

Stay Safe, Stay Happy

Jurys Inn & Leonardo Hotels Customer Commitment Charter Covid-19

Your Safety is Our Priority

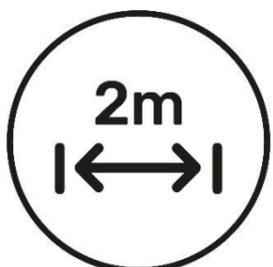
At Jurys Inn and Leonardo Hotels, we are working with the Environmental Health Organisation (EHO) as well as taking the advice issued by the World Health Organisation (WHO) and implementing the appropriate measures within our hotels and across our corporate offices. We are also working in partnership with our supplier Ecolab, on recommended cleaning products and protocols to enhance our cleanliness standards within all areas of our hotels.

In response to the current Covid-19 restrictions, we have implemented a plan which presents the enhanced measures we are taking to ensure the safety of our guests, employees and our community.

Stay Safe, Stay Happy 5-Point Plan

We have introduced a 5-point 'Stay Safe, Stay Happy' plan to provide our guests and employees with the assurance of safety within our hotels.

Providing you Confidence and Reassurance on our Safety and Cleanliness Measures

5 Point Plan	Activity
<p>HYGIENE</p> 	<p>Hygiene has always been rigorous at our hotels and we are taking additional steps so you can be confident of your safety</p> <ul style="list-style-type: none"> We have worked alongside the Environmental Health Organisation (EHO) to develop best protocols & standards which will be implemented across all hotels Our hotels use Ecolab Pro disinfectant products which are proven to be effective against covid-19 We have sanitising stations in key areas such as our lobbies, receptions, lifts and back of house. We advise that guests make use of these stations when moving around the hotel Increased the cleaning of frequently touched items and surfaces in bedrooms & meeting rooms Increased bedroom & meeting room checks by Senior Management Our food menus can now be viewed online whilst providing a limited 24hr room service (tray collection service)
<p>SOCIAL DISTANCING</p> 	<p>Let's keep everyone safe by continuing to Social Distance. Please allow 2m (6ft) distance between yourself and other people. In our hotels we are practicing social distancing by:</p> <ul style="list-style-type: none"> Operating a minimum touch check-in and check-out to limit the amount of close contact within the hotel. 2m floor markings in reception - our hotels have spacious ground floor footprints, on average 700sqm to easily facilitate social distancing We have protective screens at all reception desks in order to protect our employees and our guests We are encouraging guests to use stairwells as an alternative to the lifts to access bedroom & meeting rooms Lift protocol in place, tailored by hotel and its configuration
<p>'CASHLESS' OPERATION</p> 	<p>All our hotels will be operating as a Cashless operation, this will include our food and beverage departments</p> <ul style="list-style-type: none"> We accept all major credit and debit cards We will charge your card on check-in for the cost of your stay Any additional costs during your stay will be charged as consumed

<p>FOOD & BEVERAGE DELIVERY</p> 	<p>We are operating a reduced Food and Beverage offering. A welcome letter in each bedroom will include the full details of our offering:</p> <ul style="list-style-type: none"> • All menus are now available to view online • Breakfast is available daily as a continental option delivered to your room • Contactless room service is available daily • We have appropriate & hygienic delivery methods in place for our food & beverage offering
<p>TRAINING</p> 	<p>Training is always ongoing & an upmost priority for our teams</p> <ul style="list-style-type: none"> • We have worked alongside the Environmental Health Organisation (EHO) to develop the best protocols & standards for housekeeping and employee training • All employees have received additional training on how to keep you and themselves safe. This will be reflected in how they interact with you during your stay

Customer Journey, what to expect

Before your arrival you can find all our Covid-19 related policies on our website. To limit the amount of contact required at reception, the option of online check-in and check-out is available in some of our hotels.

Upon your arrival in our hotels there will be visible signage at the entrance, the hotel lobby and leading up to the reception area and other access points, advising on the social distancing measures which are in place within the hotel. You will find automated hand sanitising units stationed at the hotel entrance for your use. We are unable to provide concierge / luggage assistance at this time.

On arrival to reception there will be clear floor markings guiding you on where to wait to be greeted by reception. You will notice that we are using protective screens, which are for both the employee and the guest's safety. There will also be hand sanitiser available at the desk for guests use and our receptionists will be equipped with a sanitary tool kit. Please be aware that the check-in area and credit card terminal will be sanitised before the next guests use.

Overnight Journey, what to expect

Check-In

Upon your **check-in** there will be clear floor markings advising where to stand. Your stay will be charged on your check-in and please note that we will not be accepting cash during this time, although we are accepting most major credit cards and debit cards. We request that the **stairs are used** as an alternative to the lifts and we would ask that you please follow the Hotel's lift protocol. There are floor markings which point out where the stairs are located.

Services

To provide a safe environment for our employees and guests, a few changes have been made to our services **during your stay**, which include: limited service to guest rooms with a housekeeping service provided after three nights or more; our employees will not enter your room during your stay unless there is a health and safety concern, and there will be a housekeeping pack left outside your room which will include fresh towels, tea, coffee, milk and sanitising wipes.

Food and Beverage

Our **food and beverage** department will operate a limited service in accordance with current food safety recommendations. Our restaurant and bar will remain closed until relevant government restrictions are lifted and safe to do so, however we will have pre-packed breakfast delivered to your room and a contactless 24hr limited room service option.

Check-Out

When you will **check-out** there will be no payment taken as your stay will be charged at check-in. We have an express check-out box at reception where you can drop your key(s), or alternatively you can leave the key(s) in your room. Please note that during this time we will not be offering luggage storage. We ask that should you have any queries regarding your stay or in need of any assistance, please contact reception via the phone in your bedroom and we will gladly assist.

Leisure Facilities

Where **health clubs, pools and gyms** are available for guests, they will be open in accordance with government advice. Additional cleaning is in place with extra attention to changing rooms and high-touch areas, such as weight equipment, treadmills, handrails, yoga mats and exercise balls. To allow for social distancing, a booking system is in place with a limit on the number of guests permitted at any one time. There will be visible social distancing signage in all areas with hand sanitiser units available for guests use. We ask that guests shower with soap and water before entering the pool / spa facilities, washing hands or using hand sanitiser before using equipment, and coughing or sneezing into a tissue. All equipment must be cleaned after use with antibacterial wipes.

Whilst it is not ideal to limit the services we provide, we believe that it is crucial that we limit the interaction between our employees and guests and maintain the social distancing guidelines to provide a safe and comfy environment for your stay.

Safe Team Protocol

Our employee safety starts even before they arrive to work with focus on their travel to work, to keep safe and practice good hygiene.

Enhanced training programmes have been launched via GROW Online, our online employee training portal with focus on Covid-19 spread prevention, hygiene practices and advanced cleanliness standards throughout our hotels.

Our employees are encouraged to adhere by our hand sanitation protocol by washing their hands at every opportunity and use the hand sanitising stations through the hotels back of house, taking note of social distancing guidelines when interacting with other employees. This practice extends into our employee's rest break within our canteens, changing rooms, offices and team briefings.

Advice to Guests and Employees

If you become ill during your stay or feel you may have been in close contact with someone with confirmed Coronavirus (COVID-19):

1. **Call reception immediately.** You will be asked to contact the local health authorities
2. **Avoid contact** with other guests or employees
3. **A room or area will be provided** where someone who is feeling unwell or has symptoms can be safely isolated

Recommendations

We all have a part to play to help prevent the spread of Covid-19. The World Health Organisation have provided a number of simple precautions that can be taken which include:

HYGIENE	Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water. Why? Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands Avoid touching eyes, nose and mouth. Why? Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and infect you
SOCIAL DISTANCING	Maintain at least 1 metre (3 feet) distance between yourself and others. Why? When someone coughs, sneezes, or speaks they spray small liquid droplets from their nose or mouth which may contain virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person has the disease
KEEP INFORMED	Keep up to date on the latest information from trusted sources, such as WHO or your local and national health authorities. Why? Local and national authorities are best placed to advise on what people in your area should be doing to protect themselves

Government and Industry Guidance

Below are a number of links to resources available for our shareholders for best practice advice on staying safe, social distancing and hygiene measures.

World Health Organisation: <u>COVID-19 Information</u>	Gov.ie <u>Covid-19 Updates</u>	Gov.uk <u>Limiting spread of coronavirus (COVID-19) in business and workplaces</u>
IBEC <u>Employer Hub Covid-19</u>	HSE (Ireland) <u>Protect yourself and others from coronavirus</u>	NHS <u>NHS Covid-19</u>
UK Hospitality <u>Hospitality Support</u>	Failte Ireland <u>Covid-19 Support Hub</u>	Visit Britain <u>Covid-19 Advice for Businesses</u>

We are continuing to monitor the guidelines provided by both UK and Irish governments. We will continue to update the information on this page to ensure we keep our guests up to date with changes across the group.

If you have any queries, please email reservations@jursinns.com or reservations@leonardohotels.co.uk and we will respond to you as soon as possible.

The team at Jurys Inn and Leonardo Hotels look forward to welcoming our guests to our hotels in the near future.



Jason Carruthers
Managing Director, Jurys Inn & Leonardo Hotels UK and Ireland

Stay Safe, Stay Happy