

Dear friends,

Following the government update on Tuesday 22nd September 2020, we would like to take this opportunity to update you on some additional COVID19 procedures we have put in place, as well as provide you with more information on our new opening hours (in line with the new 22:00 curfew for all food and beverage outlets).

Given the strong COVID-19 processes that we already have in place across all of our hotels, the latest announcement has not led to major operational changes for us - just some minor amendments to our bar and restaurant opening times that we fully support.

Further to the above, it is now a legal requirement that all guests and visitors wear face coverings in the public areas of the hotel throughout their stay; they can be removed once seated in a bar or restaurant space. All of our team members already wear face coverings (and have been since the 5th July) - this is the new normal of our daily lives and an important element of reducing any potential transmission.

In addition to the above, we have a 'Track & Trace QR' code available at each arrival point to the Hotel and we will encourage you to log in and register your arrival.

In terms of actual changes, you will now notice:

- **By 22:00**, we need to ensure our bars and restaurants are closed, our lounge areas will remain open and room service will be available with a range of food and drink options; part of our Covid19 planning meant we removed all tray charges from the Hotel.
- **Room service** will also be available to be ordered to our lounge areas, so in effect the curfew does not mean you need to stop enjoying your evening with us. The service will be available to residents only.

These changes **do not affect the majority of our guests** and we are confident that you will still enjoy your time with us; maybe you can plan to arrive a little earlier (we can store your bags) and enjoy few glasses of your favourite drink before dinner instead?

So, friends, that's it really. We have worked hard to become a COVID secure business and have received the Visit England 'We're Good to Go' certificate, accreditation from the 'AA'... as well as a wealth of fantastic feedback from our guests. All our original COVID-19 procedures will remain in place (social distancing measures, temperature checks for our teams and new cleaning protocols) and we will ensure you have a great and safe stay with us.

Once again, I would like to thank you for your continued support and we look forward to welcoming you to our Hotels soon.

Thank you and kind regards

