



- **LONE TRAVELLER POLICY**

- **OBJECTIVE – To ensure guest safety and security by setting out our standard policies for dealing with lone travellers, with an emphasis on lone female travellers**
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- When a guest checks in, we will hand them their key packet discreetly, pointing out their room number on this and not saying it out loud when it could be overheard
- When giving directions to a room, we will only confirm what floor and direction the room is in to our guests
- Wherever possible, we will not allocate lone female travellers to basement/ground floor rooms or to rooms at the end of corridors (unless specifically requested)
- We will ensure that reception is manned 24 hours a day with the front doors being locked after midnight and before 6am
- During the hours of midnight and 6am, entry will only be granted once we have checked the name against the room number by those wishing entry
- Housekeeping will perform daily checks to ensure bedroom deadbolts are in working order. When checks show these as non-operational the room will be placed out of order until such time as repairs have been made
- All rooms are fitted with peep holes, which are checked as part of the on-going planned maintenance program within the housekeeping and maintenance department
- All rooms are equipped with phone lines direct to reception, and these are checked daily for functionality by the housekeeping department
- Lone female diners shall always be seated around the edge of the restaurant facing the front entrance, except when requested otherwise
- All bedrooms have bedside lighting as standard and this is checked daily
- As part of our general security, all entrances, internal doorways and public areas are covered by CCTV 24 hours a day along with bedroom corridors and public areas around the hotel