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ROSEATE

HOTELS & RESORTS



 CARE *by* ROSEATE

Greetings from Roseate Hotels & Resorts

In view of the present scenario of apprehensions and disruption in travel on account of Coronavirus, we would like to assure you of utmost care and measures, as your wellbeing and safety lies at the core of our brand philosophy.

Our prayers are with the people affected by this pandemic and we are grateful to the health workers and governments for their perseverance and efforts, working round the clock to contain the Coronavirus.

At Roseate Hotels & Resorts, we are carefully monitoring the situation and are taking steps vital to prevent the spread of COVID-19. We thank you for trusting us with your accommodation in such times of difficulty and are ready to answer any queries that you may have regarding your stay with us.

Here's a list of measures that we are taking at our properties:

When you choose us

When you book a stay at any of our hotels, be assured that we are doing everything we can to have the accommodation ready for you. We are closely monitoring the World Health Organization (WHO), the Centers for Disease Control and Prevention (CDC), and local health agencies for the latest developments related to COVID-19 and are following the guidelines of government and public health officials. We are implementing these agencies' recommendations on the appropriate health and safety measures at our hotels with the assistance of our hotel management teams and operations teams.

Roseate Hotels & Resorts reservation deposit and cancellation policy for Meetings and Events:

We have also updated our reservation and cancellation policy to provide you with more flexibility and peace of mind when booking your future meeting or private event at The Roseate Reading:

- ▮ For events booked between July 4th, 2020 and October 31st, 2020, we have implemented a 14-day cancellation policy with no fees if the event is cancelled before that period.
- ▮ For events booked between July 4th, 2020 and October 31st, 2020, guests can enjoy a more flexible deposit of 20% of the value of the booking.
- ▮ In addition, we have flexible cancellation policies for accommodation if this is required:
 - For reservations booked between March 13th, 2020 and July 4th, 2020 for stays through September 30, 2020, we have implemented a 24-hour cancellation policy with no fees.
 - For reservations booked prior to March 13th, 2020, guests may rebook without a fee for up to 12 months, and any deposits will be applied to future reservations.



Terms & Conditions

- Terms apply for direct bookings to all published rates with the exception of Advance Purchase rates.
- New dates of stay must be within 12 months of original arrival date.
- Blackout dates apply and vary by property.
- Bookable/commissionable through preferred travel professional.
- For reservations made via third parties, including online travel agents, travel professionals or as part of a group booking, please contact your booking provider or meeting planner for additional information on their policies.

As Roseate Hotels & Resorts closely monitors the global situation, we will continue to stay in touch and provide you with updates as they become available.

Ensuring safety during your stay

We understand that in order to prevent the spread of COVID-19 virus, all of us need to be more mindful as we go through our routine and regular activities. In accordance with this, our hotels across various locations are working every day to ensure that they meet the latest guidance from the CDC and WHO on hygiene, sanitizing and cleaning. We have devised appropriate health and safety measures at our properties to address the ongoing situation, such as:

- l All surfaces in the guest and employee common areas are being sanitized regularly maintaining the optimum level of hygiene.
- l Communicating the message that employees, contractors, or guests should stay home if they are exhibiting even the mildest symptoms.
- l Every employee has been sent a presentation and undergone training with detailed information about the virus and protocol to follow.
- l We are regularly updating our employees on new information that surfaces from WHO.

Measures applicable for Meeting and Events:

- l Staff verification screening with contactless thermometer.
- l Delegates or staff who show symptoms during the event, must be rejected from the venue and proceed directly to their primary residence where they must isolate for 14 days.
- l All on-site Event Organisers and staff must wash hands with soap and water, or hand sanitizer, a minimum of once every hour.
- l We ask for a list of all on-site clients of each event, with contact details and maintain the data for 14 days after the event.
- l No fixed seats within 1m of another seat, unless seats are specifically reserved for groups from the same household.
- l Delegates to keep a distance of 1m apart at all times where possible to be monitored by a member of staff.
- l Contactless payment available for any purchases.
- l Delegates will be encouraged to wear face masks if the event is from different households. Delegates are encouraged to bring their own mask. Disposable mask will be offered free of charge on entry if required.
- l All staff will be required to wear face masks. All staff in direct contact with clients and food will also wear disposable gloves.



- l Delegates will be offered small wipes or individual hand sanitizer at the entry if required.
- l Notepads and pencils will be provided on request.
- l Suitable disposal facilities for used PPE must be provided on exit.
- l Contactless hand sanitizer stations will be available on site.
- l Tables, door handles, chairs and other furniture will be sterilized daily and rooms will be ventilated after each event.
- l Attendees should be encouraged to bring their own reusable cups when possible.
- l No buffet or finger food including utensils will be allowed. Individual boxes or plated options will be provided for meetings and a la carte options will be offered for private dining events.
- l As masks have to be removed to eat, 1 m + distancing must be strictly enforced with floor markers or seating. If possible, food should be consumed in an outside setting.
- l Disposable napkins and wet wipes will be available in the room.
- l Single use menu cards will be used to take orders.

Due to the social distancing norms, our room capacities have been modified to be able to accommodate a safe event. Please see below the new capacities till further notice:

	Room measures	Boardroom	Banqueting Round tables	Theatre	U-shape
Cellar room	L 7.4m W 3.3m	8	-	-	-
Library room	L 5.7m W 6.04m	6	12	12	6
Eden room	L 9.25m W 5.4m	14	24	28	16
Upstage Mini	L 6.3m W 6.04m	-	-	15	-

With our aim to provide unparalleled services to you every single time, we would like to reassure you that we would continue to keep your wellbeing and welfare as our top priority. We look forward to welcoming you at a Roseate property and serving you.

Best Regards
Team Roseate Hotels & Resorts