

St Giles House

HOTEL TERRACE & SPA

Dear Guest,

At St Giles House Hotel, our tradition of hospitality is something of which we are extremely proud and we wanted to reassure you that, during these unprecedented times, we are taking every possible step to ensure the comfort and safety of all our guests.

With that in mind, every single one of our hotels is undertaking comprehensive steps which are specially designed to tackle COVID-19, including hand-washing hygiene, special cleaning product use as well as guest-room and common area cleaning procedures specifically targeted at reducing any possibility of infection to as low a level as possible.

High-use areas such as door handles, light switches, lift buttons, public bathrooms and even room keys, etc, are being cleaned with highly-effective anti-viral products on a regular basis and our dedicated staff are working around the clock to implement the very latest Government hygiene guidelines.

In addition, extra training has been undertaken by all relevant team members to ensure that, at guest changeover, every room undergoes a most thorough, upgraded cleaning regime, allowing you to have confidence during your stay with us.

We continue to receive bookings from UK customers who are unable, or unwilling, to travel abroad at present and we can assure you of a warm welcome.

Bookings

Like many hotels and restaurants worldwide, we have been carefully adapting our booking policy to give you an increased degree of flexibility when booking with us.

Any guest making a new reservation between today and 31st May 2020 will be allowed to make one reservation amendment free of charge for any future date booked until 31st December 2020, subject to availability.

The St Giles House Hotel website provides further booking and reservation information, updated regularly as well as providing full details of the steps we are taking as a Company to safeguard staff and customers from COVID-19. Please visit www.stgileshousehotel.co.uk

Yours sincerely

Liza Dunnell
General Manager