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THE BLOOMSBURY GROUP
Chartered Standard in Construction



Hotel Build,
Refurbishment
& Maintenance
Brochure 2025



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INTRODUCTION

Crafting Exceptional Spaces for Exceptional Stays

At The Bloomsbury Group (Southern) Limited, we believe every hotel has the potential to become extraordinary. As specialists in hotel refurbishments, we help our clients unlock that potential, delivering high-quality renovations that reflect each brand's identity, enhance guest satisfaction, and improve long-term asset value.

We've earned a reputation for delivering exceptional results through our combination of meticulous craftsmanship, streamlined project management, and deep understanding of the hospitality industry.

Whether you're operating a five-star retreat, a budget chain, or an independent boutique, our team is equipped to transform your space with minimal disruption to your business.

Working across Sussex, London, and the South East – and increasingly nationwide – we deliver projects that range from light-touch refurbishments to full-scale strip-outs and reconfigurations.

Every project no matter the size is executed with the same care, clarity, and commitment to excellence.

Our team thrives in live hotel environments. We understand the pressure of maintaining operations, protecting guests, and meeting strict brand standards – all while delivering on time and within budget.

We're proud to have been trusted by some of the UK's most recognisable hotel groups, as well as dozens of smaller, independent operators who appreciate our flexible, reliable service.

With The Bloomsbury Group, you're not just hiring a contractor. You're partnering with a dedicated team of specialists who understand the language of hospitality, the nuance of construction, and the value of a good night's sleep – for both your guests and your management team.

WHAT WE DO

End-to-End Hotel Refurbishment, Delivered with Precision

At The Bloomsbury Group, we offer a full-service approach to hotel refurbishment – from initial concept through to handover. Our clients rely on us for our in-depth sector knowledge, highly skilled trades, and smooth coordination. We tailor every project to suit the client's needs, whether it's a full structural transformation or a targeted room refresh.

We specialise in:

- Guestroom and suite refurbishments
- Bathrooms, en-suites and wet room conversions
- ^a• Corridors, lobbies, and public spaces
- Bar, restaurant and dining area upgrades
- Back-of-house improvements
- Spa, pool and leisure fit-outs
- Phased and fast-track programmes
- Interior redecoration and FF&E installations

What We Do

Thinking about a refurbishment? Let's get the conversation started.

Our teams are structured to deliver high-quality results efficiently, with full consideration for your guests, your schedule, and your operational needs. We are highly experienced at working in live hotel environments, with many of our projects phased to ensure that floors, wings, or buildings can remain open and trading throughout.

Every project begins with a detailed consultation. We listen closely to your objectives, timelines, and brand requirements before proposing a tailored plan that aligns perfectly. Our contracts team prepares clear programmes, transparent pricing, and methodical logistics so there are no surprises along the way.

Our subcontractor network has been handpicked over years of successful delivery. All trades are fully qualified, DBS-checked, and capable of working to the standards expected by discerning hotel brands. From heritage cornicing to smart energy upgrades, our team can do it all.



CIOB Acclaim



AREAS OF EXPERTISE

Where Craft Meets Capability

Our expertise in hotel refurbishment is shaped by decades of experience, an in-depth understanding of the hospitality sector, and a team of skilled professionals who are passionate about quality. At The Bloomsbury Group, we know that each hotel project brings a unique set of challenges – from complex logistics and brand standards to live environments and tight turnarounds. That's where we shine.

Our team includes:

- Project Managers
- Site Foremen
- Joiners & Decorators
- M&E Engineers
- Heritage Restoration Specialists
- FF&E Coordinators

Our Expertise

Live Site Delivery - We excel in projects where guest access must be maintained, and noise, dust and disruption minimised. We plan meticulously to ensure minimal impact on your business – often working off-peak hours, overnight, or in phased zones.

Speed and Phasing - Time is money in hospitality. We're known for our ability to deliver complex programmes within ambitious timeframes. Through intelligent phasing and resource management, we help clients stay open and operational while work is underway.

Brand Consistency - Whether you're part of a global chain or an emerging boutique brand, we understand the importance of delivering consistent finishes that align with your image. We work to brand guidelines and collaborate with your design team to ensure a seamless result.

Craftsmanship & Detail - Our reputation is built on attention to detail. Whether restoring ornate period features or installing sleek modern finishes, we bring precision and pride to every detail.

Collaborative Spirit - We work collaboratively with clients, architects, interior designers, and facilities managers to ensure all stakeholders are aligned. Communication is clear, timelines are realistic, and problems are solved quickly.

OUR SECTORS

National Chains



Boutique Hotels



Listed Properties



We understand the operational scale and brand consistency required across multiple properties. Whether it's a flagship city centre location or a high-turnover airport hotel, our experienced teams can deliver fast, standardised, and cost-effective refurbishments across your estate.

Every detail matters in a boutique property. We work closely with owners and interior designers to create unique, character-rich interiors that elevate the guest experience while enhancing the asset's commercial performance.

Combining traditional skills with modern project management, we sensitively refurbish historic buildings to meet today's guest demands while preserving architectural integrity.

OUR SECTORS

Smaller Clients



Spas & Leisure



Restaurants



With tight margins and high occupancy levels, speed and value are everything. Our fast-track refurb solutions ensure downtime is minimised without compromising quality or safety.

Wellness spaces demand specialist expertise in finishes, humidity control, plumbing, and acoustics. We create tranquil, functional, and compliant spaces that exceed guest expectations.

From fine dining to grab-and-go outlets, we refurbish food and beverage spaces that are beautiful, safe, and fully compliant with food hygiene regulations.

CLIENT CASE STUDY

Fire Recovery and Refurbishment for Britannia Hotels

Following a significant fire that damaged large parts of the Grade II-listed Royal Albion Hotel in Brighton, Britannia Hotels appointed The Bloomsbury Group to lead the complex recovery and refurbishment effort.

Our role began with immediate on-site coordination to make the structure safe, working closely with structural engineers, insurance teams, and conservation officers. We established temporary works, safe access routes, and protective measures to stabilise the site for investigation.

With extensive fire and smoke damage across multiple wings, we undertook a detailed strip-out while preserving key heritage features. Our specialist teams managed waste removal, asbestos surveys, and facade protection — all within a challenging seafront location with public access constraints.

Case Study

Fire recovery, reimagined.

Throughout the project, we worked hand-in-hand with loss adjusters, fire engineers, and local authorities to ensure compliance, transparency, and minimal disruption to the surrounding area.

The reinstatement programme involved careful restoration of period details alongside modern fire-stopping, passive protection upgrades, and a full reconfiguration of M&E systems to meet current safety standards.

This project reflects our unique capability in large-scale hotel recovery — where listed status, live environments, and urgent safety timelines demand experience, agility, and absolute precision.



NATIONWIDE CHAINS

Consistent Delivery Across the UK

We are proud to be a trusted refurbishment partner to some of the UK's leading hotel groups. Our scalable team structure, proactive management style, and commitment to consistency make us an ideal fit for national operators with multiple sites.

Whether you're upgrading a flagship city centre hotel or rolling out brand-wide enhancements across regional properties, The Bloomsbury Group delivers:

- Uniform quality across all locations
- Centralised project management with local delivery
- Seamless coordination with in-house facilities teams
- Agile scheduling, including off-peak and overnight work
- Working with national chains requires:
 - Understanding of corporate branding and finish standards
 - Respect for occupancy rates and revenue impact
 - Flexibility to adapt to multiple building types and constraints

Hotel Chains

Need a refurbishment partner who can handle a portfolio, not just a property? Let's talk

Our team knows how to align with brand guidelines, engage key stakeholders, and keep projects moving — even when operating across the country. We bring clarity and control to every stage, keeping everyone on the same page and the end result right on brief.



Clients benefit from our:

- National reach with local delivery
- Consistent quality across estates
- Fully resourced project teams
- Flexible scheduling, including off-peak working

SPA'S AND LEISURE

Wellness Spaces Built for Peace and Performance

Spa environments are about relaxation, but constructing or refurbishing them is anything but passive. It requires specialist knowledge of acoustic insulation, moisture control, waterproofing, and luxury finishes – all areas where The Bloomsbury Group excels. We've delivered spa fit-outs for high-end hotels, wellness retreats, and resort properties, providing guests with calming, luxurious environments that elevate their experience.

What We Deliver:

- Treatment rooms and wet zones
- Steam rooms and saunas
- Plunge pools and thermal suites
- Changing and relaxation areas
- Soundproofing and waterproofing

Spa's & Leisure

**Bring serenity to life –
let us build your next wellness space.**

We collaborate closely with spa consultants, designers, and M&E specialists to ensure systems like underfloor heating, humidity controls, and lighting schemes are precisely integrated. We're meticulous about finishes, selecting materials that stand up to high humidity without compromising the sense of calm, clean luxury that spa users expect.

Our spa projects are often completed alongside wider hotel refurbishments, requiring delicate coordination to avoid disruption. Our phased approach and clean worksite discipline mean your hotel can continue operating while your spa is being transformed.



LISTED BUILDING EXPERTS

Preserving the Past. Enhancing the Future.

Historic buildings present unique refurbishment challenges – and remarkable opportunities. At The Bloomsbury Group, we take great pride in our ability to sensitively restore listed and heritage properties while delivering modern functionality and compliance.

From seafront hotels with Victorian grandeur to Georgian country estates, we have worked across a wide range of historically significant buildings. Our heritage teams are experienced in the materials, methods and mindset required for successful conservation work.

Key Services Include:

- Structural reinforcement without visual impact
- Specialist joinery and traditional plasterwork
- Sash window restoration and repair
- Lime plaster, lath and timber frame techniques
- Working with conservation officers and heritage architects

Listed Buildings

**Your heritage building deserves specialist hands.
Let's protect and perfect it together.**

We balance traditional skills with modern expectations. Whether integrating discreet fire systems, upgrading bathrooms, or improving accessibility, we make sure the finished space works beautifully while respecting the property's original fabric.

All work is documented and managed under rigorous conservation guidelines, and we liaise proactively with local authorities and planning bodies throughout.



SMALLER CLIENTS

Tailored Refurbishment for Independent Operators

We understand that not every hotel is part of a major chain – and not every client wants or needs a large-scale refurbishment. That's why we offer bespoke solutions tailored to the needs, budgets and goals of independent hotels and hospitality venues.

Smaller operators benefit from our attention to detail, our open and honest approach, and our ability to adapt to unique building types and ownership structures. Whether you own a 10-room boutique hotel or a countryside inn, we treat your project with the same commitment and care.

Smaller Clients

Independent hotel? You've just found your dependable refurbishment partner.

Many of our independent clients return to us repeatedly because of our reliability, friendliness and commitment to seeing a job through. We know what matters to you: keeping your guests happy, your property looking great, and your investment secure.

We offer:

- Flexible project sizes and phasing
- Direct communication with project leads
- Transparent budgeting and scope control
- Assistance sourcing finishes and FF&E



NET ZERO & SUSTAINABILITY

Our Sustainability Approach Includes:**

- * Collaboration with BREEAM and WELL building consultants
- * Sustainable sourcing of timber and finishes
- * High-performance insulation and glazing
- * Low-carbon M&E and HVAC systems
- * On-site recycling, reuse and responsible disposal
- * Lifecycle planning for long-term operational efficiency

Sustainability

The built environment accounts for nearly 40% of global carbon emissions. At The Bloomsbury Group, we take our responsibility seriously – and our hotel refurbishment work is guided by sustainable principles at every stage.



We're committed to helping our clients meet their Net Zero targets. Whether it's reducing embodied carbon in material choices, improving energy performance in M&E systems, or reducing waste on site, our teams actively seek out greener ways to build.



We also track our own environmental impact across all sites, reporting on fuel use, material waste, and supply chain miles. Many of our clients – especially those within corporate ESG frameworks – rely on us to help them achieve sustainability benchmarks without compromising quality or guest experience.

HEALTH & SAFETY

A Culture of Care and Compliance

Customers Trying to in-house manage contractors have had serious fines CDM compliance, we take the risk out of your project

Our reputation is built not just on the quality of our work, but the integrity of how we operate. Health & Safety isn't a tick-box exercise for us – it's a company-wide culture.

Health & Safety

We operate under a rigorous Health & Safety management system that complies with all UK and international regulations. Every site is governed by tailored RAMS documentation, detailed induction processes, and continuous auditing.



We understand the risks of working within live hotels and occupied spaces. Guest and staff safety is paramount, and our phased programmes, signage, temporary barriers, and out-of-hours work ensure minimal disruption with zero compromise on safety.



CDM COMPLIANCE:

Why Professional Oversight Matters More Than Ever

Too often, clients attempt to manage multiple contractors in-house during refurbishment projects—especially under time pressure or tight budgets. While this may appear cost-effective on the surface, the consequences can be serious

Lack of clear responsibilities, poor documentation, uncoordinated trades, and inadequate Health & Safety planning can expose dutyholders to legal risk under the CDM 2015 Regulations. Worse still, it can lead to unsafe sites, costly project delays, or – in the most tragic cases – serious injury.

At The Bloomsbury Group, CDM compliance is embedded in everything we do. From day one, we ensure all legal duties are met and that everyone involved in your project understands their role, their responsibilities, and the standards required.

CDM Compliance

Your Legal Obligations – Our Expert Management

Whether you're a hotel owner, asset manager, or procurement lead, if you're commissioning construction work, you have legal responsibilities under CDM.

These include:

- Appointing competent Principal Designers and Principal Contractors
- Ensuring a suitable Construction Phase Plan is in place
- Verifying risk assessments, method statements (RAMS), and welfare provisions
- Retaining key documentation like the Health & Safety file for future use

We act as both Principal Contractor and can advise your Principal Designer to ensure the full scope of CDM duties are fulfilled. Our team handles everything—from site logistics and access control, to RAMS approvals, workforce inductions, and H&S inspections—so you're never exposed.

Why It Matters

In-house attempts to manage trades directly often result in:

- Blurred accountability and regulatory non-compliance
- Unsafe working conditions and site accidents
- Insurance complications and invalidated warranties
- Fines or legal action from the HSE
- Significant reputational and financial damage

PROACTIVE MAINTENANCE

Our Traffic Light System, Guarantees & Proactive Maintenance

At The Bloomsbury Group, our responsibility to clients doesn't end when the build is finished. That's why we've developed a clear and dependable aftercare process that ensures continued performance and lasting peace of mind long after handover.

Our bespoke Traffic Light System is designed to simplify how facilities teams and operators manage post-project upkeep. Every asset or element we install is tagged with a traffic light status—Green (new/low-risk), Amber (mid-life/monitor), or Red (end-of-life/replacement advised)—making it easy to plan maintenance budgets, prioritise works, and minimise unexpected failures.

This structured asset health check is included as standard at handover and forms the basis of our Proactive Maintenance Packages. We don't just respond when something goes wrong—we schedule pre-planned inspections, offer targeted repairs, and keep key systems running at optimal efficiency to extend the life of your investment.

Maintenance

What's Included:

- Full post-project asset register with colour-coded status
- Scheduled inspections and servicing, tailored to your asset list
- Emergency call-out options for critical systems
- Warranty tracking and component lifecycle monitoring
- Optional upgrades as part of life-cycle refurbishment planning

In parallel, we provide comprehensive insurance-backed guarantees for all works. These cover workmanship, materials, and systems installed by our team or approved subcontractors. Our long-standing insurer partnerships give clients additional assurance that, even in the rare event of a problem, we have the backing to put it right quickly.

PROACTIVE APPROACH

FIRE SUPPRESSION SYSTEMS

Discreet Protection, Designed for Life Safety

In the hospitality sector, fire safety isn't just a compliance requirement — it's a matter of reputation, guest security, and operational continuity. At The Bloomsbury Group, we integrate cutting-edge fire suppression systems into our hotel refurbishment projects with precision, discretion, and full regulatory compliance.

Whether it's a heritage-listed property, a modern city hotel, or a spa and wellness retreat, we work alongside expert fire engineers and building control authorities to deliver best-in-class solutions tailored to the specific risks and layout of your premises.

Why Early Design Integration Matters

Retrofitting fire suppression in later project stages can be costly, invasive, and non-compliant. That's why we involve fire system designers early — coordinating with architects, HVAC engineers, and interior designers to ensure optimal placement, unobtrusive installation, and easy maintenance access.

Fire Suppression

Hotels contain complex, high-risk environments — kitchens, plant rooms, laundry areas, electrical risers, guest rooms, and public spaces all present distinct fire hazards. We specify and install a full range of fire suppression technologies to mitigate these risk

Installation is only the beginning. We offer full handover documentation, fire strategy integration, and testing in line with BS 9251, BS 8489, and manufacturer specifications.



PARTNERS IN PRECISION

Why We Choose to Work with Brymec

At The Bloomsbury Group, we're only as good as the people we build with. That's why we are extremely selective about who we partner with. From mechanical and plumbing systems to finishes and fittings, the quality of our supply chain directly impacts the outcome of every hotel refurbishment we deliver.

That's where Brymec comes in. A long-standing and trusted partner of ours, Brymec represents everything we value: technical excellence, seamless delivery, and a shared commitment to building smarter, more sustainable spaces.

Brymec's vision to construct a better world for future generations aligns perfectly with our mission to deliver sustainable hotel refurbishments that stand the test of time. With over £15 million in stock and a market-leading position supplying commercial, hotel, education and office projects across the UK, they're not just a vendor – they're a strategic asset..

Our Partners



Their comprehensive system-led solutions help us de-risk projects by ensuring full system compatibility from day one. From technical submittals and installation guidance to post-commissioning support, Brymec are with us every step of the way – reducing downtime, resolving issues proactively, and delivering measurable value engineering.

What makes them stand out isn't just their product range, but the service and infrastructure behind it. Their state-of-the-art warehousing and next-morning delivery help us maintain tight programme schedules, while their dedicated technical team supports our subcontractors on site, improving installation quality and speeding up snag resolution.

Through their secure online portal, we gain full visibility across every live job – from tracking spend by project to accessing updated compliance documentation, technical data, and call-off order status. It's smart, scalable procurement that gives our project managers control and clarity at every stage.

We also value their leadership in sustainability. Brymec is a certified Carbon Neutral business, audited against ISO14064-1 and ISO 14001:2015 standards. They actively contribute to seven of the UN Sustainable Development Goals and continually improve operations to reduce environmental impact.

ACCREDITATIONS

Certified Excellence Across Every Project

Clients choose The Bloomsbury Group because we do things the right way. That means meeting – and exceeding – recognised standards across the construction and refurbishment industry.

Our accreditations provide assurance of our professionalism, our capability, and our compliance. But more importantly, they reflect the pride we take in delivering high-quality work, safely and responsibly.

Our Core Accreditations Include

- * CHAS (Contractors Health & Safety Assessment Scheme)
- * Constructionline Gold Member
- * ISO 9001 – Quality Management
- * ISO 14001 – Environmental Management
- * ISO 45001 – Occupational Health & Safety
- * SSIP Approved
- * SafeContractor Approved

Accreditations

In addition, we are members of respected industry bodies and maintain up-to-date training and certifications for all key personnel.

For clients in sensitive sectors – from listed buildings to blue-chip hospitality brands – these credentials offer peace of mind and a baseline of quality you can count on.

