



**EDWARDIAN  
HOTELS**  
LONDON

Dear Valued Guest,

I wanted to personally write to you to outline the steps we are taking at Edwardian Hotels London to protect our guests and provide safe and clean environments as the world responds to the COVID-19 (Coronavirus) pandemic. Please know that we are vigilantly monitoring the situation and taking the latest guidance from the UK government and Public Health England.

This is an unprecedented time, with much global uncertainty. I understand that you may have many questions about any upcoming visits to our hotels or restaurants, so I want to assure you that our number one priority is the wellbeing of our guests and employees. As a family-run business we believe in the power of community and in these unsettling times we will always share details with you about the actions we are taking.

**Before your stay**

We know that this unique health crisis means you may not wish to or be unable to continue with your proposed visit or stay with us. As a result, we have made temporary adjustments to our booking and cancellation policies. If you have made a booking with us, our policy for individual guests allows free modification and free cancellation of all existing and new reservations in all of our hotels for stays until 30th April 2020. For group reservations, we offer free cancellation for China, South Korea, Japan, Iran, Italy, Belgium, Spain, France and US inbound and outbound travel until 30th April 2020. We will also grant free cancellation of bookings impacted by government restrictions.

We have also introduced a semi flex advance purchase rate code, which gives you additional protection. This booking may be cancelled with no additional costs up to 48 hours prior to arrival.

For the most up-to-date information about your booking, please do not hesitate to contact our customer services team at +44 (0)20 8817 0765.

**During your stay**

Coronavirus means we must all be more mindful about how we socialise and interact with others. Throughout the Edwardian Hotels London portfolio, we continue to work hard to maintain the highest standards of cleanliness and sanitation and we have implemented additional measures in line with expert recommendations. These cover everything from handwashing hygiene and access to hand sanitisers, to room and common area cleaning protocols. Employees who have either themselves travelled to affected areas, or have family who may have done so, have been asked to self-quarantine for fourteen days. You may also notice that they are taking every day preventative actions, such as increased hand washing.

If you wish to know more, I encourage you to speak directly with the General Manager of your hotel who can give further information about their practices.

I would like to take this opportunity to personally thank you for your continued trust and support. I can promise that whenever you do wish to travel and visit us, we will be here to host you as professionally and compassionately as you have come to expect.

Best wishes,

Jasminder Singh  
Chairman & CEO, Edwardian Hotels London