



SUMMER 2021 TRADING UPDATE

With Government restrictions being lifted as of 19th July 2021, we have carefully considered the way we continue to operate our properties to ensure the safety and wellbeing of all our guests and staff.

As much as we would like to remove all the face coverings and be able to share smiles once again with all of you, we have made the decision for our staff to continue wearing masks for the time being. This is to ensure the safety of our guests and also our staff.

We will continue to encourage frequent washing of hands and the use of sanitisers, freely available throughout our properties. We also request that you consider social distancing and to be mindful of guests who may still be anxious about the lifting of restrictions.

HOTEL RESIDENT GUIDELINES

Check in and checkout: Our reception teams will guide you through our company procedures. Once checked in, you can call reception at any time to discuss any queries you may have. Porterage is available and Card payments are still preferred.

Your bedroom: Rooms will continue to be sanitised to the very highest standards. Should you wish to have your room serviced daily, you can 'opt-in' to daily service. If you do not require a daily service, we will not enter unless in an emergency. Reception will be happy to assist with any additional requirements you might have. **Please dial 0 for further information.**

Dining arrangements: Most properties will now offer a self-service breakfast in their Restaurants, however we still request that you assist us in managing safe capacity. You may be asked to pre-book a time slot for both breakfast and dinner. Reception will assist with this on check in. **Please dial 0 for further information.**

Bar service: Our bars are open with an extensive selection of wines, beers and spirits and normal bar service resumes. Any queues will still need to be managed responsibly. Reception will inform you of any arrangements for dining in our Bar areas throughout the day. **Please dial 0 for further information.**

Leisure facilities: All leisure facilities are open and our outdoor spaces are available for all to enjoy.

Functions and events: Restrictions are now lifted and weddings and events can now be held with dancing allowed. Numbers are only restricted by the capacity of the function room.

If you have any further requests during your stay, please contact reception or the Duty Manager and we will be more than happy to assist you.

PAT GREEN
Group Operations Director