

# 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.

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

## **Bedroom Reservations**

- **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. This does not apply to bedroom bookings of ten rooms or more or those in connection to any booked events.
- 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.

## **Dining, Spa & Cookery School Bookings**

Boris Johnson has made the decision to close all bars, restaurants and leisure facilities, effective 20.03.2020. Therefore our **1906 Bar, The Rise Restaurant Terrace & Bar, The Cookery School and The Spa** will all be closed until further notice.

Our team is contacting all those who have bookings with us and will work with all guests to change or cancel these.

The health and safety of our team and guests is, as always, our main priority and we are doing everything possible to ensure that the guests staying with us are comfortable and well and so, due to the new measures that have been introduced, in-room dining will be the only dining option available in the hotel.

It saddens us to close our outlets, but we fully support the government's initiatives in keeping us all safe and we thank you for your continued support and understanding.

We hope to see you soon.

