

VILLAGE HOTEL CLUB

Monday, 2nd November 2020

To our partners,

I am delighted to let you all know that **all of our English hotels are going to remain open** following the government update on Saturday evening. We will be taking business travellers and key workers.

Rates and Availability

Our public, best available and corporate rates will remain open on the GDS & we are making the following changes to our services and facilities:

Food and Beverage Offering during lockdown

Our breakfast offering will be a grab & go takeaway continental breakfast offering for all rates that are booked with breakfast inclusive. Additional tea & coffee provisions will be provided in each room.

For any bookings that are booked as room only, we will not be offering a breakfast provision unless it is included in the rate at the time of booking.

Our Pub & Grill and Starbucks facilities are not allowed to open under the new guidance. For those groups that have a dinner included in their rate we will offer a hot main course, cake and soft drink taken to the guest room. We will advise you in due course of any other operational updates.

Other Facilities

Unfortunately, our health & fitness facilities, spas, VWorks business clubs and private offices are not permitted to open.

For our agents that have professional sports group bookings with us, pending further government clarity it is our intention they can remain and we will fulfil the dining as quoted.

Groups

Our groups team remain in place and are ready to help with any bookings that are being displaced due to hotel closures and they can be contacted at:

For group enquiries of 10 rooms or more, email groups@village-hotels.com or call 01925 906 450

For an individual reservation, email corporate@village-hotels.com or call 01925 873 285

For any future meeting requirements, email meetme@village-hotels.com or call 01925 873 281

For those bookings that wish to cancel, please can we have your support with cancelling those in the GDS as you have done previously.

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Scotland Update

Our Scottish hotels in Aberdeen, Glasgow and Edinburgh remain open.

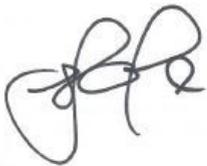
Wales Update

Pending any further announcements from the Welsh government, our intention is to re-open our hotels in Cardiff, Swansea and St David's from 9th November 2020.

Here to help

We have a good core team still in place responding to emails & any queries that you have so please do get in touch with us if there is anything that we can help with.

Many thanks and please do not hesitate to get in touch with me directly if I can support with any additional queries,



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