

The Kensington  
29 North Drive, Great Yarmouth  
NR30 4EW  
01493 844145

Dear Guest,

We are delighted to be able to welcome you to The Kensington! I would like to reassure you that during your time with us, your well-being, safety, and security is our main priority – as it always has been. We know that it has been an extremely worrying and uncertain time for everyone, and we have done everything in our power to make sure that The Kensington is a safe haven for you throughout your time with us.

To make sure the service that we provide to you is of the highest possible standard, we will do everything possible to ensure our business priorities continue to be protecting our guests and team, as well as supporting this unprecedented national emergency.

What we are doing-

- For several weeks now, we have implemented enhanced cleaning and sanitising procedures throughout. This will continue.
- Our team is taking every necessary precaution to keep our environment safe and clean, including regular washing and sanitising hands and following the 'Catch it, Bin it, Kill' it directive. We urge you to do the same.
- We have taken every precaution to ensure that the team with you is healthy and educated in the current threat of COVID-19. They are following tested procedures and adhering to the strict self-isolation directives, as prescribed by current government advice.
- To reduce the risk of contamination, work procedures, product selection and continued availability have been reviewed and acted upon.
- Our actions are not limited to what has been mentioned above. We continue to monitor the situation and take all precautions necessary.

We ask all of our guests, as well as our team members, to follow the current Government advice in relation to hygiene, personal safety and social distancing. If you begin to experience any symptoms of COVID-19 (specifically high temperature and/or a persistent dry cough), we would ask that you remain in your room and contact a member of our team by dialling 01493 844145 who will support you with getting the assistance you require as quickly as possible.

In order to minimise cross-contamination, the following items have been temporarily removed from hotel bedrooms: bed throws, glasses, cups, teaspoons etc. We are sure you will understand the reasons for us taking this action, but if you would like any clarification on this, please do let us know and we'll be happy to explain.

Please see the attached guest information to keep you updated on the services we are offering.

Thank you for your understanding and cooperation. I assure you the temporary changes are to protect you, our team, and our business.

*T. Haddon*

Tom Haddon

General Manager

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