

# KEEP SAFE, KEEP SMILING

## Booking Process:

- All reservations will be charged at time of booking to limit contact and time on check-in
- Guests will receive an email confirmation with booking information
- Pre-arrival email with additional information about the hotel and measures in place at property sent three days prior to arrival

## Reception:

- Social distancing in place for queues
- Reduced contact at check-in and check-out
- Room keys will be sanitised and handed to guests in a sealed envelope
- Front desk screens to protect our guests and team
- Sanitise stations at key touch points around our buildings
- Cashless transactions
- Contactless check-outs, with guests receiving their bill by email

## Bedroom Hygiene

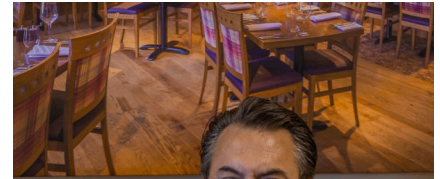
- We are working in partnership with our supplier Zenyth Hygeine who provide our disinfectant products that are proven to be effective against Covid-19
- We have introduced 10 touch point cleaning measures
- To protect our guests we will not be servicing our rooms unless you request it. If you require any refills or fresh towels please contact reception
- We will continue to provide tea trays with limited stock, with more available on request from reception
- Printed menus will be available digitally on our website

## Food & Beverage

- Breakfast service will be cooked to order from our limited menu
- Printed menus will be available digitally on our website
- Single-use printed menus are available on request
- You can order room service via our reception
- Appropriate delivery methods are in place for food and beverage

## Training

- All of our team have received additional training on keeping you and themselves safe during your stay and this will be reflected in your guest experience during your stay. If you have any feedback on this, please let us know



Your **safety**, and the safety of **our teams**, will **always** be our main **priority**.

To keep you safe and smiling throughout your stay, we have introduced a number of new and enhanced measures. Please take a moment to read through these.

Thank you for continuing to be a part of the Coaching Inn Group family.

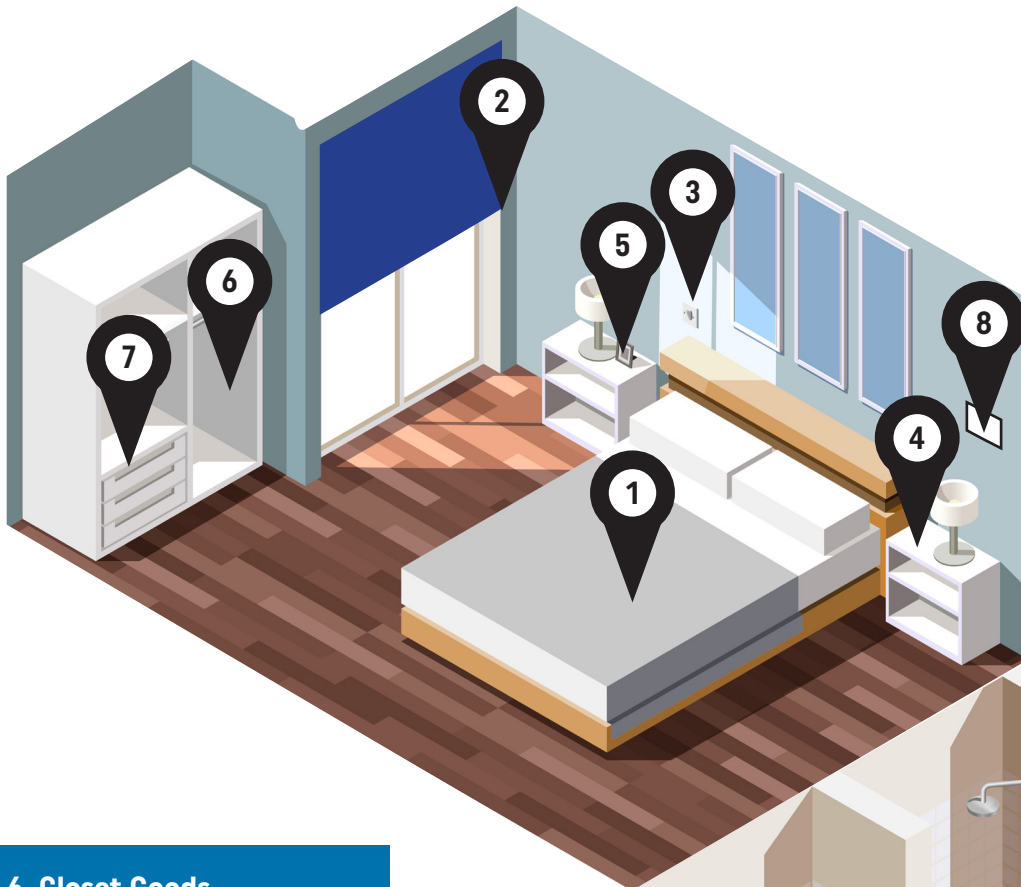
*Yours Sincerely*

*K. Charity*

**Kevin Charity**  
CEO, Coaching Inn Group

# 10 TOUCH POINT CLEANING MEASURES

We have partnered with Zenith Hygiene to identify key touch points across our bedrooms. Our housekeeping team will begin using these enhanced measures to target these points.



## 1. Bed & Bedding

All bed linens including duvet covers, pillowcases and sheets

## 2. Handles & Knobs

Doors, closets, drawers, furniture knobs and drapery pull handles

## 3. Switches & Controls

Lights, lamps, switches and electronic controls

## 4. Hard Surfaces

Tables, desks and nightstands

## 5. Telephones & Clocks

In-room phone, alarm clock and wall clocks

## 6. Closet Goods

Iron, safe handles & keypad

## 7. In-Room Food & Drink

Cutlery, glassware, kettles & biscuits

## 8. Fans & Air Conditioning

Controls, buttons & panels

## 9. Toiletries

Bulk dispensers, individual amenities, tissue boxes & soap dishes

## 10. Toilet, Sink, Bath & Shower

Toilet seat, taps, handles & nozzles

