

THE GRAND
YORK

CARE COMMITMENT

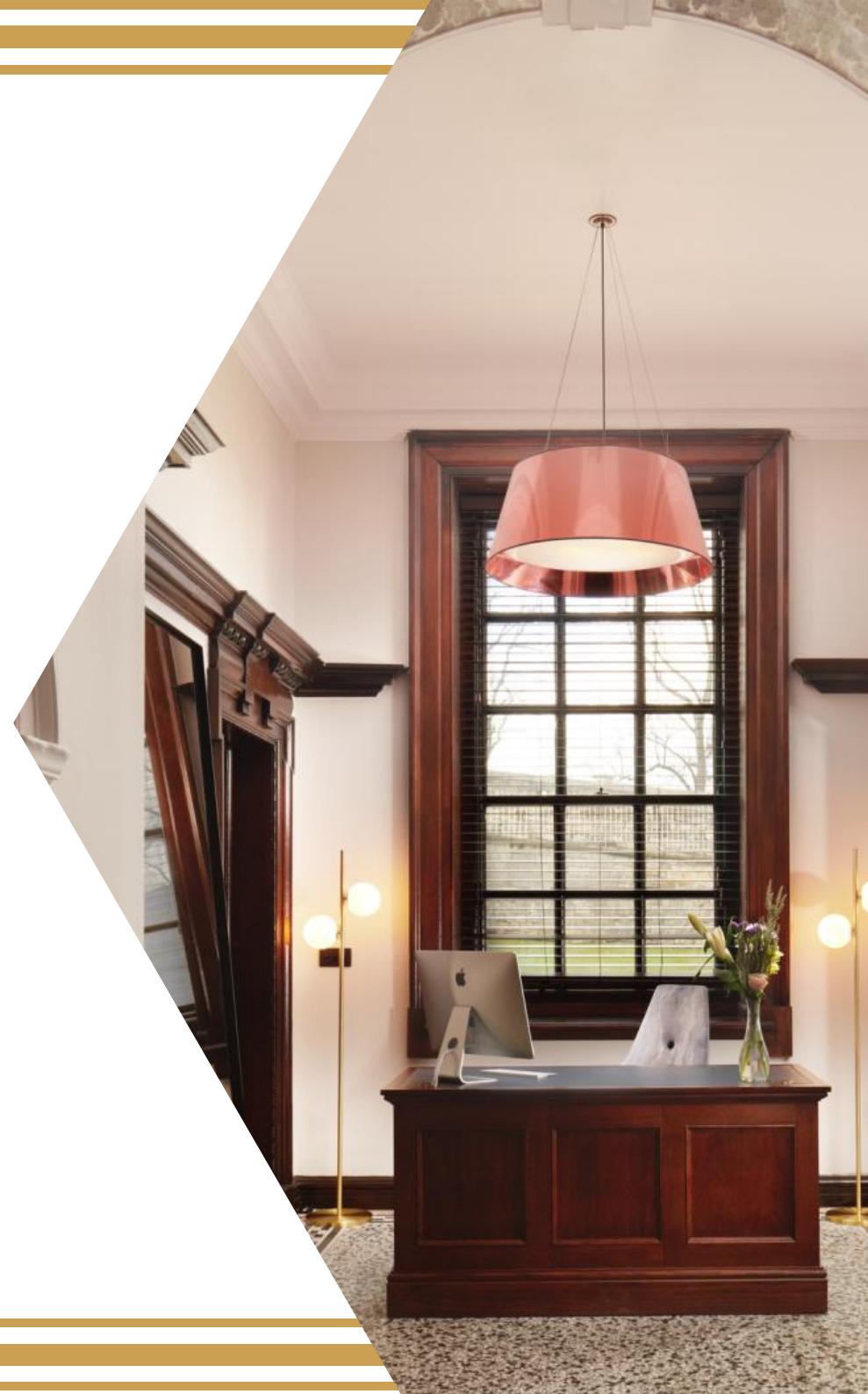
COVID-19
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OUR COMMITMENT

The health, safety and well-being of our guests, teams and friends has always been of the greatest importance to us, and never more so than in the current climate. We wanted to take this opportunity to reassure you of the actions we have taken to ensure a safe and comfortable environment for all.

The Grand's Care Commitment outlines some of the measures that we have put in place to achieve this.

We have always employed some of the most stringent hygiene and cleaning standards in the industry but we have enhanced these even further.

After consulting Public Health England and studying global cleanliness initiatives, we have developed an extensive list of protocols and standards that go beyond the required guidelines.

These include:

- Welcoming you
- Heightened cleanliness and sanitation
- Team safety

We are continually monitoring developments and will evolve our protocols to reflect the latest government and industry advice.



WELCOMING YOU

Taking care of guests is at the very heart of who we are, and we look forward to welcoming you to The Grand once again.

To ensure your comfort we have redefined some elements of your stay.

Your Guest Journey

Check-out is available from the comfort of guests' rooms. Should you wish to check out with a member of our team, glass partitions and floor markings will remain in our reception area.

Whilst face coverings are no longer a legal requirement, we encourage all guests and team members to wear face coverings to protect themselves and others.

We have added sanitation stations at various points throughout the hotel to ensure heightened cleanliness and safety.

Although we have now increased the capacity of our spa, we still recommend booking your one-hour timeslot in advance.

A clearly sign-posted one-way system will be in operation throughout the hotel. We encourage guests to keep left to allow for more personal space, confidence and comfort.





Your Guest Journey

We have added extra flexibility to your booking, including free cancellations up to 4pm on the day prior to arrival.

Contact can be minimised by pre-paying prior to your visit.

Temperature checks will be taken on arrival at the hotel. If a high reading is returned, we will request that you visit a doctor for the safety of yourself, other guests and our team.

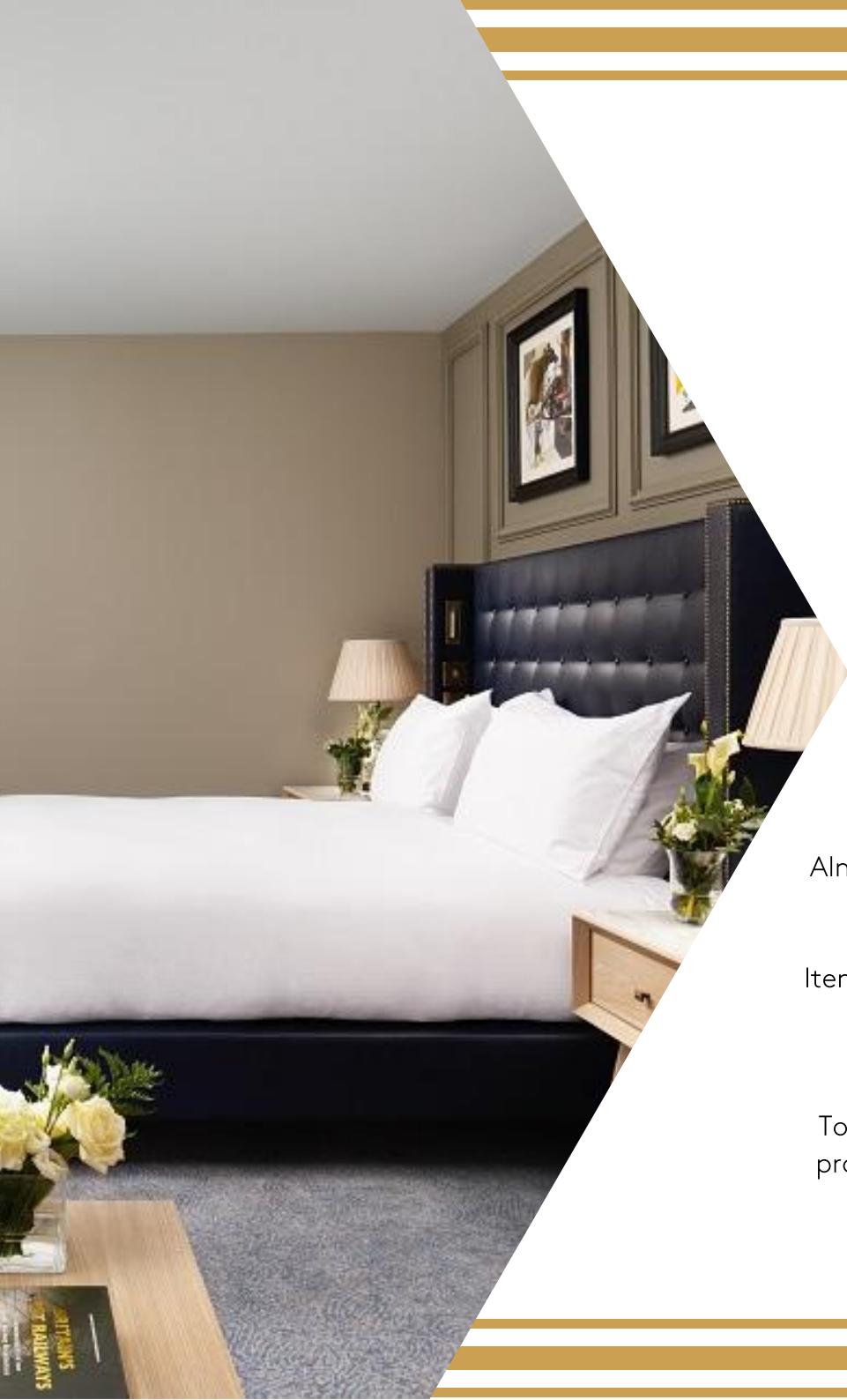
During this current "staycation" period we have noticed that many of our guests would like to check in early and although we would love to welcome all our guests as soon as possible, sometimes an early check-in may not be feasible.

Whilst an early check-in may not be possible, our team are happy to store your luggage to ensure you can use our facilities or explore the city of York at leisure.

HEIGHTENED CLEANLINESS AND SANITATION

Our levels of cleanliness and hygiene have always been of the highest industry standard; and now these have been enhanced further with an extensive range of new protocols.





Expert Products, Partners and People

We have partnered with Diversey, one of the world's leading cleaning product providers, to ensure the highest level of cleaning and sanitation, using hospital-grade cleaning and disinfection products.

We have introduced new cleaning methods and technology, which will see all surfaces throughout the hotel regularly sanitised, as well as the frequent deep cleaning and disinfecting of all areas of the hotel.

We have expanded our on-site cleaning team, who will work around the clock to uphold the new standards.

In addition, we have created "Cleanliness Champions", whose job it will be to monitor, test and check these initiatives.

Keeping You Safe and Comfortable

Almost all collateral has been removed from the rooms and guest information can now be found on the TVs.

Items such as keycards, TV remotes and telephones will be sanitised between each visit.

In guest rooms, Hygiene Amenity Kits will be provided for your use.

To ensure our guests receive true five-star hospitality, our team will enter your room to provide fresh towels and turndown service wearing full PPE. Please advise a member of our reception team if you do not wish for us to enter your room.



TEAM SAFETY

Our people are at the heart of everything we do at The Grand and in these ever-changing and uncertain times, it's essential our team is happy and healthy.

To continue to enhance our commitment of care to our team, we have introduced a number of new health and safety standards.

Keeping Safe

Each team member will be temperature checked when they arrive at work to ensure the safety of themselves, the wider team and guests.

Uniforms will be laundered after single use at 60 degrees.

Hand sanitisation units have been installed in team areas with extra hygiene procedures in place.

All of our people have undergone extensive training so that they are fully equipped to welcome you to the hotel in the safest way possible.



FLEXIBLE CANCELLATION

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In order to help in such variable times, we are delighted to assist our guests by offering a flexible cancellation policy for all bookings.

Reservations can be cancelled up until 4pm on the day prior to arrival.



THE GRAND
YORK

WE LOOK
FORWARD TO
WELCOMING YOU
BACK

