

Dear valued AJ Lodge customer,

As the manager of AJ Lodge, I wanted to write to keep you up to date on what we are doing throughout our hotel following the outbreak of COVID-19 (Coronavirus). Our main priority is to reassure you that the safety and wellbeing of our customers and staff members is at the top of our agenda.

As a small hotel business, we already have in place a range of controls to stop and avoid the spread of germs. This involves the assessment of our staff for any signs of illness, while keeping to a strict disinfection regime which involves sanitising all areas of our rooms and customer contact points such as the reception area, the seating lounge, door handles, soap dispensers and toilets. This occurs prior to opening time, closing time and throughout the course of the day.

Due to the current situation involving COVID-19 (Coronavirus), we have ensured additional hygiene measures across our bed and breakfast:

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- We are reminding our staff members to wash their hands for 20 seconds, every 20 minutes.
  - We have arranged for extra purchases of hand sanitizer and cleaning equipment, used by our cleaning team.
  - We are ensuring that our staff members are adequately trained and aware of the latest advice from Public Health England to ensure ALL our staff members understand their duty on self-hygiene and health.
  - We are ensuring that our staff members understand the symptoms and when to self-isolate themselves, averting any potential risk to our guests.
  - Cutlery and condiments will be sanitised before and after service
  - We will also be sanitizing card machines after each use.
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The safety of our customers has always been our number one priority at AJ Lodge Guest House, we will continue to remain in close contact with our staff members in order to adhere to the PHE advice, enabling us to react quickly as the current climate changes in order to provide safety for our customers and team members.

Yours sincerely,

**Sanjay Sharma**

Managing Director, AJ Lodge