



THE  
STAY  
COMPANY  
SERVICED ACCOMMODATION

## The Stay Company COVID-19 Update

Last reviewed: 19<sup>th</sup> March 2020

Dear Guest,

The health and safety of our guests and staff is always the top priority for The Stay Company and therefore we have enhanced precautionary measures to protect guests and staff during the current COVID-19 outbreak.

The Stay Company is increasing the frequency of cleaning in all public and communal areas, especially high touch point fixtures like door handles and handrails, which are cleaned on multiple occasions throughout the day. We continue to be vigilant with respect to guests staying with us and anyone who reports symptoms commonly identified with COVID-19.

We advise guests and staff to stay abreast of all current health and government advice through <https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>.

We are aware that our serviced accommodation provides an ideal opportunity for guests to practise social distancing, through both not needing to be in direct contact with our staff and / or other guests or leave the property to eat in restaurants etc. The Stay Company would also take this opportunity to re-assure guests that we would assist wherever possible for guests needing to self-isolate where necessary.

In the event of guests needing to self isolate, please contact the reservations team with any specific requests via email at [guest@thestaycompany.com](mailto:guest@thestaycompany.com) or on 01332 460 555 choosing opt 3 (this is normally for emergencies only but will now be available for all in-house guest support).

In summary, The Stay Company would like to thank you for choosing to stay with us and we will continue to provide regular updates where possible.

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Website:  
[thestaycompany.com](http://thestaycompany.com)

Social Handles:  
Twitter @thestaycompany  
Facebook @thestaycompanyuk  
Instagram @thestaycompany