

## Corvid-19 Health and Safety Steps

As we are all aware the Coronavirus is becoming an increasing issue throughout the world including the UK. The world Health Organization (WHO) declared this a Pandemic on the 11th March 2020. As a business the health, safety and security of our guests and staff remain our highest priority. In a response to the escalating issue of Coronavirus it is important that we maintain and increase the levels of cleanliness and hygiene throughout all our hotels. The following is therefore to be implemented with immediate effect:

1. We follow the guidelines and recommendations of local authorities
2. All management have been provided with information about COVID-19 and management instructions
3. Increased cleaning and hygiene protocols
4. Observance of the procedures for dealing with colleagues who are ill
5. Increased cleaning of all public areas is to be 4 times a day. This includes the cleaning and sanitising of 'touch points'. Touch points refers to – door handles, push plates, reception desks, lobby areas, banister rails, bar tops, tables, lifts – where applicable.
6. Hotel bookings – all hotel bookings remain valid and we are not at this moment in time obliged to issue refunds to guests.

The usual booking Terms and Conditions apply and this includes the refund policy. We will of course continue to review this over the coming days and weeks. Should a future booking contact the hotel to request a refund they can do so in writing. The UK government at this time are not requesting social events or businesses to close. With this in mind all current bookings and events are to run as planned until further notice if required.