



The Queensgate and Kegworth Hotels response to Covid-19 (Novel Coronavirus)

We feel it is important we inform our guests about what we are doing here to support you and your travel plans. As the situation around novel coronavirus (COVID-19) continues to evolve, we are doing everything we can to continue to ensure your travel safety.

As it has always been, the safety and security of our guests and team members remains our highest priority. We take great pride in maintaining the highest standards of cleanliness and hygiene. In response to the coronavirus, we have taken additional measures above and beyond government / NHS advice.

- Our hotel teams are receiving ongoing briefings and enhanced operating protocols.
- We have increased the frequency of cleaning our public areas and are using a specialist cleaning disinfectant.
- We will continue to adjust food and beverage service in accordance with current food safety recommendations.
- We have increased where possible the availability of antibacterial hand sanitizers.
- Frequent sanitising of all items you might have contact with in our hotels including tables, chairs, door handles, taps, bathroom surfaces
- All team members will wash their hands at least every 20 minutes
- Keeping a close eye on all of our team members to ensure they are fit and health

We have briefed all our managers and staff to follow these enhanced measures and are fully confident we are, and will continue to be a safe environment to visit.

To learn more, visit: <https://www.gov.uk/government/organisations/public-health-england/>

We remain in close contact with our teams and Public Health England so we can prepare for all eventualities as the situation continues to evolve.