

Dear guest, supplier and colleague we wanted to assure with the steps we are taking in the current climate. Below is a brief Q&A which we hope answers any questions you may have in relation to our management of this changing situation within the hotel.

For us, for now it is business as usual, we are a safe place to work, rest and play!

We will of course continue to follow any guidance we receive from IHG and Public Health England either via 111 or the NHS.co.uk website.

Q. What are the symptoms of Covid-19?

A. Latest guidance suggestions these are coughing, sneezing, shortness of breath, fever & flu like symptoms. Details about symptoms are widely available (as we are sure you are aware!)

Q. What supplies do we have to help control is spread?

A. Soap and Water, in every room and public washrooms. Antibacterial hand gel in all public areas. Plenty of cleaning chemicals to ensure our enhanced cleaning is taking place.

Q. What if you have symptoms & may need to self-isolate?

A. If a member of the team is showing symptoms at home, they will be asked to self-isolate for determined period (7 Days as per current government guidelines).

A. If a member of the team is showing symptoms at work, they will be sent home, asked to self-isolate and the area they were working in closed and deep cleaned.

A. If a guest due to arrive at the hotel is showing symptoms then IHG cancellation policies are being continually updated to allow for guest to cancel without worry or penalty where applicable. We would ask any guest due to attend the hotel that are suffering symptoms please do not attend the hotel.

A. If a guest is a resident and in a bedroom at the hotel and are showing symptoms then they should self isolate in the bedroom they are in and contact the duty manager & call 111. Further guidance will be given.

A. If a guest is in the hotel (but not a bedroom) and begin to show symptoms they should make the duty manager aware immediately and they will then be asked to either self isolate in one of our nominated rooms or leave the hotel and self-isolate at their home. In both cases contacting 111.

Q. What other isolation practices do we have?

A. Should a suspected or confirmed case need to leave isolation at the hotel and travel to the nearest medical facility there is a safe route for them to exit the building minimising contact with public areas. They would need to contact the duty manager to ensure this was taken.

Q. Who do we contact if there is a suspected or confirmed case at the hotel?

A. For all enquiries, in order – initially the Duty Manager at the hotel, Operations Manager, General Manager, IHG Corporate Relations (who will handle any press enquiries).

Q. What are we doing differently considering the situation?

A. Each department has been issued with action cards which ensure guest touch points are being cleaned and disinfected on a more regular basis, from door handles to phones, handles to salt & pepper pots the team aware. Full training is taking place with all team members on this situation and as it is constantly changing, we will keep refreshing this. Team members are issued with questionnaire if returning from an affected region. All new starters must complete a separate medical form during the Covid19 outbreak.

In the event any team member is diagnosed, any question regarding sick pay is dealt with through HR.

A. We are asking all our suppliers to deliver to the rear of the hotel, and should they need access to the inside of the hotel, to complete a safe form highlighting that they have not visited an affected region or been in contact with a suspected or confirmed case. Completion of this then allows entrance.

A. We are asking if any guest arriving to the hotel to make us aware if they have recently travelled from an affected region or been in contact with a suspected or confirmed case or are showing symptoms. If a guest informs us that they are potentially at risk, we retain the right to refuse entrance to the hotel.

Q. What do I do if I need to cancel my bedroom reservation?

A. Cancellation polices are constantly changing but at the time of writing full cancellation without charge is in order (presently until end of April 2020). In short, we are not going to penalise any guest if they do not wish to travel or attend the hotel. Please contact the hotel reservations office for more specific information on 01536 464769.

Q. I have tickets to an upcoming event at the hotel – is it going to happen?

A. At the time of writing yes, should we need to cancel any events or see large numbers of cancellations for an event then a decision would be on a case by case basis and we would advise those that have booked accordingly. For specific event information, contact the hotel reservations office on 01536 464769

Q. I have my wedding with you in a couple of months, is it still going to happen?

A. At the time of writing yes, there is no change to anyone's special day. We would encourage any future bride or groom to call us on 01536 464769.

Q. Have there been any confirmed or suspected cases at the hotel or has anyone been forced to self-isolate due to Covid-19?

A. At the time of writing no.

Q. Has the hotel suffered any shortages of any stock / supplies?

A. At the time of writing no, we still have toilet roll, soap and alcohol! We have been advised some fresh food items may be affected in time, but nothing yet. It is business as usual.