



Hospitality & Leisure

james hallam

**The Future of
Hospitality Insurance**



ABOUT US

#BrokerOfChoice

We have been insuring the hospitality and leisure industry since 1982 serving, protecting and making a difference to businesses.

Whilst we make sure our premiums are competitive our offering is based on the quality of our service, the knowledge of your industry and making our products right for clients. Additionally, we can add value to your business beyond just insurance advice by linking people together through our network to widen connections and solve problems.

Who we serve

We serve hotels, restaurants, private member clubs, food service management companies, pubs and bars.

The future of hospitality insurance

We are at the forefront of innovation and our goal is to keep our product development ahead of its time so you will always enjoy the widest possible cover available to the hospitality sector.



**We have been
insuring the
hospitality and
leisure industry
since 1982**

BESPOKE PRODUCTS

Tailor made products made to fit your industry.

With you at the forefront of our mind, we have designed unique products combining many covers that are not usually available on standard commercial insurance policies.

Please see our product information inserts for examples of the policy enhancements that we can provide to you.



OUR PRODUCTS...



For hotel groups or high value hotels



For private member clubs



For restaurant groups or high value restaurants



For the food service management industry

JH RESTAURANTS

For single site restaurants



For a variety of businesses across the hospitality industry

JH HOTELS

For single site hotels



PRIORITY CLAIMS SERVICE

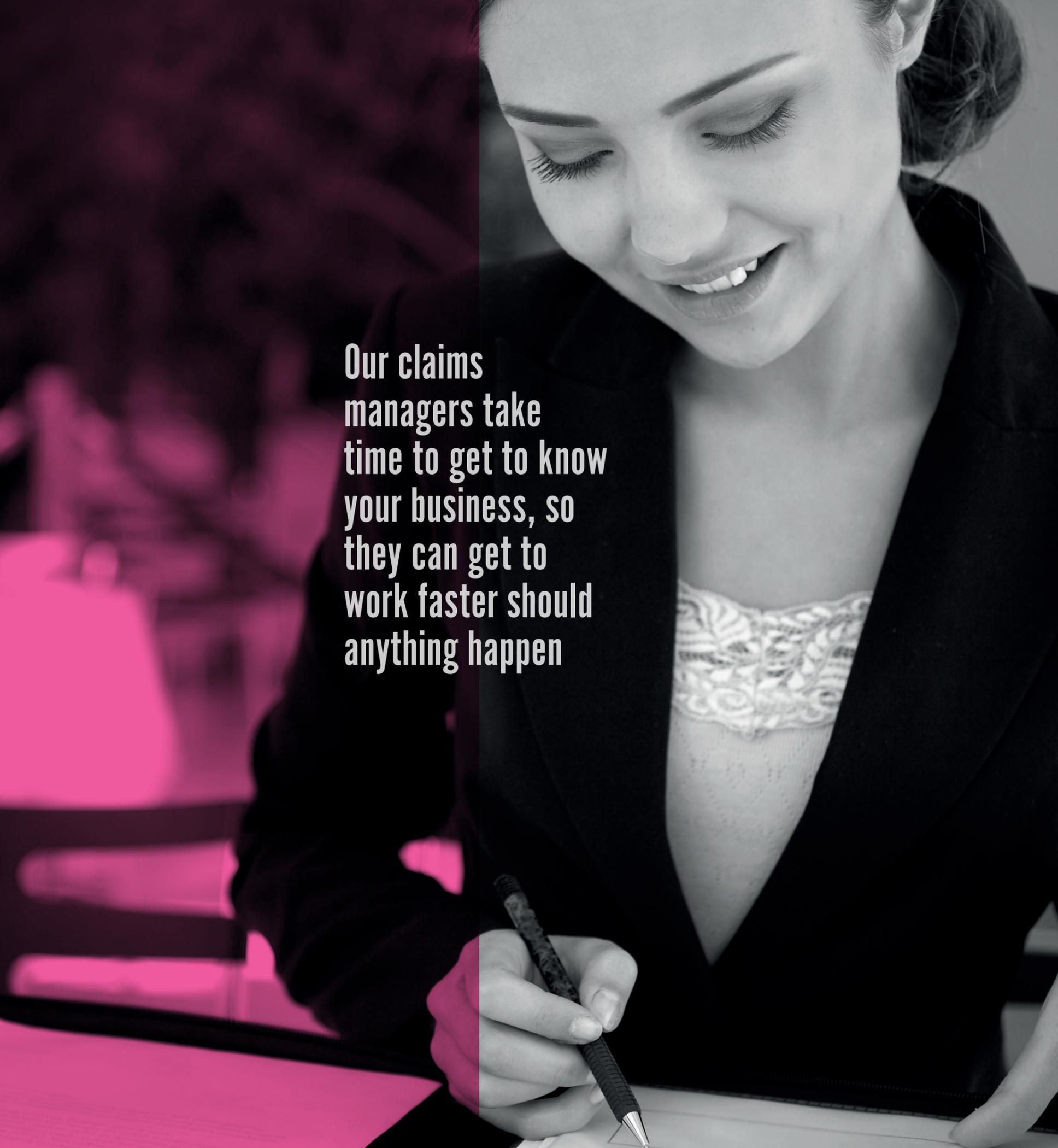
There when you need us most

The quality of the claims service we offer is a big priority for us, and we take Treating Customers Fairly seriously. We are here to make sure you get everything you need and expect from a top insurer and aim to settle claims quickly and efficiently to minimise disruption to your business.

We will introduce you to your claims manager at the outset, so you know who will be looking after you. They will also take time to get to know your business, so they can get to work faster should anything happen.

As soon as you contact us with a claim, we will advise you on what to do next, and give you full details of contractors or other experts you may need to help resolve the problem quickly and efficiently.

We operate a 24/7 claims service so if disaster strikes we won't leave you on your own.



Our claims
managers take
time to get to know
your business, so
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anything happen

Our expertise
helps reduce or
eliminate risk



PROACTIVE RISK MANAGEMENT

Staying competitive and staying safe

Businesses need to take calculated risks to be competitive and achieve commercial success. But without a full understanding of such risks, and a strategy for managing them, businesses are far more susceptible to loss of reputation, value and profitability. The good news is that we are experts in risk management.

We have spent years collaborating with industry experts, trade associations and our clients, deepening our own understanding of risks and concerns, and drawing on perspectives from across the sector. Based on this, we have developed a range of practical services to help you achieve a safer business environment and reduce insurance costs.



Compliance Audit

A comprehensive audit of your business, with a detailed report containing recommendations for:

- Dealing with complex legislative requirements
- Managing insurance exposures – resulting in more cost-effective cover
- Implementing a structured risk management process
- Showing your commitment to managing health, safety and fire risks

Consultancy

Introducing you to practical risk management techniques for meeting legislative and insurance requirements and improving your business. We'll work closely with you to create:

- Risk assessments
- Training packages
- Guidance documents
- Fire risk assessments
- Health and Safety policies
- Business continuity plans

We will produce example documents for you and provide training so you can then use them to achieve the best results. We can even chair safety meetings.

Training

Comprehensive on-site tuition from our team of industry experts, covering a range of practical ways to mitigate risk. Courses include:

- Introduction to Health and Safety
- Understanding Risk Assessment
- COSHH Training
- Fire Risk Assessment
- Manual Handling
- Food and Hygiene

We speak your language and understand your priorities



VIP SERVICE

You matter to us so we focus on our relationships with you.

We won't just be in touch at the renewal of your insurances but maintain contact with you throughout the year and always be here when you need us most.

Competitive pricing

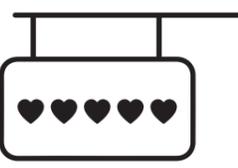
As industry experts that work together with you to improve risk management coupled with a substantial book of hospitality business our prices will be competitive year on year.

Industry knowledge

We make sure we attend the key industry events and shows and sponsor many of them. This is not only to support the hospitality sector but to keep abreast of the latest developments and trends so we are able to speak your language.



COMMITMENT TO THE SECTOR



We support key industry charities by attending their events, sitting on their Boards or Committees and taking part in many fund raising activities.



Springboard

Springboard makes a difference by helping young people achieve their potential and nurtures unemployed people of any age into work. It helps alleviate poverty by supporting disadvantaged and underprivileged people into sustainable employment within the hospitality industry. It works with schools and colleges to encourage people to consider a career within the industry. As you know the hospitality industry is an amazing place to be, a great place to work and provides exceptional and wide ranging careers and jobs for almost anyone.

Hospitality Action

Hospitality Action is our sector's benevolent organisation which offers vital assistance to all who work, or have worked within hospitality in the UK and who find themselves in crisis. They support people suffering from life altering illnesses, people experiencing poverty, people who have suffered bereavement and domestic violence and people retired from the industry who may be isolated. The money they raise goes toward grants for essential items including food, equipment and central heating, supporting our often isolated and lonely retired hospitality workers and running educational seminars advising catering students of the dangers of drug and alcohol misuse.



WHY CHOOSE US?

#BrokerofChoice to the hospitality industry



Here's a summary of the features and benefits we can bring to your business:

Feature	Benefit
Knowledge	Insuring the hospitality industry since 1982
Product Range	Tailor-made cover that meets your exact needs
Risk Management	Expertise to help reduce or eliminate risk
Compliance Audit	Helping you make your business compliant
Claims Management	Personal, responsive service when you need it most
Pricing	Competitive premiums year on year
Service	From a team of experts that care about your Industry
Commitment	Committed to your industry through charitable fundraising with Springboard & Hospitality Action
Speak Your Language	We keep abreast of hospitality news and trends
Adding Value	We connect people and solve problems through our network

OUR CLIENTS SAY THE NICEST THINGS



Alexander Hotels - Michael Thomas

"Over the 10 plus years we have used the services of James Hallam Ltd we have developed a great working partnership. With their dedication, guidance and professionalism we have 100% faith in the cover provided for our company, Alexander Hotels. In fact we have just added a further hotel we have bought, Barnett Hill Hotel, into the group insurance portfolio with James Hallam Ltd."

Lester Hotels - Simon Lester

"We chose James Hallam because we needed a broker who understood the hotel business. David Noble and his team are clearly passionate about hotels and after 25 years in the business, they know their stuff."

The Nare - Toby Ashworth

"James Hallam's ability to understand our industry whilst still treating us as individuals is refreshing in today's "one size fits all" philosophy adopted by so many of their competitors. I actually enjoy working with them and more importantly they solved a problem that our previous firm could not deal with."

Elite Hotels - Graham C Bateman

"The James Hallam team have provided us with insurance & risk management advice for over 25 years. They understand not only our business but the hotel industry in general and this places them in a unique position within their sector. Their attention to detail and personal service aligns their philosophy with our own."

Lucknam Park - Sarah-Jayne Reynolds

"The James Hallam team are passionate about hotels and they have maintained an exceptional level of service throughout our long association."

OUR CLIENTS SAY THE NICEST THINGS



Sir Richard Sutton Ltd - Robert White

"James Hallam insurance brokers have enabled us to obtain improved cover at a lower cost and their standard of service is excellent."

Big Easy Restaurants Ltd - Paul Corrett

"James Hallam provide a excellent service in regard to our insurance needs through their knowledge and understanding of the Hospitality industry being experts in this sector. It is a pleasure to work with them."

Chewton Glen - Andrew Stembridge

"James Hallam provides support far exceeding our expectations. They are the broker of choice for the hotel industry."

Durrants Hotel - Ben Miller

"I have worked with David Noble and his team since 2001 and they have helped my business through the ups and downs of the insurance market. It is reassuring to know that we are with an industry specialist."

Grange Hotels - Steve Waldron

"James Hallam consistently deliver an exceptional level of service and their premiums have remained competitive year after year."

Fairlawns Hotel - John Pette

"James Hallam people are knowledgeable and helpful. Their handling of our insurance affairs and their claims assistance is friendly, cost effective and very straightforward. I have no hesitation in recommending them."

The Vineyard Group - Brad Wilkinson

"I have worked with Sanjay Patel for in excess of ten years and we have formed a great working relationship. His forte is customer service and he has provided excellent service during this period. Additionally, James Hallam are specialists within industry which guarantees the best cover and advice for our business."

TLH Leisure Resort

"The James Hallam team stand out from other providers because they are specialists within the hospitality sector and therefore understand the unique needs to our industry. They also treat us with the same customer care that we would wish for our guests."

The Stafford - Stuart Proctor

"We work with James Hallam because they are industry specialists so they help us mitigate many of the risks faced by a hotel. We also have confidence that they are providing us with the widest cover available so our business is fully protected."

Watergate Bay

"As we're a business that is growing fast and constantly thinking of new projects, it's great to work with a likeminded organisation that has the imagination and flexibility to understand our needs and react positively to whatever we throw at them."

Ambleside Hotel - Geoff Atkinson

"James Hallam has provided our insurance cover for several years now and is clearly passionate about hotel protection."

Queensferry Hotels - Russell Imrie

"For over 25 years we have enjoyed expert and dedicated insurance cover which is specific to our industry, combined with an exceptional level of customer service from a dedicated team."



TALK TO US

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“I have worked with James Hallam for over a decade, and have formed a great working relationship. They continue to provide us with excellent customer service.”





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[jameshallam.co.uk/hospitality-leisure](https://www.jameshallam.co.uk/hospitality-leisure)
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