

Our Top Priority: Our Guests & Our Team Members

Dear Guest,

As it has always been, the safety and security of our guests and team members remains our highest priority. We are doing everything we can to ensure your travel safety and provide maximum flexibility as the situation around novel coronavirus (COVID-19) continues to evolve.

Our hearts and thoughts go out to the people who have been affected by this unprecedented event and we appreciate the healthcare workers, local communities, and governments around the world who are on the front line working to contain this coronavirus. Please know that we are vigilantly monitoring the COVID-19 situation around the clock and have precautions in place to ensure a healthy stay at any of our hotels across the UK.

In this climate, we know travel may not be your first thought, but I want you to know the safety of our guests and associates is our top priority. I want to thank you in advance for putting your trust in us as you plan for future travels. Below is an update on what we are doing, keeping your safety top of mind.

You should have confidence when you book a stay at any of our hotels across the UK that we are doing everything we can to have accommodations ready for you. We are closely monitoring the World Health Organization (WHO), the Centres for Disease Control and Prevention (CDC), and local health agencies for the latest developments related to COVID-19 and following the guidance of government and public health officials. We are reinforcing these agencies' recommendations on the appropriate health and safety measures with our own hotel management teams.

Given the impact of COVID-19 on how we work, socialize and travel, we have been adapting our cancellation policy over the past several weeks to the evolving nature of this epidemic. Today, we are updating our policy to provide our customers the most flexibility we can offer during these challenging times. Generally speaking, for guests with **existing individual reservations**, including reservations with pre-paid rates that are typically more restrictive, we will allow changes or cancellation without a charge up to 24 hours prior to arrival as long as the change or cancellation is made by April 30, 2020. For guests making **new individual reservations** between today and April 30, 2020, we will allow those reservations to be changed or cancelled at no charge up to 24 hours before a guest's scheduled arrival date.

We recognize that the COVID-19 virus has required all of us to be more mindful as we go through our regular activities. Daily, our hotels around the UK are working to ensure that they meet the latest guidance from the CDC and WHO on hygiene and cleaning. Our hotels' health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and cover everything from handwashing hygiene and cleaning product specifications to guest room and common area cleaning procedures.

We recognize that these are unsettling times and whether you are traveling now or in the future, we want you to know that your safety and wellbeing are our first priority.

Whenever you travel, we are waiting with open doors and open hearts to serve you.

Anup Sarin
Director Operations
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