

To Rev Harry Coulter,

On behalf of the owners, management and staff of The Balmoral Hotel, I write to express our sincere regret at the level of service you received at your function held in our Grand Ballroom on 9th October 2019.

As a hotel we have always sought to serve people without discriminating on the grounds of religion, belief or political opinion.

We are therefore disappointed that on the night in question we fell short of that standard. As a result, you and your guests were prevented from fully expressing and discussing your beliefs about the law of marriage in Northern Ireland as part of your 'Marriage Matters' series. We recognise that the ability to respectfully debate issues on which we hold strong views is fundamental to freedom of speech for all of us.


We also recognise that the particular way in which this was dealt with was embarrassing for you and inconvenient for your guests. I reassure you that this will never happen again.

As a result of this incident, when our service levels were not as you would have expected, we have undertaken to refresh the training of all staff on their responsibilities relating to equality, diversity and human rights.

Additionally, we apologise for the delay in replying to you substantively on this matter, following your initial complaint. I can assure you that we are reviewing our procedures for such matters to ensure all complaints are dealt with expeditiously.

Yours sincerely,




Manager

