



## The Wellbeing of our Guests and Employees is of paramount importance.

We take standards for hygiene and cleanliness very seriously and are taking many additional steps to ensure the safety of our guests and employees. Our hotels' health and safety measures are designed to address a broad spectrum of viruses, including COVID-19 and we are going above and beyond current guidelines with the following precautions to safeguard your wellbeing whilst a guest at our hotel.

- We will always extend a warm welcome to arriving guests, but for the time being this welcome won't be accompanied by a handshake or any other physical contact.
- When you arrive, please use the hand sanitiser gel at our reception areas. You will also find numerous hand sanitising gel stations throughout the building, please do use these when appropriate.
- We ask for your help in washing your hands thoroughly as often as possible. Every single member of our team has committed to wash hands thoroughly every 2 hours.
- We have increased the frequency of cleaning and disinfecting in public spaces with hand sanitisers and anti-bacterial hand wash products provided throughout the hotel for our guests and employees use.
- Bedrooms and all touch points within the bedrooms are now deep cleaned after guests depart and before new guests arrive using anti-bacterial cleaning products.
- On arrival at our restaurant guests are required to use the hand sanitisers provided by the welcome desk prior to entering and guests encouraged to use contactless cards
- With the largest hotel restaurant on the Island we have introduced **Social Dining** where there is a 2 metre distance between all restaurant tables. We have also removed all room service charges so if you are staying in the hotel you can dine in the comfort of your room.
- Throughout each day, we are meticulously cleansing with even more frequency than normal the handrails, door handles, dining tables, the reception desk and all other public touch points with anti-bacterial cleaning products.
- Behind the scenes we are requiring all employees to follow regular and strict hand washing procedures to include before and after eating, before returning to work areas and at every opportunity as well as rigorously enforcing other important personal hygiene etiquette.

Thank you all for your continued support.