

## Your well being is our priority

We are grateful for your help in making your stay safer

### Minimised contact



All of our hotels have social distancing in place in all common places and this is communicated by signage through out our property.

Our reception areas have protective screens, and colleagues wear PPE were necessary in line with government guidance.

Where possible we have implemented one way systems or a give way system to ensure social distancing.

Lifts will be for one household or a single person at one given time, this will ensure minimised contact is adhered to during your stay.



### Contactless / Card payments

We operate a contactless reception, whereby all information on check-in will be sent via email or through WhatsApp where possible.



### Heightened cleanliness measures

We have strengthened room cleaning protocols, including extra disinfection of all high touch areas in rooms and bathrooms. All rooms, once cleaned, will be sealed with a 'cleaned and sealed for your protection' sticker. The seal of approval will ensure everything in your room has been cleaned and is ready for your stay.

We're also committed to the IHG clean promise. Click here for more information: [www.ihg.com/content/gb/en/customer-care/clean-promise](https://www.ihg.com/content/gb/en/customer-care/clean-promise)



### Protecting you

We are following government guidelines and staff will wear PPE where applicable. Sanitiser stations will be located in key areas around the hotel and we have a reinforced cleaning program in public areas whereby we frequently disinfect all high touch areas.

All of our staff have been given comprehensive safety and hygiene training.

We do encourage our guests to bring a portable bottle of hand sanitiser for extra peace of mind.



### Optimised food offering

At no extra cost, guests can order via our WhatsApp service, meaning there will be no close contact with any members of our team. Your safety is our priority.