

Coronavirus/ COVID 19 statement at glh Hotels 17th March 2020

glh Hotels is taking the global situation surrounding Coronavirus very seriously and the safety of guests, employees and other members of the public remains our primary concern.

glh Hotels has a rigorous incident management action plan, in anticipation of a Coronavirus outbreak in London. We have put the following precautions in place to protect employees, guests and the business. Advice has been taken from the Government websites and NHS, and this policy is reviewed continually as new information is released.

1. Prevention of the spread of COVID 19

1.1 glh Hotels have implemented additional strict hygiene and infection control measures, which includes an increased frequency of cleaning and sanitising of high touch hard surfaces, additional hand sanitisers and antibacterial wipes are available in the hotels and there is also a heightened guest room cleaning protocol in place.

1.2 All glh hotel employees have been fully briefed on increased hygiene standards, to minimise the spread of infection.

1.3 All glh employees and guests are expected to act responsibly by taking heightened personal hygiene precautions to prevent the spread of infection.

1.4 All glh employees have been advised to stay at home if they feel unwell, to minimise the risk of infection of guests and colleagues.

2. Guests staying or visiting a glh Hotels property

2.1 All guests will be expected to act responsibly by taking personal hygiene precautions to prevent the spread of infection i.e. regularly washing of hands, using available hand sanitizers and wipes, and using and safely disposing of tissues.

2.2 If a guest staying in a glh Hotel feels unwell, either they have a high temperature, shortness of breath or a cough, they are expected to follow government advice and self-isolate. Please visit <https://111.nhs.uk/service/covid-19> to access the latest government advice.

2.3 If you have a suspected case of coronavirus during your stay with us, please follow government advice and 'self-isolate', do not leave your hotel room and let the hotel team know by calling reception.

3. glh Hotels employees

3.1 Employees visiting high-risk destinations:

3.1.1 Employees are advised not to visit high-risk destinations. Should an employee ignore this advice then they will not be permitted back into work following their leave unless they have self-isolated for up to 14 days.

3.2 Employees visiting other destinations abroad:

3.2.1 Should an employee visit an area, which during their time abroad has been identified as a high-risk area they will be required to self-isolate for 14 days.

3.3 Employees coming into contact with friends or family with Coronavirus:

3.3.1 If any employee believes that they have been in contact with friends, family or someone else infected or exposed to the Coronavirus and have been advised by the NHS to self-isolate, they will not be allowed to return to work until this is complete.

3.4 Employees coming into contact with a guest with Coronavirus

3.4.1 If any employee believes that they have been in contact with a guest who is infected or who has been exposed to the Coronavirus and have been advised by the NHS to self-isolate they will be not be allowed to return to work until this is complete.

4. In the event of an outbreak at a glh Hotel

4.1 In the event of a suspected case of coronavirus occurring at one of the hotels, the hotel incident management action plan will be mobilised. glh Hotels will work with Public Health England and NHS to implement infection control measures and minimise the impact of the outbreak.

4.2 glh Hotels will take all actions necessary to ensure the hotel is completely safe for guests and employees which may include the temporary closure of the hotel if necessary.

4.3 The safety of glh Hotels guests and employees will remain our highest priority. glh Hotels employees will keep all affected hotel guests fully informed, ensure they are provided with adequate supplies of drinking water and food, and they have access to medical advice or attention as they need.

4.4 glh Hotels will inform all hotel guests (who are yet to arrive) of the alternative hotel accommodation that shall be provided at another unaffected hotel within the portfolio.

5. Cancellation policy

5.1 Individual Travel

5.1 For all prepaid, non-flexible bookings for stays up until and including 30 June 2020, we will offer free modification of reservations to any dates of travel within the next 12 months or alternatively a full refund. Please note for modifications, the best available rates of stay are subject to the dates of stay and any difference in rate will need to be paid or if the price is less, then a credit will be held against the future booking.

All reservations amendments and cancellations must be made through the original point of booking. The hotel reservations teams will not be able to process amendments and cancellations, including refunds for any bookings if they have been made through another 3rd party booking channel or travel agent.

5.2 Flexible bookings

5.2 Flexible bookings can be cancelled without any penalty, but all no-shows will be charged in accordance with our terms and conditions.

5.3 Meetings, Events and Group Accommodation

5.3 All meetings, events and/or group accommodation cancellations will be assessed on a case by case basis. glh aims to offer as much flexibility as possible with rebooking for future dates, waivers on attrition policies should the event or group still proceed but with smaller numbers, with movement to other properties within the group, as well as consideration on cancellation charges.
