THE GRAND

YORK

Following the statement from the Prime Minister, and further to the closure of our restaurant, bars, spa and cookery school, we have temporarily closed the hotel until further notice.

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.

Bedroom Reservations

• **Existing Reservations** - All reservations, even those described as "non-cancellable" or Advanced Purchase 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**.

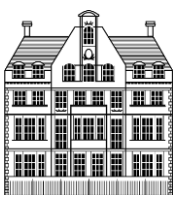
• If you do not contact your provider or the hotel regarding a cancellation, this will be classified as a no-show which **will** incur charges.

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.