

COVID-19 update April 25th 2020

Our hearts and thoughts go out to the people who have been affected by this unprecedented event and we appreciate the healthcare workers, local communities, and governments around the world who are on the front line working to contain this coronavirus. Please know that we are vigilantly monitoring the COVID-19 situation and have precautions in place to ensure a healthy stay at any of our hotels.

We know travel may not be your first thought, but we want you to know the safety of our guests and associates is our top priority. We want to thank you in advance for putting your trust in our Hotels as you plan for future travels.

We are updating our current policy for individual reservations to provide our customers the most flexibility we can offer during these challenging times.

Direct Individual Reservations

All existing individual reservations made directly with the hotel or via the hotel's own website for arrival up until and including May 31st, 2020 can be changed to an alternative arrival date prior to 31st May 2021. This change can be made up until 24hrs prior to your scheduled date of arrival without any penalty. This includes advance purchase rate reservations. Please note that any modification to existing reservations would be subject to availability and possible rate difference. All modification requests must be made in writing to the hotel's reservations department by email to reservations@hestonhydehotel.com . We are not able to make any modifications by phone.

Online Travel Agent Individual Reservations

For bookings made through a travel agent or online booking platform (e.g. Booking.com, Expedia) please contact them directly, we will honour the same policy, as above, for pre-paid rates via them as well. We are not able to change these bookings directly so please ask your travel agent to contact us to make the change.

New Reservations

For any new reservations we want to remind you of the flexibility already built into our rates and packages that allow our guests to amend travel plans as necessary. Our Best Flexible Rate allows our guests to change or cancel their reservation 24 hours prior to the day of arrival. Changing the date on any reservations through our Best Flexible Rate may result in different pricing, but there is no fee for making changes.