

Covid 19 Reservations Update

We remain open for business

Following the recent announcement made by the government we'd like to emphasise, particularly for guests who still intend on visiting us, that the safety of our guest and team members are our highest priority. We have been following the expert advice laid out by the government and Public Health England on how businesses should prepare, react and operate in relation to any further spread of the virus. This advice includes continuing to promote good hygiene across all aspects of daily working practices and the awareness of what steps should be taken if our team members believe they're experiencing any symptoms.

We will await and respond appropriately to further announcements from the government.

As it has always been, the safety and security of our guests and team members remains our highest priority. We are doing everything we can to ensure your safety and provide maximum flexibility as the situation around novel coronavirus (COVID-19) continues to evolve.

Your Travel Safety

We take great pride in maintaining the highest standards of cleanliness and hygiene. In response to the coronavirus, we have taken additional measures to make our cleaning and hygiene protocols even more rigorous. We use cleaning products and protocols which are effective against viruses.

Your Travel Flexibility

We remain committed to offering you flexible booking options. Given these unique circumstances we are making additional adjustments to our individual booking policies to give you extra peace of mind:

Government Restrictions - In regions affected by government-issued travel restrictions, we will continue to transfer all reservations to a future date. Please note that any changes to existing reservations will be subject to availability and any rate differences.

Existing Reservations - All reservations – even those described as non-refundable– that are scheduled for arrival before April 30, 2020 can be changed for a date in the future. Please note that any changes to existing reservations will be subject to availability and any rate differences.

New Reservations - Any reservation you make – even those described as n-n-refundable – that are booked between today and April 30, 2020 for any future arrival date, can be changed and transferred to a future date. Please note that any changes to existing reservations will be subject to availability and any rate differences.

Guests who booked via online travel agents or other third-party travel professionals are advised to contact their booking provider for information on their policies.

I wish you all safe travels. I am sure we will get through this together.

Best wishes,

Kavita Pal

(Manager)

13 March 2020