

Keep safe. Stay well.

How glh Hotels is helping to protect the safety and wellbeing of our guests, employees and other members of the public.



Keeping things clean

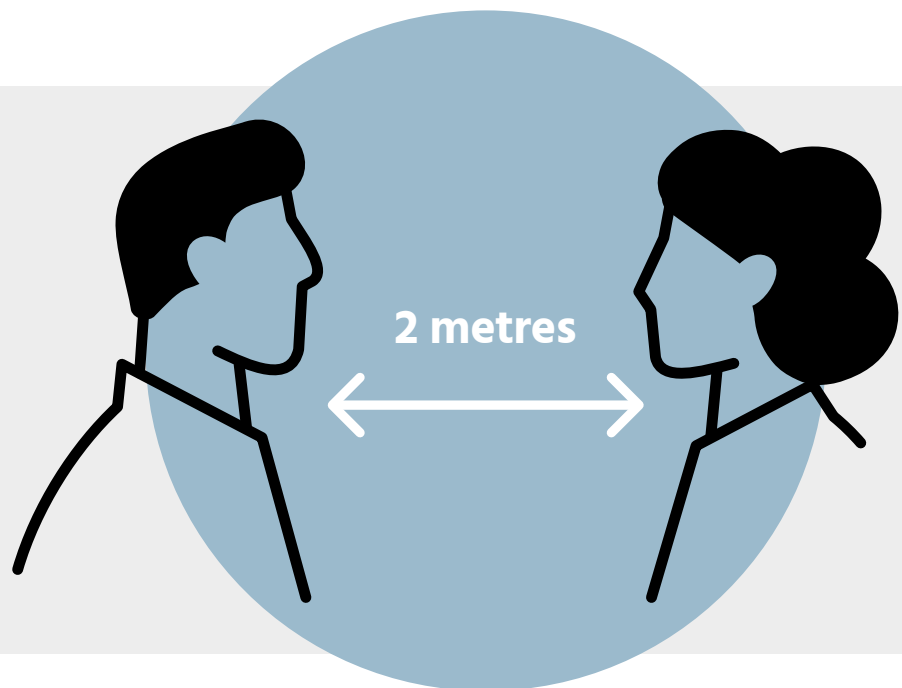
We've enhanced our rigorous cleaning and hygiene protocols in line with industry regulators to make sure our hotels continue to be clean and safe.

We've done this by:

- ✓ Increasing the frequency of our professional cleaning, focusing on high touchpoint areas, using a high-grade disinfectant.
- ✓ Ensuring sanitisers are available throughout our hotels for guest and staff use.

Keeping our distance

We've adapted our hotels, with clear information, signage and protocols to ensure effective physical distancing is maintained by our guests and staff.



Guest services

To ensure safety, certain services and amenities may be reduced or unavailable.

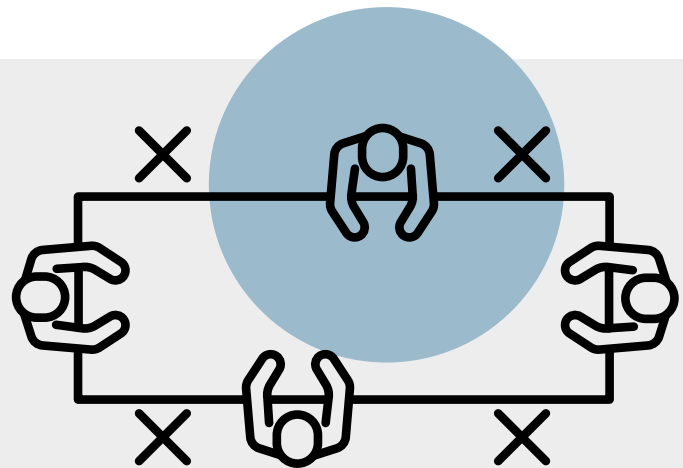
- ✓ We will operate a cashless payment system, accepting card payment only unless previously arranged with the hotel front desk.
- ✓ All guests are encouraged to use our express check out service to minimise the requirement for close contact.
- ✓ An effective housekeeping policy will be in place with all bedrooms only cleaned once the guest has departed. If a guest is a 'stay over', they will be offered housekeeping options. Guests can choose to receive a normal service, for which they must leave the room, a delivery service of fresh towels and amenities; or no service at all.



- ✓ Our food and beverage offering processes are being reviewed in line with Government guidelines and our ability to maintain effective physical distancing. We also offer contactless room service.
- ✓ While we may not be offering our brilliant breakfast buffet, alternative options will be available to ensure our guests still enjoy their breakfast.

Meeting safe

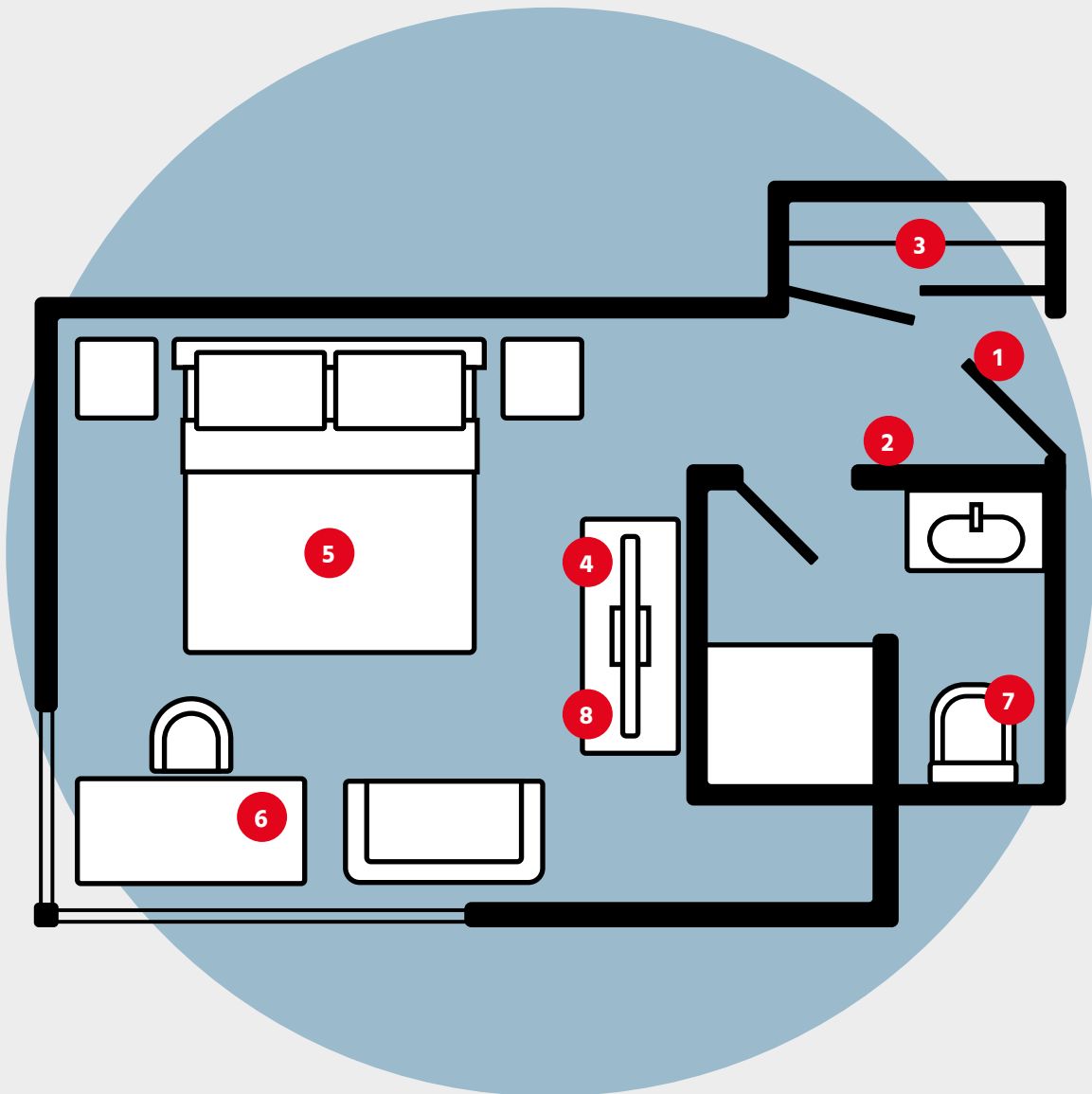
In order to make sure that our customers can continue to use our meeting and event spaces we have implemented spaced seating, accommodating a variety of seating configurations to allow for safe physical distancing.



Staying flexible

We are committed to ensuring you continue to enjoy our facilities safely, therefore our bedrooms, hotel spaces and meeting rooms can be arranged to suit your needs. If you have any queries or special requirements, **we're here to help!**

High-touch, deep clean areas in our guest rooms



- 1 Handles & knobs**
Doors, closets, drawers, furniture knobs and drapery pull handles.
- 2 Switches & controls**
Lights, lamps, switches and climate control panels.
- 3 Wardrobe items**
Iron, safe handle and keypad.
- 4 Telephones & remote controls**
Handsets, dial pads and function buttons.
- 5 Bed & bedding**
All bed linens including duvet covers, pillowcases and sheets.
- 6 Hard surfaces**
Tables, desks and nightstands.
- 7 Major bathroom surfaces**
Toilet handles and seats, splash walls, shower/tub controls and sinks.
- 8 Refreshments**
Kettle, espresso maker and mini bars.