



Helpful Information.

Check-in and Check-out.

Check-in is available from 3 pm onwards and check-out is at 11 am. If you require an early check-in or late check-out please contact the hotel direct to arrange.

Accessibility.

The Coal Exchange Hotel is fully accessible to wheelchair users with designated accessible suites throughout the hotel with drop off access.

We furthermore welcome guide dogs to The Coal Exchange Hotel, please advise a member of staff beforehand so we can make any arrangements.

Concierge Services.

We offer a bespoke concierge service at The Coal Exchange Cardiff. From making reservations at the best bars & restaurants to offering advice on things to do, our concierge service is here to help. You will be able to find our concierge within the reception area of the hotel.

Deposit.

We are required to take a security deposit for all bookings to cover the cost of any damages, thefts, smoking within your room or exceeding room capacity.

Per room a £25 pre-authorisation will be held during your stay.

The pre-authorisation maybe held by your bank for 3-10 working days depending on your bank and will be released back to your account following checkout.

Internet and Wifi.

High speed, complimentary Wi-Fi is available throughout The Exchange Hotel and in your suite.

Breakfast.

Breakfast is served in Culley's Kitchen & Bar.

Enjoy both cooked and continental breakfast which is served:

Mondays – Fridays: 07.00 – 10.30

Saturdays/Sundays/All Bank Holidays: 08.00 – 11.00

Unless pre-booked or included in your rate, breakfast is charged at £15 per person.



Payment.

We ask for full payment 48 hours before your arrival and we accept all major credit cards, The Coal Exchange Hotel gift cards, and cash.

Left Luggage.

If the event you are early for check-in or would like to spend your check-out day exploring Cardiff, we are happy to keep hold of your luggage at no additional cost. Simply speak to reception and a member of staff will be happy to help.

Special Occasions.

Our team are here to make your stay extra special, if you're celebrating a special occasion please speak to reception before you arrive or look at our special packages where we can arrange balloons, fizz and rose petals to be waiting for you upon arrival.

Parking.

There are a small number of secure car parks located within proximity to The Coal Exchange Hotel.

There is furthermore street parking around the square however these are not long-stay spaces and there are time restrictions.

There is furthermore a drop-off point at the front of The Coal Exchange Hotel.

Smoking.

The Coal Exchange Hotel is strictly a non-smoking hotel with includes the use of E-Cigarettes, however, there are designated smoking areas outside of the hotel.

Guests caught smoking in their suites will be fined accordingly.

Restaurant.

The Coal Exchange Hotel is home to Culley's Kitchen & Bar, open from breakfast through to dinner and everything in-between. Enjoy a divine afternoon tea or evening meal within stunning surrounding for a dining experience you will never forget.

Lunch: 12.00pm -17.00pm

Afternoon Tea: 13:30pm -17.00pm

Dinner: 17.00 - 21:30pm