



March 17<sup>th</sup> 2020  
Updated June 2020, August 2020

### To our guests

In light of the extraordinary circumstances we are facing, we wanted to update you on the steps we are taking and assure you of our continued support.

All of our apartments are open and our team continues to welcome guests with the same level of service and comfort that expect from us. At the moment, our focus is to ensure the **health, wellbeing and safety** of our guests and employees.

We are continuing to closely monitor advice & guidance from the UK Government, health authorities (Public Health England, UK Govt) and the World Health Organisation to ensure we are following and implementing the very latest processes and procedures in relation to the current situation.

Please be assured that we will be disinfecting all surfaces/handles and potential infection sites in the communal areas of the building regularly throughout the day.

During your weekly housekeeping visit we will clean as normal if you are not quarantining, but we ask that if you suspect that you or any member of your family are ill with suspected or confirmed Coronavirus you tell us immediately on 07972 601613 - so that we can take the necessary precautions. We will do everything we can to continue your weekly cleans but must all look out for each other. Should we be unable to clean due to quarantining or illness or shielding we will provide a weekly linen/towel/hygiene pack. Our priority is keeping everyone safe and healthy.

If you are worried or unsure about anything in this document, or need help with getting food or medicine please call Ali on 07972 601613 and we will do what we can to help. We will all be following precautions and avoiding physical contact (2 metre distance) socially distancing, but that doesn't mean we aren't here for you. For some of you travelling from abroad it may seem daunting to be in the UK during a time like this, so please do pick up the phone if you are worried about anything.

Please be assured of our best intentions and don't hesitate to get in touch if you think we can help you.

Best Wishes,

Ali, Jason, Magda and Amy