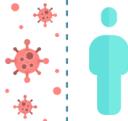


Heritage Leisure ~14 STEPS TO SAFETY

At Heritage Leisure we are committed to delivering a clean and safe environment for both our Staff and our Customers and have created a 14-step safety protocol to ensure our hotels are as clean and safe as possible.

These steps are designed to make you feel secure & confident when you visit our hotel. Rest assured though that we will endeavour to apply these principles without compromising our welcome or our hospitality!

 <p>1. Social distancing We are implementing social distancing measures throughout the hotel.</p>	 <p>2. Increased cleaning and disinfecting We are increasing cleaning and disinfecting frequency throughout the hotel, paying special attention to high-touch items.</p>	 <p>3. Air circulation We are ventilating public areas as much as possible to allow increased air circulation.</p>
 <p>4. Sanitising stations We are installing alcohol-based hand sanitising units as many public areas as possible.</p>	 <p>5. Protective barrier We are installing protective screens in close contact areas such as Reception.</p>	 <p>6. Express Check-in Registration will be completed electronically with clean and disinfected keys provided on arrival.</p>
 <p>7. Express check-out We are providing an express check-out process to minimise contact with team members</p>	 <p>8. Methods of payment We are targeting card or contactless payments only. No cash please if possible.</p>	 <p>9. Bedroom Cleaning We are deep cleaning after every stay. Where possible rooms will be left vacant for 24 hours before the next arrival.</p>
 <p>10. Linens All linens are professionally washed at a temperature above 60°C for optimal disinfection.</p>	 <p>11. Restaurant & Bars We are spacing tables apart to provide social distancing, limiting numbers with no buffets served.</p>	 <p>12. Food safety We are adhering to the strict safety procedures while serving all food and beverages.</p>
 <p>13. Team training We are providing team members with a comprehensive hygiene and prevention training programme.</p>	 <p>14. Team member PPE We are providing team members individual sanitiser dispensers as part of their uniform and with the correct personal protective equipment where required.</p>	