

KEEPING YOU SAFE

OUR COVID SECURE COMMITMENT

As a small, independent group of luxury hotels, we pride ourselves on our meticulous approach to customer service and employee welfare. Our first priority is to ensure the health and wellbeing of everyone who passes through our gates.

We will continue to adhere to guidelines provided by the UK Government, Public Health England/the National Institute for Health Protection and industry guidance from UK Hospitality, whilst preserving the essence of what makes our properties so special.

Our COVID Secure protocol has been implemented throughout the Business and is in addition to existing food safety management systems and Health & Safety policies, and meets with AA 'Covid-19 Confident' and Visit England's 'We're good to go' standards.

To ensure our hotels are safe places to visit and work, we have brought in additional safety measures to protect all persons during this time.



- ❖ All employees have received certified training on our new standards regarding COVID-19 health & safety protocols. Every member of staff must strictly comply with these measures, including enhanced hand hygiene, wearing face coverings and practicing social distancing wherever it feasible to do so (Hands, Face, Space).



- ❖ When you arrive at one of our hotels our employees will act as your guide, sensitively communicating all the new hygiene, health and safety measures so you can move seamlessly around our hotels, knowing that you're being looked after with the greatest care.

- ❖ Hand sanitiser, in touchless dispensers whenever possible, will be available in key places including: receptions, lobbies, restaurant entrances, meeting and event spaces, lift landings, spas, pools and fitness areas.



- ❖ Any medical support required will be provided in line with government regulations. Our employees have clear instructions on reporting any possible cases of COVID-19 to senior managers and external authorities as required.

- ❖ The frequency of cleaning and sanitising has been increased to once per hour. This applies to all public spaces with an emphasis on deep cleaning frequent contact surfaces. These areas include, but are not limited to: front desk check-in counters, lifts and lift buttons, door handles, public bathrooms, room keys, stair handrails, gym



equipment, dining surfaces and seating areas. This hourly cleaning regime will also apply to back of house frequent contact surfaces. All other areas will be cleaned every two hours.

- ❖ Our cleaning products and protocols meet specific guidelines for approved effective use against viruses and bacteria. When cleaning guest rooms, we pay particular attention to high-touch items. All bed linen and laundry are changed daily and washed at a high temperature. We've also increased the frequency of air filter replacement and fresh air exchange will be maximised.



- ❖ Throughout our hotels, we'll meet required guidelines for social distancing. Guests and employees must practice social distancing whenever possible, by standing 2m/6ft away from people they are not travelling with.

- ❖ Restaurants, bars, spas, pool areas, fitness studios, golf courses and all other outlets will also observe social distancing and comply with mandated occupancy limits. These areas will be deep cleaned and sanitised once per hour and after each use, including tables, seating, menus and payment machines. In-room dining will also operate under new strict measures to ensure your safety.



- ❖ In line with current regulations, our employees will wear face coverings when in the hotel public areas, with Guests being required to do likewise. Specific details will be communicated prior to check-in/arrival.



- ❖ Our service offering reflects the prevailing legislation with regards to mandated occupancy limits and time restrictions. We are required to uphold the 'rule of 6' for all social gatherings and our food and beverage outlets will close at 10pm.

- ❖ An ongoing review and verification of our procedures by our Environmental Health Partner, Common Sense Compliance Ltd is taking place, with each Hotel undertaking ongoing COVID-19 assessment.

These procedures remain under constant review and the co-operation of everyone who enters our premises is crucial, in ensuring a safe environment for all.

