



## Hygiene

We have increased cleaning measures in high traffic areas to at least every 60 minutes, 24 hours a day, with our team regularly ensuring that shared spaces are thoroughly sanitised.

# THE RESIDENT

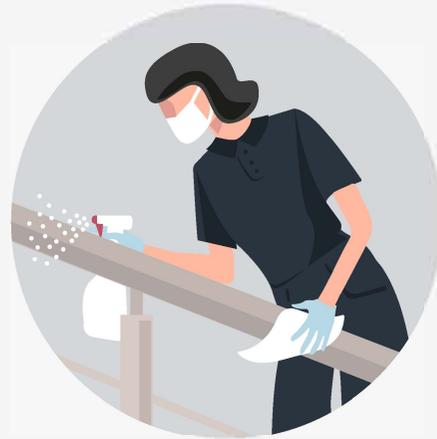


### Check-in process

We have changed our check-in process slightly; and whilst we will be there to give you that warm Resident welcome, things do look slightly different.

Protective screens are installed at all check-in desks and the team will be wearing protective equipment in public areas. Guests will receive temperature checks upon arrival and on every return to the hotel. Guests will be required to pay any outstanding payments by card.

All key cards are sanitised before being given to guests, and drop-off boxes are provided for check-out. Sanitiser stations are available in reception areas, and guests will be encouraged to use these upon arrival.



### Public area

Maintaining social distancing in public and serviced areas is now essential in all our hotels and our team will lead by example. We implore all guests to keep their distance where possible.

All guests are encouraged to use a face covering and hand sanitiser upon arrival at the hotel. Masks are available upon entry to the hotel and hand sanitiser can be found in all shared spaces at the property.

All high traffic areas, including the reception area, lifts and corridors, are cleaned at least every 60 minutes, 24 hours a day.



### The Resident team

Our team members look forward to taking care of you again soon. They have all been provided with training on our new hygiene standards.

Please rest assured knowing that all team members wear face masks and gloves in public areas, receive temperature checks regularly.



### Bedrooms

We've adapted our bedrooms and in-room services to make you feel more comfortable when staying with us.

All rooms are cleaned, sanitised, inspected and sealed prior to arrival. We service rooms daily as standard. If you do not require this service, please contact our team.

Each room is self-sufficient and has a mini kitchen, which if you choose, can be stocked with sanitised groceries before you arrive. The team can also deliver sanitised items from the menu, or self-ordered takeaways, to your bedroom door.