

# THE GRAND

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## YORK

With the recent COVID-19 updates and the issue becoming increasingly prevalent across the world, we would like to take this opportunity to assure you that the well-being of our guests and employees remains our main priority. We will continue to adhere to all advice provided by the W.H.O and local authorities and are monitoring the situation daily.

As yet, we haven't had any cases from staff or guests, or any reported incidents, but as always, we continue to maintain the highest possible hygiene and service standards. As precautionary measures, our employees are taking extra steps during this time to ensure the safety and comfort of our guests, such as placing tables further apart in our restaurants and waiving tray charges for those guests who wish to dine in the comfort of their room.

If the situation changes, we will contact guests individually about their visit to provide the most up to date information.

- **Existing Reservations** - All reservations, even those described as "non-cancellable" or Advanced Purchase, that are scheduled for arrival before April 30, 2020, can be changed or cancelled at no charge up to 4pm the day prior to scheduled arrival.
- If you have made a booking via Booking.com, Expedia/Hotel.com or any third-party website you **MUST** contact your provider to amend or cancel your booking.
- If you have made your booking directly with the hotel or through Secret Escapes, please contact the hotel **directly**.
- If you do not contact your provider or the hotel regarding a cancellation, this will be classified as a no-show which **will** incur charges.