



12 March 2020

In these uncertain times, we wanted to reach out to you about what we are doing here at View Hotel Folkestone to support you and your travel plans. As the situation around novel coronavirus (COVID-19) continues to evolve, we are doing everything we can to ensure your travel safety and provide maximum flexibility.

### **Your Safety**

As it has always been, the safety and security of our guests and team members remains our highest priority. We take great pride in maintaining the highest standards of cleanliness and hygiene. In response to the coronavirus, we have taken additional measures developed in consultation with our cleaning and Housekeeping suppliers.

- Our hotel teams are receiving ongoing briefings and enhanced operating protocols.
- We have increased the frequency of cleaning our public areas (including lobbies, elevators, door handles, public bathrooms, etc.) and have continued the use of hospital-grade disinfectant.
- We will continue to adjust food and beverage service in accordance with current food safety recommendations.
- We have increased the deployment of antibacterial hand sanitizers.

We have created a dedicated central response teams to provide around-the-clock assistance to our hotels and are prepared to act swiftly should we be alerted to a case of coronavirus at one of our properties.

### **Your Travel Flexibility**

We remain committed to offering you flexible booking options. Given these unique circumstances we are making additional adjustments to our **Direct Individual Booking Policies**, to give you extra peace of mind:

#### **Existing Reservations:**

All reservations – even those described as "non-cancellable" ("Advanced Purchase/ Pay Now") – that are scheduled for arrival before March 31, 2020, can be changed or cancelled at no charge up to 24 hours before your scheduled arrival.

#### **New Reservations:**

Any reservation you make – even those described as "non-cancellable" ("Advanced Purchase/ Pay Now") – that are booked between today and March 31, 2020, for any future arrival date, can be changed or cancelled at no charge up to 24 hours before your scheduled arrival.

If you need to amend reservations made via our website, or made directly with the hotel, please contact the hotel directly on +44 13 0325 2102 or email [frontdesk@thevhf.co.uk](mailto:frontdesk@thevhf.co.uk).

***If you need to adjust reservations made through another travel site, please contact them for assistance. (Booking.com, Expedia, Hotels.com, Agoda etc.)***

Regards,

**Kevin Voss**  
Director of Operations

