

Our COVID care commitment

As has always been the case, the safety and security of our guests and team members remains our highest priority. We are doing all we can to ensure your visit will be as safe, flexible and comfy as it possibly can. We continue to monitor Government updates and will act appropriately as and when guidelines change.

We are proud to have accommodated NHS key workers throughout lockdown, and so have developed robust policies and procedures which allow us to declare we are COVID-19 Secure. This, together with our uniquely large and spacious public areas, make us confident that we can scale up our offering and continue to be COVID-19 secure from our 4th July general reopening and beyond.

In order to achieve, and in some areas exceed this standard, we have had to modify the way we operate. For instance we have enhanced our already vigorous cleaning standards, slightly scaled back our food and beverage offering and mandated social distancing. Whilst focusing on everyone's safety, we haven't lost sight of the fact that we're in the hospitality industry and that service levels and the human touch are of paramount importance. Given the ongoing uncertainty, we have also relaxed our cancellation policy to provide greater flexibility on new and existing reservations.

We look forward to extending a very warm welcome to you soon!

Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

FIVE STEPS TO SAFER WORKING TOGETHER

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer Arden Hotel Date 23/5/20

Who to contact: Ruby He-NASH Safety Representative
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)



Enhanced cleaning

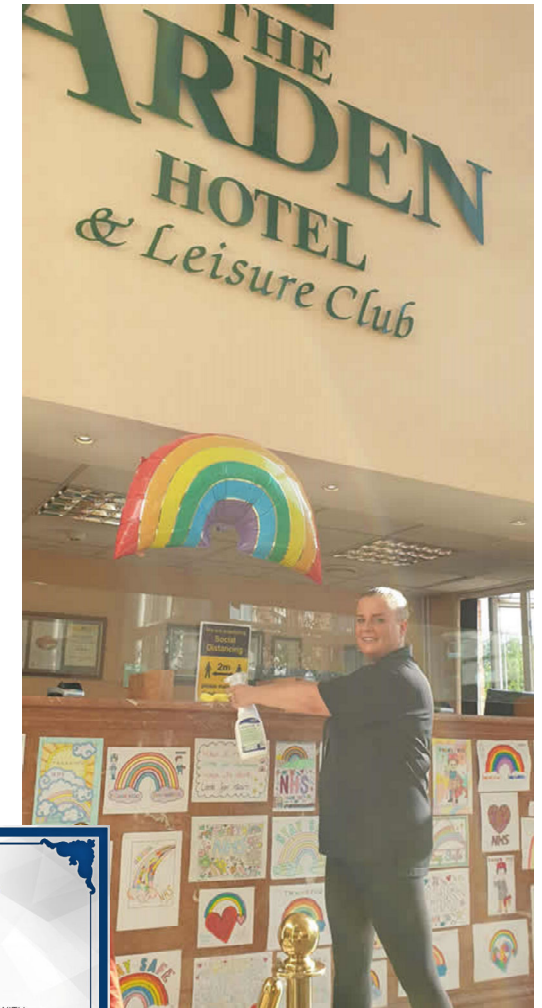
Our cleaning protocols have been upgraded and rigorous sanitisation procedures continue to be carried out by our team throughout the hotel, including public areas, bedrooms, meeting rooms and our back of house areas. You will find hand sanitisers for use on arrival and at various locations throughout the hotel.

We have invested in a MYDIS ULV Sprayer which allows for total surface disinfection, even in hard-to-reach areas. The treatment has been certified to kill the COVID-19 virus within one minute. All bedrooms will be treated in between stays and all other areas on a regular basis.

Once cleaned a supervisor will inspect all rooms checking they are fully COVID clean and ready for occupation. This will include the use of an UV light and all surfaces, switches, controls and door handles will be checked. A full inspection of the bathroom will also be completed to include sanitary surfaces, shower screens, and bathroom floor.

Flexible reservations

If the last three months have taught us anything, it is that none of us can predict what's around the corner. Our "Best Available Rate" booked through our website offers free cancellation and amendments up to 5pm one day prior to arrival, offering you total peace of mind—no quibble!



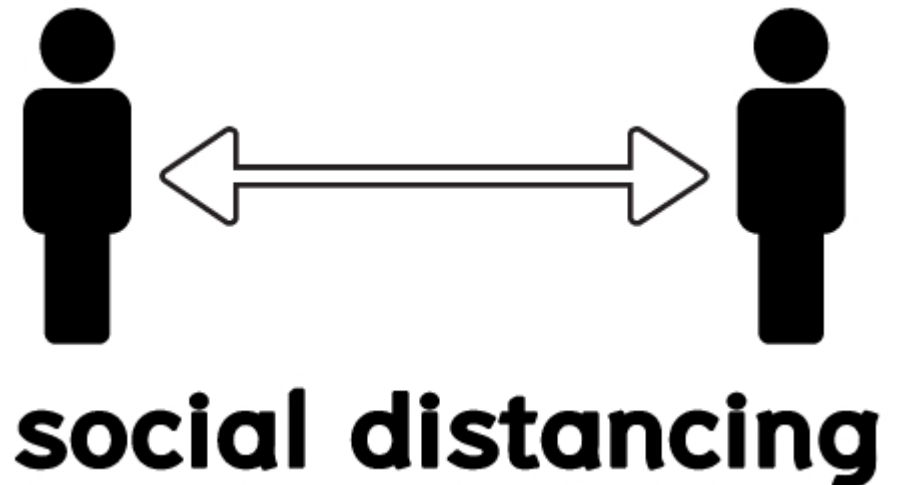
Social distancing

Despite recent relaxations in the guidelines, social distancing remains one of the key tools to prevent the spread of COVID-19. Our uniquely large and spacious public areas have enabled us to configure our operation in such a way as to promote ample social distancing. We have established safe social distancing practices throughout the hotel, using the appropriate markers and clear signage to help guide our guests and team to move around safely.

We have installed acrylic screens at all relevant contact points between guests and the team and have made the best use of our terraces, patios and courtyard, so that you will feel comfortably distanced from other guests whilst relaxing and enjoying the surroundings.

Personal health

Our team members, guests and visitors each have a vital role to play in keeping themselves and those around them healthy. Our team is receiving ongoing training regarding standards of cleanliness, health and hygiene and are complying with strict protocols including frequent hand washing, and the use of appropriate protective equipment. We are asking our team to complete a health questionnaire before the start of every shift. We ask you to be responsible, and not to come to the hotel if you feel unwell.



Food and Beverage options

As with all areas within the property, the bar and restaurants have been reconfigured to facilitate a COVID secure environment. Standing at the bar will not be allowed and all food and beverage will be delivered to your table to reduce unnecessary contact. All tables and chairs will be sanitised after each use. Per Government requirements, guests will have to register their contact details with us for track and trace purposes.

Guests are encouraged to make the most of our expansive terrace and courtyard.

Our new one menu is presented in a free standing wipeable holder and is also available to view on our website and TV system. Room service is available, and trays are delivered to the corridor outside your room negating the need for any face to face contact.

Breakfast is available in the breakfast room, as a grab bag to take with you or delivered to your room.

