



Lone Traveller Policy

The "Lone Traveller Policy" for Village Hotels is a policy that applies to all business units and personnel, including employees and sub-contractors. Its objective is to ensure that guests traveling alone feel safe, relaxed, and comfortable.

The policy achieves this objective through specific **Guest Security** measures, applied when a guest informs the hotel at the time of booking that they wish the policy to be applied:

- **Room Allocation:** Lone travellers will be allocated first-floor and central rooms, avoiding the ends of corridors and fire exits.
- **Discreet Handling:** Staff are trained to handle room details discreetly during self-service check-in and will never read out a room number when other customers are present.
- **Room Features:** Every bedroom door has a self-closing mechanism, a spy hole, and a double lock.
- **Hotel Security:** Receptions are staffed 24 hours a day. The hotel also features well-lit car parking areas and walkways, security cameras in public areas, and ANPR within all hotels.
- **Assistance:** Assistance is offered upon request to female travellers entering or leaving the hotel.

The document also includes **Additional Data Protection Guidance** for Guest Security and Privacy, which must be followed without exception:

- **Guest Information:** Under no circumstances should any guest information, including room numbers, be shared.
- **Non-Registered Guests:** A room number must not be shared, nor the accuracy of personal or booking details confirmed, even if an individual claims to be with the registered guest.
- **Issuing Additional Keys:** To issue an additional key to a late-arriving guest claiming to be a partner of an in-house guest, security details must be confirmed.

For Guests Requesting Lost or Replacement Keys requires all team members to follow the lost or replacement key protocol.

Addressing Concerns: If you are unsure or have any queries or concerns regarding lone travellers you consider to raise incidents of sexual abuse please speak to General Counsel at kelli.turner@village-hotels.com