

Dear Guest of the Coppid Beech Hotel,

In these uncertain times, I wanted to communicate to you personally about what we are doing here at the Coppid Beech Hotel to reduce the effect of the situation around novel coronavirus (COVID-19) as it continues to evolve, we are doing everything we can to ensure look after your safety and provide a safe environment for your stay or visit to our hotel.

We take great pride in maintaining the highest standards of cleanliness and hygiene. In response to the coronavirus, we have taken additional measures developed in consultation with global and local public health authorities (including the **WHO** and **CDC**) to make our cleaning and hygiene regimes even more rigorous:

- Our team receives ongoing briefings and enhanced operating procedures.
- We have increased the frequency of cleaning our public areas (including lifts, door handles, public toilets, etc.) using disinfectant and sanitizer where appropriate.
- We have sanitizer at the entrances to our hotel and ask people to sanitize before entering the building.
- On our reception desks we have sanitizer and tissues for our guest to use
- We ask anyone who has any symptoms of COVID19 to not enter the building and to self isolate as per the government guidelines
- We have a team of managers and specialists within the hospitality business, constantly monitoring the situation and sending updates to all the team

Cancellation and moving bookings:

We will continue to have a bespoke approach to all existing policy agreements. Please speak to our reservations department and we will try to help in any way to work with you on pre booked reservations, prior to the COVID 19 outbreak.

At the Coppid Beech Hotel, we believe in looking after our guests and the needs of our guests in a bespoke manner. If you have any questions, please ask any member of staff to help, if they don't have the answer, they will take your details and hand them over to me to put you in contact with the right person to help.

Daniel Lawrence
Group Operations Director
Coppid Beech Hotel