. If you require more detailed directions please contact Room Reservations on 01462 480111 who will be pleased to help.

Contact

The Broadway Hotel Reservations: The Broadway Hotel, The Broadway, Letchworth Garden City, Hertfordshire, SG6 3NZ

Miscellaneous**Telephone Calls**

Please note that, although all rooms have a telephone facility, we bar all calls to international and premium rate numbers.

Pets

We regret that, with the exception of guide dogs, no pets are allowed in any part of The Broadway Hotel.

Appliances

Electrical appliances, such as mini cookers and toasters, may not be used in the rooms as they may set off the fire alarm system.

Reservations

In wholly exceptional circumstances that are beyond our control we reserve the right to alter, amend or cancel your reservation. All reservations are subject to the Licensing Act 1984 and the Hotel Proprietor's Act 1956.