



STANLEY HOUSE  
HOTEL & SPA

**COVID-19 Statement**

Wednesday 18th March 2020

Dear Guest,

Further to the government update of 16th March we wanted to inform you all, in these unprecedented times, of our commitment to our guests, friends and staff as the impact of COVID-19 gathers momentum.

We as a business have been following the strictest advice, including the implementation of protocols advised by public health authorities and the World Health Organisation for the safety of all who visit us and for those who work at Stanley House Hotel & Spa.

Our staff are well informed through team talks, meetings and daily briefings. We have implemented and strengthened our guidelines and procedures including hand-washing hygiene, special use of anti-bacterial and viral disinfectants; increased frequency of hard surface cleaning schedules both before and after all services. High-use areas such as door handles, light switches, lift buttons, public bathrooms and room keys, are being cleaned with an anti-viral product on a regular basis.

Given the impact of COVID-19 on how we work, socialise and travel, we have been adapting our cancellation policy over the past several weeks to the evolving nature of this epidemic. For this reason and due to the multiple reservation channels that are accessible to our guests we will be reviewing all existing bookings on a case by case basis.

For guests making new individual reservations between today and June 30, 2020, we will allow those reservations to be changed or cancelled at no charge up to 24 hours before a guest's scheduled arrival date.

As your safety and well-being are our first priority, the team here at Stanley House Hotel & Spa have been instructed to avoid the temptation to shake hands with our guests. We are open for business as usual, and can assure you of a warm welcome from our dedicated team.

Best Wishes

**Philip A Wharton**  
General Manger

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