

Reassuring Moments

Ensuring the health and safety of our team members and guests has always been our number one priority. At the onset of the pandemic, we recognised the importance of reviewing all our procedures, services and amenities offered, cleaning products used and third party relationships to name but a few areas. We instantly created a dedicated task force to ensure all of these areas were thoroughly reviewed in light of the new risks associated with COVID-19.

“Our Reassuring Moments Programme is in place to create the confidence and freedom to enjoy the comfort of our hospitality and the fun and excitement of travel.”

Greg Hegarty, Deputy Chief Executive Officer
& Chief Operating Officer

Our team collaborated with experts from the NHS, SGS (the world’s leading inspection, verification, testing and certification company), Radisson Hotel Group and several other third parties, to develop a robust new set of standards and protocols, which also incorporated all relevant guidelines from the World Health Organization and national and local authorities.

Following several weeks of research, development and testing, we created and launched Reassuring Moments by Park Plaza (and be bold. be creative. be safe by art’otel). Our work has been accredited by SGS and our owned/managed properties in the United Kingdom have obtained additional accreditation from the AA, MIA and VisitBritain

The Reassuring Moments programme consists of a 20-step protocol for the overall hotel and an additional 10-step protocol for meetings and events hosted by us. The programme leverages expert advice, global health recommendations, bespoke technologies and innovative procedures to both enhance the safety and well-being protocols within our hotels and empower our team members to support and care for our guests in light of the COVID-19 pandemic.

Upon entering the hotels and through all communal areas, guests are asked to comply with social distancing in line with government guidance. Sanitising stations have been installed near the front entrances and throughout all public spaces. Guests will see that screens are in place at all check in, concierge and host desks, whilst cashless and contactless payment options are encouraged to further minimise contact.



We have introduced temperature and symptom checks



Our work has been accredited by SGS, the world’s leading inspection, verification, testing and certification company.

Our Contactless Services

BEFORE ARRIVAL



- Online check-in

AT THE HOTEL



- Digital key
- Instant messaging
- Online food and drinks ordering
- Contactless payments

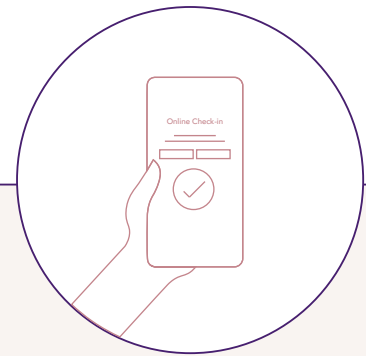


Technologies are also on offer to provide services like 'express' no-contact check-in, to ask questions or to order room service. Each hotel room is fully cleaned with updated disinfectant and sanitising products, and each room's furnishings have been adapted to facilitate the higher frequency and intensity of cleaning, with even greater focus on high touch areas. Systems have been updated to improve air circulation and air purification. In the morning, customers will be able to enjoy breakfast either through in-room dining or the convenient grab-and-go options. All team members are provided with personal protective equipment, and we have introduced temperature and symptom checks when team members report to work. These measures ensure we are offering our team members a safe environment where they can feel confident that their health is well considered.

A key part of our programme are our Contactless Services solutions, through which we minimise guest and team member interaction and enable our guests to self-manage their stays. Our new offering includes Online check-in, mobile key access (whereby guests can use their personal phone as door key), contactless payments, guest messaging options via WhatsApp and web chat, online ordering of food and drinks and live chat options online.

"We have been working with **top experts** and are using **new technologies** to ensure the continued **safety and well-being** of our **team members and guests.**"

Greg Hegarty, Deputy Chief Executive Officer & Chief Operating Officer



Our new offering includes **Online check-in and mobile key access**

Rest assured with our Contactless Services



FEATURING

- Online check-in
- Digital key
- Instant messaging
- Online food and drinks ordering
- Contactless payments