



Review – Chaiiwala, Lombardy Retail Park, Hayes

For: Hillingdon Herald

Chaiiwala has grown into a familiar name not only in India and Dubai but also across the UK, where its take on Indian street-style tea culture has built a loyal following. Its newest outlet, located at Unit 7A in Lombardy Retail Park, Hayes, adds another welcoming spot for the area's many chai lovers. Although Hayes already has a Chaiiwala outlet, this new branch feels livelier and more intentional, almost as if the brand wanted to offer the neighbourhood a brighter and more spacious place to gather.

The interior is instantly inviting. Soft lighting, a warm brown and cream colour palette, and neatly arranged seating make it a space where people are encouraged to stay rather than rush out. Even on a weekend evening, when I visited, the café was busy without feeling overwhelming. What stood out was how calmly the staff managed the crowd. Tables were regularly checked, the space was kept clean, and the manager appeared genuinely hands-on. Hygiene clearly matters here, which is not something every busy café can claim.

The menu will be familiar to regular Chaiiwala visitors, featuring the classic Karak Chai, all-day breakfast options, naan wraps, and Bombay toasties. However, this outlet also seemed keen to highlight its newer seasonal offerings. I ordered the Choc Orange Karak Chai, a limited-edition twist on their signature blend. I expected it to be overly sweet, but it turned out to be surprisingly balanced, with a subtle citrus warmth that worked particularly well for the colder months.

As for food, I chose the Chicken Tikka Naan Wrap. It arrived neatly rolled, generously filled, and still warm. The naan was soft, the chicken was flavourful without being greasy, and at £5.75 it felt genuinely good value for money.

With its reasonable prices and relaxed atmosphere, this café is well suited to students, families, shoppers, and anyone looking either for a quick cup of tea or a comfortable place to unwind. Thanks to its convenient location and consistently friendly service, the new Chaiiwala in Hayes looks set to become a regular stop for many locals. I would happily return, even if only for another cup of that wintry Choc Orange chai.