



Beales Hotels get TripAdvisor award

Family-run Hertfordshire business Beales Hotels is celebrating after both of its properties were awarded 'Certificates of Excellence' on online review site TripAdvisor. West Lodge Park in Hadley Wood and Beales Hotel in Hatfield received the prestigious accolade for consistently good reviews from guests.

Managing director Andrew Beale, who is the eighth generation family member to head the 242-year-old company, said the award was especially important as it was the hotels' guests that voted for them. "These are the awards that mean the most as they are based on the reviews of our customers," he commented. "Feedback from our guests is incredibly valuable – the vast majority is positive, which is fantastic, but even criticism is useful so we can make changes that will help future service."