



A note to our valued guests,

While the COVID-19 pandemic continues to develop around the world, Fairview hotels would like to reassure you that the safety and well-being of our guests and staff remains our main priority.

We are working in strict accordance with Public Health England and our health and safety specialists to ensure that we take all necessary precautions to make your stay as enjoyable and stress-free as possible.

Led by our senior management team, we have taken extensive steps to ensure that all staff are briefed with the latest health and safety procedures in addition to hygiene standards. We have strengthened precautionary health measures at all properties, and we have also intensified cleaning procedures across all areas within our hotels.

At this very difficult time, we appreciate the need for flexibility and we have, therefore, removed the pre-purchase conditions for new bookings as of 18 March 2020. This means that all new individual direct bookings may be cancelled by noon on the day of arrival without incurring charges. For all bookings made via a third-party travel agent, please contact them directly regarding changes and amendments to your booking.

We should like to reiterate that our staff and customers continue to be our main priority and we are committed to providing a safe and enjoyable environment for all.

We should like to take this opportunity to thank you for your continued support and loyalty, and we very much look forward to welcoming you at our hotels.

Yours sincerely

Satish Chatwani

CEO

www.fairviewhotels.com

Registered Office: Kanta House, Victoria Road, South Ruislip, Middlesex, HA4 0JQ