
From: Carl Moore
Sent: 18 November 2016 15:54
To: jhyldon
Cc: Bhapinder Nandhra; Jake Brooke
Subject: Re: Sanitised Disclosure from ZARAS Nightclub
Attachments: Sanitised Papers re Hampton on the Hill..pdf

Dear Jonathan,

I act as authorised agent for ZARAS Nightclub.

I apologise for the lateness of the attached disclosure it would appear having spoken to Bhapinder Nandhra assistant Senior Licensing Officer at Birmingham Council the attachment was to large and is lost somewhere in there system. I have been able to reduce the document in size and resend it.

Please accept a copy of the attached sanitised version of disclosure which I have served on Birmingham City council today.

Regards

Carl

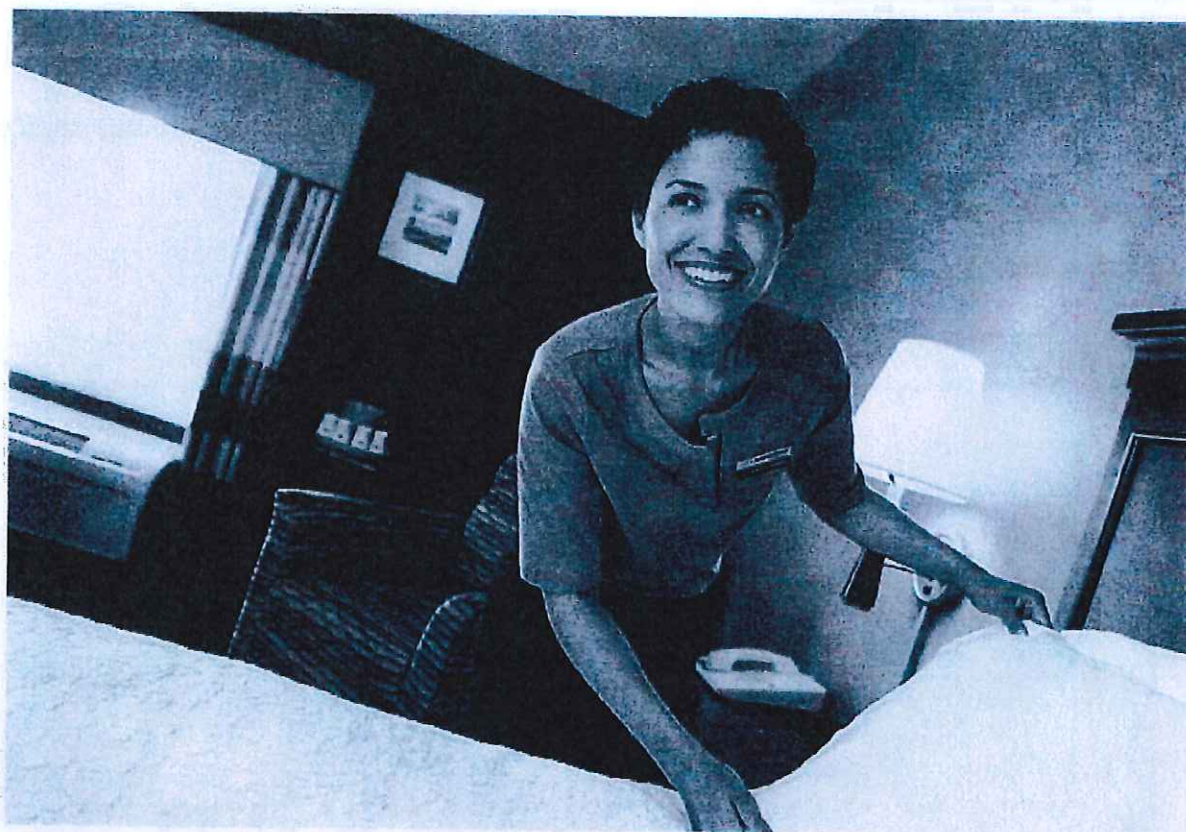
Carl Moore
Director
C.N.A. Risk Management Ltd

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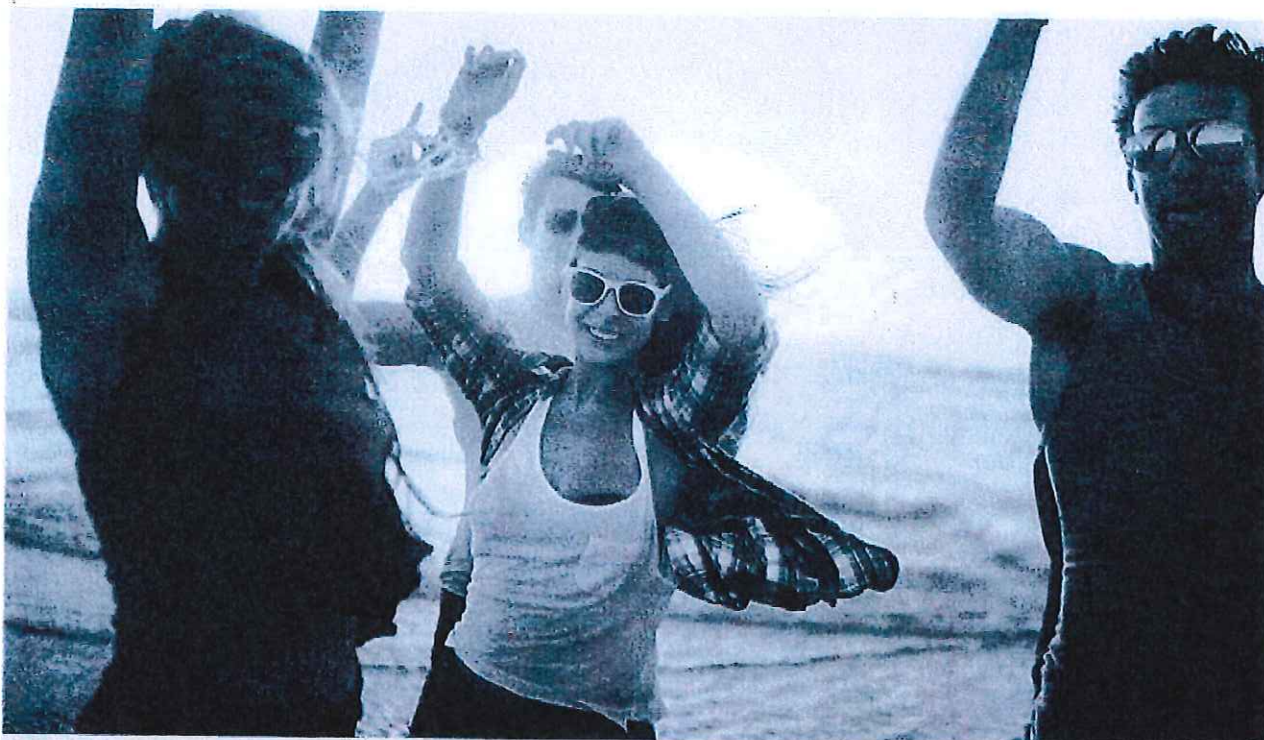
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Hampton By Hilton

"Disappointing"

Reviewed 1 July 2013

I am disappointed that I have to give this hotel a bad review. I really wanted to like this hotel but unfortunately, this was not the case. I travelled with my younger sister and cousin. We had a twin room for them and a double room for me. My room was on the 8th floor and at the front of the building. Needless to say I did not sleep a wink either night with the noise from the street. I do understand this is out of the hotels control. However, on the second night, I was woken by a couple arguing and screaming outside the door of my room. Joyful. Apart from the noise, the room itself needed some attention. A few small fixes such as the shower tray, seemed to be blocked, filled up within minutes so shower had to be quick. One of the blinds did not come down the full way, which let a lot of light in. had to improvise and block this with pillows.

In relation to service I did not have much experience but what I did have was not overly good. When I was checking in, I was told I had to pay upon arrival, I didn't have a problem with this as I was planning to anyway, however the man checking in beside me, (who had never stayed before I overheard) was given the option if he wanted to pay now or upon departure. I couldn't help but wonder was this because I was a young woman with 2 teenagers as guests? Breakfast in the hotel was nice, and a very good selection.

In the morning, a knock came at about 9.30 to see if I needed room service. I was just out of the shower so I had to decline, I did think this was a bit early to be coming around.

Finally when I was checking out, I asked the lady behind the counter if she could call us a taxi (which she did not have a problem to do the night before) but instead this time I was handed a card and told to call the number on it to get a taxi. As our phones could not call UK numbers, the 3 of us went out onto the street to find a passing taxi.

In summary, I would have like to have had a good stay but unfortunately, the good location and breakfast is not enough to sway us to stay again. I did feel treated differently because of our age. The only other interaction we had was with the security guard at the door who was very polite.

- Stayed [redacted] 2013, travelled with family

 1 Thank travelot07

Ask travelot07 about Hampton by Hilton Birmingham Broad Street

e staff. On the last 2 reviews I made this was one of the big selling points. The staff were brilliant on previous occasions, with my son especially. This time nothing. Waiting at reception to have a car park ticket validated whilst one member of staff serves other guests and 2 other members of staff have a natter behind her is unacceptable. One of the two employees having a natter did finally serve but a bad show. And there was none of the interaction that occurred on previous occasions between staff and guests. Guests are now a hindrance to staff by the looks of it.

Also on Saturday night there was a fire alarm at 11pm. Now the usual thing you would do in this situation is to leave the room and get out. However when we exited the room a member of staff was running through the corridor and his words were "just go back in your room". Erm... is the fire alarm that is still going off nothing to worry about then? "No just get back in room" Excellent customer service.

Finally we were put on the 5th floor, having booked this hotel lots of times we have never made any requests, this time was the first time we have ever done so and we asked for a higher level room if possible. Obviously this was not possible and that is understandable and not an issue but during check in when told we were on level 5 I asked if there was anyway we could be any higher up to be told "No

chance". Not really the sort of attitude I pay for and after 9 visits to the hotel and two 5 star ratings that is the end of my visits to the Hilton Broad Street.

Breakfast is included which is a bonus but even that was a disappointment this time around, cardboard bacon and water with lumps as scrambled eggs.

Amazing what difference a couple of months has made to the place and very disappointed.

- Stayed  2013, travelled with family

"Not Impressed!!"

Reviewed 8 December 2013

Booked this hotel as it is within walking distance of the NIA and great location. However, stayed on a Saturday night and the hotel was heaving! First problem, no room in the car park. Eventually got to Reception and overall impression was not good, the carpet was very stained and grubby. Next problem, I had booked a twin room but was given a double and told there were no twins available and that the booking agent I had used had made the mistake of reserving the wrong room and I should address my complaint to them. I contacted the agent who was great and got straight onto the hotel who eventually admitted that it was their fault but still no go with the twin room. After another discussion with the receptionist she did refer to the manager and they managed to find us a twin room.

Then we got to the lifts, nightmare, small, overcrowded, long wait, the list goes on. But, the good news is when we arrived in our room it was very clean and comfortable so were the beds and bathroom. Great.

Problems again at breakfast, they do hot breakfast and continental but could not keep up with demand,

also there is a lack of seating, so lots of people milling around with trays.....

There are a number of other hotels in this area, would look at other options if staying in Birmingham again.

- Stayed 2013, travelled with friends

"Devalues the Hilton brand"

Reviewed  2012

This is a perfectly functional business hotel, but definitely not what I would expect from a 'Hilton'.

After waiting in an empty lobby with no receptionist for 10 minutes, I saw a sign at the end of the corridor next to the lift saying there was a reception on the 3rd floor.

Check-in went smoothly and the room was average sized, bright and clean. I looked for a room service menu and there wasn't one and nor did there seem to be a restaurant in the hotel so I don't think they serve food apart from Breakfast. No mini bar either. I phoned reception to ask for more coat-hangers and they never turned up.

The room was pretty badly soundproofed, so I could hear sirens from the street and also lifts arriving throughout the night ("doors closing" gets repetitive!). At 4.30 a.m. a fire alarm also went off for a minute or so and then stopped, which was not explained or apologised for by any staff in the morning.

Breakfast was a help yourself buffet which served all the basics for hot and cold breakfasts.

Overall an average stay, but without the niceties associated with the Hilton. It felt more like an Ibis or a Premier Inn.

Room Tip: Try not to get a room near the lifts and also on the higher floors as the view can be quite good.

"Reasonably priced but don't stay here"

We stayed here on 15 September. We had asked for a quiet room on a high floor and we were given room 1724, which is on the top floor.

The room was a bit small but comfortable and well equipped. Reception is on the third floor and it is busy and claustrophobic. There are 4 lifts, which doesn't seem enough when you are waiting a couple of minutes at a time to be able to get into a lift that is not already full.

The fire alarm went off at 5am. Being on the top floor, we were anxious to get downstairs. The alarm, however, kept turning off, waiting a couple of minutes and then starting again. We then waited outside on Broad Street along with everyone else. Some were in pyjamas and it was cold. The Fire Brigade arrived at 5.40am. At about 6.10am, we were told that we could return to the hotel but would not be able to use the lifts. Nobody had spoken to us or kept us advised of anything until then.

We walked up to the 17th floor. Just after we had got to our room, the fire alarm went off again, but it stopped a minute or so later. We decided not to leave our room.

When we checked out, I asked for a refund. We told that the man on reception did not have the authority to agree that. There is a sign in reception that says they do not expect you to pay if things are not clean comfortable for you. Apparently, standing outside in the cold for over an hour with no information or support does not qualify as "uncomfortable."

I asked if there had actually been a fire. I was told that the fire brigade had been called. I asked again and was told that the alarm was caused by someone smoking a cigarette. I question that: If it is true, then surely the fire alarm what room the "fire" was in, so why did we have to wait outside for over an hour? Also, why did the alarm go off again after we re-entered the hotel?

We did not stay for breakfast.

Room Tip: You do get some good views from the rooms on the high floors.

"Abit disappointed"

3 of 5 bubblesReviewed 22 July 2012

Well on the day we got there in our room there was a half eaten polo on the chair also there was make up marks all over the chairs..I had to go to reception a number of times due to the crd not working in the lift it never got fixed so ended up walking to the 9th floor every time..also the cleaners where arguing really loud outside my room swearing and shouting at each other very un

Comfy

Stayed 2011

"Good hotel but don't have a room at the front"

3 of 5 bubblesReviewed 2012

Lovely clean hotel with nice staff. Had a very poor nights sleep though as I was in a room on the front of the hotel which is beside a night club. The hotel could really do with putting triple glazing on the front rooms. It was Friday night and there were ambulances and police car sirens all night long. I had a conference to run the next day. The room was also too warm I tried to lower the temp on the thermostat and rang the reception desk when I kept getting a message that the temp was centrally controlled. The person on reception was very helpful but I was still far too warm all night.

Also the alarm clock wouldn't let me change the time either. So pretty awful night and felt shattered by the morning. The breakfast however was excellent.

Room Tip: Ask for a room on the higher floors - there are 17 floors. Avoid rooms at the front. The hotel is lo...

"Not Worth the money"

2 of 5 bubblesReviewed January 2013

Very poor service, no room service either. I had to come down to collect my meal on a tray covered in cling film. Then had to balance tray and pint of coke, while trying to negotiate the life as you have to swipe your card to get to your floor, so tray had to be placed on the floor. The air conditioning unit makes a racket, woke me up 3 times even when turned off running water noise.

Car park 10pound a day too, not even gritted and covered with snow. Definitely would not stay here again.

Hilton by any other name...."

3 of 5 bubblesReviewed January 2013

Rooms were clean but basic. Staff helpful enough. Fairly speedy check in and out. Price reasonable. If you expect a relaxing bath, there isn't any. The shower gels attached to the wall give it a Fitness First feel not a Hilton. Thankfully the bed was not two twin beds pushed together, but an actual double bed. Breakfast was ok, you get what you pay for. The hotel location is very central, but being on Broadstreet you get lots of young drinking groups staying here on a weekend. I advise going to breakfast early to avoid the hungover groups of teens who arrive just before they miss breakfast. A hotel with no minibar, or safe?! But a note in the helpful hotel's bedside guide advising you that belongings weren't safe in your room. However, the most annoying thing was whoever chose the design of the wardrobe door shared with the bathroom door, they are totally impractical and need some sort of bumpers on them, as all you can hear are your young drunken neighbours inconsiderately banging their doors back and forth. It's not an awful hotel but it's not a Hilton.

Stayed: 2013, travelled as a

"Accessibility needs reviewing"

2 of 5 bubblesReviewed 19 March 2013

Stayed at the hotel with a group of disabled friends, 2 of us being wheelchair users.

When I arrived it took 10 minutes of ringing the bell, before ringing the hotel to gain access.

Next day, me and my fellow wheelie tried to get out, but there was no key for the wheelchair lift.

When a key was eventually found, we then found the door out was locked, taking another 15 minutes of fiddling with keys and managers climbing on tables to reach above the door to unlock it.

Why this door needs to be locked, I do not know, as non wheelchair users can just amble up the steps and come in at their leisure.

Had cause to call security at 1am after being awoken to swearing and punching of doors, this was soon dealt with, followed by a call back by the night staff to keep me updated.

Room cleaners trolley was in the way and no amount of calling out, made her come and move it.

Same happened the next day, but she heard me that time.

Room Tip: Don't bother if you're a wheelchair user, though the accessible rooms are spacious, once you...

Disappointing"

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room itself needed some attention. A few small fixes such as the shower tray, seemed to be blocked, filled up within minutes so shower had to be quick. One of the blinds did not come down the full way, which let a lot of light in. had to improvise and block this with pillows.

In relation to service I did not have much experience but what I did have was not overly good. When I was checking in, I was told I had to pay upon arrival, I didn't have a problem with this as I was planning to anyway, however the man checking in beside me, (who had never stayed before (overheard) was given the option if he wanted to pay now or upon departure. I couldn't help but wonder was this because I was a young woman with 2 teenagers guests? Breakfast in the hotel was nice, and a very good selection.

In the morning, a knock came at about 9:30 to see if I needed room service, I was just out of the shower so I had to decline, I did think this was a bit early to be coming around.

Finally when I was checking out, I asked the lady behind the counter if she could call us a taxi (which she did not have a problem to do the night before) but instead this time I was handed a card and told to call the number on it to get a taxi. As our phones could not call UK numbers, the 3 of us went out onto the street to find a passing taxi.

In summary, I would have like to have had a good stay but unfortunately, the good location and breakfast is not enough to sway us to stay again. I did feel treated differently because of our age. The only other interaction we had was with the security guard at the door who was very polite.

Stayed 2013, travelled with family

"A sleepless night!"

3 of 5 bubblesReviewed January 2013

If you stay at this hotel and want to go to sleep before 3am do not stay in a lower floor room at the front of the hotel (facing Broad Street). The noise from a nearby nightclub was horrendous, the music was so loud my husband commented that the bass was shaking our bed, indeed it did

feel like it was! Also you could hear the noise from the street, people shouting etc and even the beeping of the nearby pelican crossing all night! It was a shame this ruined our stay as the staff, room and breakfast were all excellent, especially for the price we paid. We may have had a completely different experience if we had been allocated a room at the back of the hotel on a higher floor - so if you stay here make sure you ask for one! Stayed / 2013, travelled as a couple

"Nice clean hotel but with some customer service issues"

Reviewed 23 November 2012

I stayed at this hotel last weekend as part of a group of ladies who needed a nice base for a get-together (we all live in different parts of the country and meet up every 6 months or so). We stayed on the Saturday night when the hotel was pretty full, and although we got a good deal on the rooms we might think twice about repeating the experience for a number of reasons.

Firstly, the hotel is really well-appointed. It has a smart boutique feel and the rooms are very nice, big and clean with great bathroom facilities. However we did have a number of concerns during and after our stay.

Although aware check in officially started at 2pm, we all arrived in Birmingham at around midday and met at the hotel, to be told that as all the rooms had to be inspected, there was no chance at all of getting in early. Fair enough, except that a good friend of mine who works for the Hilton chain has told me that this was in fact rubbish. A little effort and organisation, and we could well have been able to check in early and leave our bags in our rooms. I add this point because of what happened next- we'd have been more than happy to leave our bags and come back at 2pm, had it not been for the fact that pretty much EVERY guest had been told the same thing.

So off we went for lunch, returning to the hotel shortly after 2pm as requested. We came out of the lifts on the Reception floor to be greeted by a huge queue of people who had all evidently been turned away and asked to come back at the same time. We joined the queue and spent around 40 minutes shuffling forwards to the front in what was a very warm and cramped environment, in the corridor in front of the lifts.

Our baggage had become part of a huge sprawling mass of labelled bags which had clearly outgrown the designated storage room and was busy spreading across the floor, which did worry us a little in terms of security (although we all got our bags in the end).

In the evening we went down to the bar to order some food, which was OK for the money but hardly gourmet (think frozen pizza rather than haute cuisine), before popping out for a couple of hours and then returning between 10 and 11pm.

There is a lot of noise in this hotel on a Saturday night. I can't comment on whether that is the case every Saturday or just last week, but given the hotel's location in the heart of the city's nightlife, I suspect we didn't just get unlucky. Large numbers of single-sex and mixed-sex groups, some hen and stag parties and others possibly office nights out (a lot of local accents were heard). People running up and down corridors, loud conversations, singing, laughter and doors slamming. To their credit, the hotel did seem on the case as we saw the security guard on a number of occasions knocking on people's doors and telling them to keep the noise down. Apparently a lot of other people had complained, which saved us the effort of doing the same. Conversations overheard at breakfast the next morning would indicate that we weren't the only floor affected and that this problem was quite common throughout the hotel.

So, to breakfast. I did have a lovely night's sleep once the noise had died down (around midnight) as the bed was so comfy. The rooms are on the cold side but the duvet was nice and warm so it was OK. I was woken up at about 2am by some noise in the corridor but, again, this stopped after a while. We all met downstairs for breakfast at about 9.15, and headed to the bar and restaurant area only to be faced with utter bedlam. The place was packed and, again, we had to queue for ages to get anything. The cooked

breakfast was adequate but not brilliant, and a lot of items were empty and not being topped up with any real urgency. We then had to wait for ages before finding somewhere to eat. The staff at this point were quite abrupt and insisted that they had put notices up the night before asking everyone to come to breakfast earlier to avoid the rush. I hadn't seen any such notices and, besides, I'm not sure how many of the clientele that night would have been prepared to drag themselves out of bed early. To add insult to injury, the door to the serving area was closed at about 9.55 by a lady who insisted that because service stopped at 10am, it was pretty much tough for anyone who had turned up late. They had stopped refilling any empty dishes some 15 minutes before, in any case. We did find the attitude of the staff a bit off-hand at this point. Breakfast was not the nicest in the world, and another stressful experience.

I have two suggestions for the hotel, really. One: if you are happy to ask us to stagger breakfast (apparently), why can't you do the same for check-in to save everyone having to queue? And two: if check-out time is 11am on a Sunday, why not leave the breakfast area open until 11am to spread out the crowd a little? Both of these things would have improved our experience enormously.

I think as we got a good deal on this hotel it was decent value for money: but perhaps some fine-tuning is needed to elevate this from an OK experience into a great one. It is frustrating that there are so many positives but that the edge is taken off the experience by a few disappointments.

“overnight stay”

Reviewed 4 June 2013

Some staff very unpolite, air conditioning not working, noise from other guests, no remedy to any of our problems, very poor! Practically accused of not paying for parking until i found receipt, definitely would not return!!!!

"If it wasn't for the standard of the room and where it was situated I wouldn't stay here again!"

Reviewed 19 March 2013

Hotel itself was decent, the room was nice, bathroom was clean, we were on the 15th floor and it was quiet no noise from the busy street outside, lifts were abit of a pain but didn't take too long to get to us. Breakfast was nothing more than expected, we don't eat pork so only hot food available was the potatoes/baked beans/egg. The staff that were in the breakfast area were really friendly, as were the cleaners too. However the staff at reception were actually rude to us. Whether it was because I didn't have my ID on me, we were a young couple, I don't know. But it wasn't a nice welcoming at all, it wasn't as if there were loads of people waiting to check in either as it was only us there at reception. Disappointed by their services as they are the first staff you see and you'd expect them to be really welcoming and polite, when in fact they were completely rude, one woman pulled a funny face when I said I didn't have my ID on me. Honestly if it wasn't for the quality of the room and where it was situated I probably wouldn't come here again because of how rude the staff at reception were. I can understand if they were really busy and had apologised but they didn't, they didn't even smile once when we got there, I can take it if they were not as welcoming because they were busy but they were just plain rude. And it wasn't a nice welcome to Birmingham or the hotel at all.

"Below Hampton standards"

Reviewed 18 March 2013

Having really enjoyed my stay at two Hampton hotels in the UK before, I needed a place to stay in Birmingham and so the choice of this hotel was almost natural. It was quite a disappointment. Not sure if their website mentioned a designated car park, but I happened upon it by chance, at the rear. It takes you up to the roof but on Saturday night, I had to squeeze into the last spot. There's only 1 elevator that takes you from the reception area to the car park, so if you happen to be in one of the other elevators, you always need to change lifts. A bit confusing for first time guests. Situated on Broad Street, this hotel was VERY busy as is the street below. Make sure you get a room on a higher floor. I was on the 11th floor and could still hear the street noises below at night. What bothers me most was that the lounge of this Hampton felt so much messier than the other Hamptons I stayed in (Newport and Croydon). Too much furniture everywhere? Not clean enough because it was so busy (too many hen & stag parties watching sports on tv)? And while helpful, the reception staff were very casually dressed, one female assistant looked like she was ready to nip over to her fave alternative pub down the road after work. I don't insist on formal wear but I think a hotel this standard should also have a certain standard for the staff working the front office? Unfortunately, none of the nice food and Pimm's cocktails that the Croydon hotel had on offer. The girl at the bar was new. So new that when I asked for Pimm's she had to ask the bar manager about it, then poured me a large amount of Pimms into a glass and that was it. I had to ask about the lemonade and fruit but she said no this is Pimms you asked for Pimms this is what you get. The bar manager pointed out to her that yes she had to add soda or lemonade to it. So yes the girl was VERY new and apparently not experienced with serving drinks. Thumbs up to Hampton Croydon for a great Pimms with all the trimmings! Breakfast was included and I was pleasantly surprised at the selection offered. It rivals Premier Inn's 8.95 pound all you can eat breakfast. But honestly, although I love Hampton generally, I think I will give the Birmingham edition a miss next time. PS Airconditioning still didn't work I wanted the heater on but that didn't work.

"the lift an nightmare"

Reviewed 14 March 2013

The hotel has not sorted a stair case from the car park to the reception, so it means that if you are in the 2nd floor(car park) and tried to go to the reception 3rd floor, you can not do so, unless you use the lonely lift, to increase the frustration, you can see the lift going straight pass your number to level "0" and not stopping at level 2.

The lively road on Friday and Saturday make it very noisy, so don't expect to sleep before 1 am.

The breakfast was poor, the same stale, plasticky croissants were served 2 days on the trot, with mediocre mini muffins with a disgusting coffe to compliment the lot ... So the continental breakfast had a lot to be desire to reach acceptable standard, specially having a Hilton logo!

"Ok but noisy"

Reviewed 14 October 2012

The hotel seems really nice as its very modern and new. The rooms are also very nice but the noise from the bars and nightclubs at night kept me awake (boyfriend had more to drink so was snoring away!!). We didn't get in till about midnight so wasn't particularly early and we were on the 8th floor! I would stay in a Hampton by Hilton again as they are really nice but it would need to be in a different location

Best avoided on a Saturday night"

Reviewed 1 June 2014

This hotel is a converted office block on Broad Street, which is Entertainment Central as far as Birmingham is concerned. The reception is on the 3rd Floor, and the rooms go up to the 7th Floor (yes, that's where we were) so there is quite a lot of lift use involved in staying here. Fortunately there are three, and they do have swipe cards to keep out those who have no business being there. At weekends you get a free breakfast, including cooked food, but the sausages seemed to have had only a passing relationship with an animal, and the mounds of scrambled eggs kept stewing under the heaters had probably not seen a chicken for a while.

Having said that, the hotel operation is quite OK, but on a Friday and Saturday night Broad St is very noisy until two in the morning, and a fair proportion of those making the noise come back to the hotel and forget that others are trying to sleep. You have been warned!

"Modern and bright, but horribly located and noisy!"

Reviewed 29 March 2014

Stayed here for two nights to attend my brother's wedding. I'm originally from Birmingham so know what Broad Street is like, but even I was surprised at just how terrible the road has become on a weekend night. It really is the worst example of drunken loutish Britain. You have no choice but to negotiate your way around the staggering rabble and police making arrests, as taxis won't venture onto Broad Street at night due to the amount of traffic, and sadly there isn't a back way in. We also found the car park completely full upon arrival at 7pm on a Friday and had to find another car park and then have a 10 minute walk to the hotel entrance; hardly ideal. The hotel itself is bright and modern with a good 'help yourself' breakfast and pleasant staff. The rooms are quite small, but well furnished and the bed was

comfortable. However, we were kept awake for over an hour on the first night when at 3am a group of young lads found it funny to run up and down the corridor changing the "do not disturb" hangers, whilst a young lady banged on a nearby hotel room door pleading with her comatose friend to let her in... for over an hour. We did have a better night's sleep on the Saturday.

In summary, it's a nice hotel but due to the location I'd definitely avoid at a weekend unless your sole purpose in Brum is to get drunk on Broad Street

"sleepless in Birmingham"

Reviewed 24 November 2013

We stayed here last night (Saturday 16 November 2013) as we had tickets for the NIA and also wanted to take in the Xmas market. The hotel is in an ideal location for the many attractions in Birmingham - the NIA, ICC, jewellery quarter and city centre all being within walking distance (obviously depending on your stamina). The staff are extremely friendly, our room was very comfortable and clean and the breakfast, included in the price, offered plenty of choice. However, I would advise anybody staying there on a weekend night to request a room at the back of the hotel and on one of the higher floors. Our room was on the front of the hotel overlooking Broad Street and benefitted from the full blast of the night club down below until 3.30am - the level of noise was such that we may as well have paid entry! This was the only criticism of an otherwise very enjoyable visit to Birmingham and this hotel.

Room Tip: request a room at the back of the hotel

"Good for last moment price, but could be better with no extra money."

Reviewed 4 October 2013

Close to city, last moment price OK, but more focus on details and clean encironemnt - shower, room Too cold in breakfast room, but food quality OK. One of lifts out of order for longer time. Do not book a room next to the "fire doors" - was noisy during our stay.

"You get what you pay for"

Reviewed 29 July 2013

We stayed here very recently for 2 nights (Fri and Sat). The hotel is not in the greatest of locations (next to very noisy nightclubs and bars etc..) but the rooms themselves are very quiet and clean. We heard the occasional hen party/stag party in the corridor early hours of the morning but otherwise its not too bad once you are in your room. My biggest problem with the rooms are the air con systems are not very good. It was extremely hot in the room even though the air con was set to its lowest setting. The lady on reception was not too concerned in attending to the matter and this was really the only gripe we had about this hotel. Breakfast is included and there is an adequate choice. The rooms are nice and is an excellent use of the space. The rooms are worth the money especially when you consider that breakfast is included. Area not the greatest as a lot of people that stay here are there because its near to the nightclubs so there are a lot of drunk young ones around at night and staying in the hotel and a lot of hangers in the morning! This, of course, is not the hotels fault at all!!! But we didn't feel safe going out at night! Service could definitely be improved on main reception. Service of breakfast staff was fantastic!

"A value hotel for the city centre"

September 2014

My wife and I had a room here together with other members of our family when we attended a wedding in Birmingham.

Plus points: Central location, clean, good size room with neat shower/toilet, comfortable bed, self service breakfast. Good value for money if you want a central Birmingham base for a night or two.

Negative: The lifts struggled with the weekend demand so that queues formed and we usually ended taking the stairs (7th floor) and joined the club humping suitcases down to the car park on departure.

Noise: There are three things I hate regarding noise in hotels: Being kept awake by the air-conditioning, knowing when people above me are using the toilet and - call me prudish if you like, but .. - hearing other people having sex. The hotel failed me on the first 2. Considering the number of young people having a good night in the various clubs nearby I have to credit the architects for making the rooms soundproof from surrounding noise. It would have been nice if they had also made a better job of sound insulating the down pipe for the toilets above our room, it passed down behind the wall a few feet beside the bed, and I found it impossible to stop the noise from the air-con. When I checked out there was a notice on the desk with words to the effect of 'If you didn't get a good night's sleep you don't pay' or something like that. When the very friendly, though very overworked, receptionist asked me how I slept I told her about the drain/air-con symphony. She said: "Oh well, sorry about that. I'll get them to have look at it." and left it at that.

If you want a clean, comfortable and good value room in a central location then go for it. Maybe I just got the wrong room.

"Never Again!"

Reviewed 26 August 2014

Me and my Husband stayed here for our Anniversary based on the location and the reputable name of Hilton. Upon arrival we were greeted by the manager who explained that our room wasn't ready yet but offered us a free drink. We were really impressed with this, thank you.

We went to the mailbox for something to eat and drink, then returned to the hotel around 12am. When we returned there were two bouncers at the hotel entrance arguing with a couple of students. We arrived to our room thinking we would have a good nights sleep, safe to say we were wrong! On the highest floor (17th), you would have thought that we would escape the noise, oh no we had people running up and down the corridors shouting and all we could hear were the lifts and the outside noise.

Breakfast was an absolute nightmare...it was like a school canteen and the food was freezing. You were not seated, it was a case of grab a tray and perch where you can!

Safe to say we won't be staying here again. I did complain to the Gent on reception and he apologised and said we should have called security during the night as this is a regular occurrence at the hotel!!

Room Tip: Top Floor away from the lifts!

Not a Great Half-night Stay_

 June 2014

We booked one night in this hotel. It's very conveniently located in the centre of the city and handy for the National Indoor Arena. Unfortunately, on this occasion the hotel became fully booked out by a large number of people aiming to spend the evening at a massive party at one of the many nightclubs on broad street. This might not have been a problem had our 17th floor room been located exactly opposite the lifts with a fire door right outside. A lot of coming and going, and noise throughout the night. Now even this might have been bearable had it not been for the closer on the fire door being broken such that instead of closing slowly and quietly, this massive fireproof door slammed heavily back into the frame every time someone passed through - at 5 minute intervals throughout the night. A call to reception at

about 2:00 AM brought no relief. At 3:00 AM we gave up, checked out, and headed home.

In fairness to the hotel, they readily agreed a full refund. It only took another 4 weeks dealing with a sullenly unhelpful Expedia to actually get our money back.

The hotel should note that a faulty door closer is a major safety problem - the heavy door can easily slam shut on a person's hand and cause serious injury.

"the lift an nightmare"

██████████ March 2013

The hotel has not sorted a stair case from the car park to the reception, so it means that if you are in the 2nd floor(car park) and tried to go to the reception 3rd floor, you can not do so, unless you use the lonely lift, to increase the frustration, you can see the lift going straight pass your number to level "0" and not stopping at level 2.

The lively road on Friday and Saturday make it very noisy, so don't expect to sleep before 1 am.

The breakfast was poor, the same stale, plastic croissants were served 2 days on the trot, with mediocre mini muffins with a disgusting coffee to compliment the lot ... So the continental breakfast had a lot to be desired to reach acceptable standard, specially having a Hilton logo!

Room Tip: Ask for a room not on broad road

"Lovely modern hotel in a buzzing area"

██████████ August 2014

I booked this hotel for one night only as my partner and I were going to see Nitro Circus in the nearby National Indoor Arena. The rooms were clean and spacious, the bed was really comfy and the hotel itself is really modern.

The staff were really friendly. We had the self-service buffet breakfast the following morning and although we were almost too late for it, the staff were happy to let us come and go for as long we liked after the time the breakfast was supposed to end. The food was of a pretty good standard considering it sits in bain-marie's all morning, there was a really good selection of food and drink and a nice seating area.

There is a buzzing nightlife right outside the hotel, with bars and clubseither side of the entrance, but the noise can not be heard from the rooms.

You might almost pass the hotel without even realising it's there as the entrance is small, but this is in stark contrast to what it's like on the inside.

The price was really reasonable and we were able to walk to the venue and walk back again in a short space of time. There is also a bowling alley and a shopping centre nearby too.

I'd definitely recommend staying here if you're attending an event at the N.I.A.

"Great Hotel for a short break."

 April 2014

This hotel was a great choice for my weekend break away. It was very modern and clean just what I wanted, room was a great size and had a fantastic bed. The bathroom was also great and an important part, was clean, plenty of towels provided and in addition the soap dispensers that are stuck on the wall are great too, meaning you do not need to worry about shampoo/conditioner/body wash. Hotel was located close to plenty of bars and restaurants, not far from the bull ring shopping centre either, however at night on the weekend, can get a little noisywith the clubs surrounding, not so much that I couldn't

sleep. The hotel and the room has everything you could need and the free Wi-Fi is a great bonus with no problems at all. Breakfast was included and offered a great range of food, whether this be full English, fresh fruit, pastries or cereal however it did get very busy and was difficult to find a place to sit and eat with ease every morning. I would definitely stay here again as it's a great hotel and good value for money for what you

"city centre break with daughter"

Reviewed 20 February 2014

tried several hotels in Birmingham city and found all (with the exception of Premier inn) to be of a good standard. This hotel compares well. parking on site £10 per 24 hours is reasonable. room standard good, clean and comfortable. Broad street being the night club part of town may be an issue Friday and Saturday. I staid on a Monday and although could still hear music until late wasn't a great issue. If you want to make sure of less noise ask for a higher room

Room Tip: go higher if you want less outside noise

"sleepless in Birmingham"

Reviewed 24 November 2013

We stayed here last night (Saturday 23 November 2013) as we had tickets for the NIA and also wanted to take in the Xmas market. The hotel is in an ideal location for the many attractions in Birmingham - the NIA, ICC, jewellery quarter and city centre all being within walking distance (obviously depending on your stamina). The staff are extremely friendly, our room was very comfortable and clean

and the breakfast, included in the price, offered plenty of choice. However, I would advise anybody staying there on a weekend night to request a room at the back of the hotel and on one of the higher floors. Our room was on the front of the hotel overlooking Broad Street and benefitted from the full blast of the night club down below until 3.30am - the level of noise was such that we may as well have paid entry! This was the only criticism of an otherwise very enjoyable visit to Birmingham and this hotel.



(no subject)

1 message

Thu, Nov 10, 2016

"Good location but noisy on the lower floors"

Reviewed 2 weeks ago

The hotel is clean, tidy & modern. **We stayed on the 6th (621) floor on a Saturday night and the noise from the night club next door was horrendous.** A loud booming noise to 3.45am! When complaining to the staff, they were really not interested. The breakfast area was really busy but there was plenty to eat from the buffet. It was difficult to find a table to eat the food. On the Sunday we relocated to the 15th floor and it was quiet.

Room Tip: Ask for a room on the higher levels (there are 17)#

"Good hotel but noisy location!! Probably great for a weekend of partying but no so good if you have work the next day!!"

Reviewed June 2016

Hotel is in a great location for the Birmingham ICC however it is directly opposite a nightclub and close to several takeaways so it's very very noisy all night long! The constant beeping from the pedestrian crossing didn't help either! Staff are friendly and rooms lovely but just too noisy for me with work the next day!

"Noisy..."

Reviewed June 2016 via mobile

Lovely, clean hotel and rooms, but try and NOT get a room on the front of the hotel. You have all the boy racers going down Broad Street at all hours and a nightclub below with noise until 4am.

Luckily, the hotel moved us with no problems the 2nd night which was much appreciated, as we were trying to enjoy a peaceful, child free weekend.

The buffet breakfast was good in the morning.

Stayed 2016, travelled as a couple

"Noisy and igulty pigulty"

Reviewed February 2016 via mobile

Me and my wife stayed Saturday 6th after returning from a night out and being situated on the 10th floor the constant noise and shouting from a nightclub next door kept us awake for the best part of the night, there is no advice to say it is right next door being in the centre I would expect some noise but not this bad, reported it to reception and in their words was told 'the only thing you can do is phone the police' unbelievable not much better in the morning at reception as the reception staff said they would discuss with duty manager and never did (complaint pending) breakfast drinks was good but sausages was poor quality, won't be recommending also reception is on the 3rd floor and toilets on the 4th you need to go round the back of the hotel to park and get to reception a bit all over the place, also no mattress protector and stained ceilings and a nice view of the car park.

"Noisy"

Reviewed November 2015

Upon entering our room my partner and I were quite impressed by the decor and were very happy with the space and how modern it looked.

However this was let down by the annoying noise of the pipes in the wall which kept changing to the point where we tried to establish what animal or insect it sounding like, my partner managed to get a couple of hours sleep whereas I didn't get any...

The blind was also broken so we couldn't even experience the view.

Overall a mediocre stay, a nice looking hotel room spoiled by a few minor nuisances.

"Good location, nice breakfast, quite noisy!"

Reviewed October 2015

I stayed here for 5 nights with work and overall enjoyed my stay.

The rooms were clean and spacious, with a good sized desk for anyone who needs to do work. The staff were very friendly and helpful.

Breakfast was a large buffet with choice of a hot breakfast, cereal, waffles and pastries. I really enjoyed that.

Within close walk of many restaurants and bars.

However, if you are a light sleeper I wouldn't recommend. You can hear all of the noise from the corridors, if you have a room overlooking broad street it is really noisy because of the bars and restaurants. I also had an adjoining room (the door was locked) but I could hear all the noise from the next room which kept me awake. If you are a light sleeper and get put in an adjoining room I would ask to switch straight away!

"Average but ok for business"

Reviewed  August 2016

I was on business trip. 15th floor so no noise from outside. Very quiet as well between rooms. Nice receptionists for check in and check out. The breakfast is ok even if the orange juice and sausage are not the top quality.

"Noisy and expensive"

Reviewed  May 2015

Right above the main road of Broad Street so constant noisy all night, places to eat near by leave a lot to the imagination, especially the 'Velvet' music bar next door. Complete rip off and poor customer service skills. The hotel is clean, tidy, very modern but Holiday Inn has the edge on this for a lot less money. Paying to actual park in the hotels gated car park is a complete rip off. I had high hopes for this hotel and was completely let down

"FIRE ALARM WAKE UP CALL!! 5am"

Reviewed 29 March 2016 via mobile

Lovely hotel situated in the middle of the Birmingham madness. We recently stayed at this hotel knowing its location. We booked 3 rooms for one night. I was celebrating a birthday.

Rooms were lovely, very modern, clean with enough room to sit and watch tv.

Parking is available however this is charged and is a bit of a squeeze for larger cars.

Breakfast was nice(ish), standard full breakfast but was extremely busy.

My biggest problem was the fire alarm sounding at 5am. Now I know it's not the hotels fault if an alarm is sounding, however the two goons they have as security were useless. I wondered to the ground floor to see what was happening, to be told "we are evacuating". We never evacuated and there wasn't a fire. Over 50 guests lined the walls of the reception area with every drunk coming in to finish their kebab because it was dry and warm.

We received a late check out as compensation, not great when we got up and dressed to leave the hotel and found the letter informing us of the late check out in the corridor

"Not confident that safety is a priority"

Reviewed  September 2016

Fire alarms set off by an intruder in the middle of the night, evacuation alarms resulted in us walking down 15 flights of stairs to end up in a dark car park at the back of the hotel.

No staff to help or guide.

walked around to the front of the hotel past drunken revelers feeling really unsafe to find two Police officers at the front of the hotel and still no staff. we approached the police who said that everything was fine and we should return to our rooms which we did. NO STAFF anywhere to be seen.

Apparently, the staff were dealing with the intruder and resetting the alarms, but certainly no one was helping the guests.

when we checked out no one apologised or even knew what we were talking about.

We wrote to the general Manager who provided a commentary of what happened but did not address my safety concerns.

When I asked if I could escalate my complaint I was told whoever I spoke to would just refer me to her again as she had no superiors.

Very unhappy, this hotel does not care for its guest's safety.

* Stayed September 2016, travelled with family



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1 message

[REDACTED]

[REDACTED] 2016 at 1:35 PM

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