



## HOTEL MANAGEMENT CASE STUDY: HARRINGTON HALL HOTEL, LONDON

### BACKGROUND

Harrington Hall was a 200-room hotel with a restaurant, lounge bar, fitness centre and conference and banqueting facilities located in South Kensington. The 75% owner of the hotel had agreed the terms of a sale with a prospective purchaser on a VP basis, i.e. free and clear of all liabilities, employees, contracts and contents upon completion (31 October 2014).

### THE CHALLENGE

In August 2014, Hamilton was engaged by the seller, Azora, via its affiliate Carey Property S.L., to manage the hotel as an independent, unbranded property and protect earnings during the transition period between the termination of the previous operator and completion of the sale transaction. Hamilton provided hotel operational support and management services in order to facilitate vacant possession of the hotel, whilst maintaining control of the assets. Our key responsibilities during our management period included, amongst others:

- Implementing the staff redundancy plan;
- Terminating all supplier contracts;
- Disposing of FF&E and OS&E not required by Owner or purchaser;
- Preserving group contracts to protect revenue;
- Maintaining full hotel operations and guest satisfaction until the closing date.

Issues and problems that Hamilton overcame in the execution of its management duties included:

- Receiving only two days' notice prior to assuming management of the hotel;
- No handover received;
- The IT network had been disconnected, leaving no access to historical data, emails or guest booking information;
- Access to the accounting system data and HR time management system had been removed;
- There were no banking systems left in place;
- The hotel website had been closed down and connections with OTAs and GDS cut off;

### RESULTS

Despite these challenges, Hamilton improved both ADR and occupancy in the two months immediately after taking control of the hotel. In the final third month, the hotel remained fully operational until the day of closure. The hotel was closed successfully and on-time for Owner with no outstanding issues.

If you would like our help to maximise the returns on your hotel asset, please get in touch:

Hamilton Hotel Partners - +44 203 696 1947

[www.hamiltonhotelpartners.com](http://www.hamiltonhotelpartners.com)

[connect@hamiltonhotelpartners.com](mailto:connect@hamiltonhotelpartners.com)