



Lone Traveller Policy

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Author	Kelli Turner
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Version Control

Author	Version Number	Date	Reason for Issue
Kelli Turner	001	Aug 21	Official Release
Kate Banks		Dec 22	Annual Review - No changes
Kate Banks		Dec 23	Annual Review - No changes
Kelli Turner	002	Oct 24	Policy Updates
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Kate Banks	003	April 26	Policy Update

Update History

Version Number	Date	What's Updated
-	Dec 2022	Annual Review - No changes required
-	Dec 2023	Annual Review - No changes required
002	Oct 2024	Policy updates
002	Nov 2025	Annual Review - No changes required
003	April 2026	Policy updates - Inclusion of Data Protection Guidance

Document Approval

Position	Signature	Date
Document Author	<i>Kelli Turner</i>	April 2026
Additional Person	<i>Kate Banks</i>	April 2026

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Introduction

Village Hotels are committed to ensuring it treats all guests with appropriate dignity and respect. However, if a lone traveller were to communicate any feelings of concern or vulnerability, our teams are trained to point out the following by way of reassurance to help you feel secure.

Contacts List

Name	Job Title	Mobile Phone	E-mail
Kelli Turner	General Counsel	07880 171422	kelli.turner@village-hotels.com
Kate Banks	Compliance Officer	07778 495486	kate.banks@village-hotels.com

Objective

Village Hotels understands that every customer has different needs and we aim to make our hotel considerate of people travelling alone. It is important to make guests feel safe when they stay with us. We have implemented the following measures to make your stay with us as relaxing and as comfortable as possible.

Scope

This document and its contents applies to all business units within the Village Hotels, including all employees, sub-contractors, agency staff and any other individuals or organisations deemed to be part of the business operation.

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Policy

Guest Security

For our guests security we will endeavour to implement the following on every occasion, when a guest informs us at the time of booking that they wish this policy to be applied;

1. Where possible lone travellers will be allocated first floor and central rooms i.e not at the end of Corridor and fire exits.
2. If assistance is required during self service check-in, our hosts are trained to handle your room details discreetly.
3. We will never read out your room number when other customers are around and offer self check in, which reduces the need for verbal verification of room number.
4. Every bedroom door is self closing and has a spy hole and double lock.
5. Our receptions are staffed 24 hours a day, so there is always someone on hand to help.
6. Well lit car parking areas and walkways & existence of security cameras in public areas in the hotel plus ANPR within all hotels.
7. Allocation of the most suitable room prior to arrival.
8. Offer assistance on request to female travellers entering or leaving the hotel.

Additional Data Protection Guidance for Guest Security and Privacy

To ensure the enhanced safety of lone travellers and all other guests, the following additional data protection measures must be followed in all circumstances, without exception.

Under **no** circumstances should any guest information, including room numbers, be shared.

We should always respond with;

"I cannot confirm or share any information about a guest or if they are staying with us".

"If you wish to contact a guest you believe is in-house, you must do so via your own personal means—i.e., via telephone, message, or email"

Under **no** circumstances should a room number be shared, **or** the accuracy of personal **or** booking details be confirmed, **even** if an individual claims to be with the registered guest and can provide some of their information.

The response should **always** be;

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"Please contact the guest directly, the guest will need to come to reception and collect the additional guest, we cannot issue an additional key or confirm details with you without the bookers / guests consent".

Consent must be obtained by speaking with the guest in the room or in person.

A guest cannot hand you a personal phone to speak to someone, as we cannot verify the identity of the registered guest through this method.

To issue an additional key to a late-arriving guest claiming to be the partner of an in-house guest, the following details must be confirmed:

- The name under which the room was booked,
- The room number,
- The booking confirmation number.

Additionally, if the guest is the booker, they must present ID that matches the lead name on the booking.

Only the lead name on the booking should be provided with a key or told the room number.

Procedure for Guests Requesting Lost or Replacement Keys

Guest Identification: If a guest reports a lost key and requests a replacement, they must present valid ID.

Room Check Protocol:

- The Host or Night Team should ask the guest to take a seat
- A staff member, accompanied by a colleague, must go to the room to check if it is occupied

Crucially, the guest requesting the key must not accompany staff to the room. (This precaution prevents unauthorised individuals from learning the room number of another guest.

Key Issue (If room is unoccupied):

- If the room is empty, return to reception
- Escort the guest to their room
- Request their ID again at the door.
- Stay at the door at all times and do not enter the room

For the safety of team members, 'People Safe Alarms' should be worn at all times

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Communications Plan

This document will be communicated via Village Knowledge Base. It is the responsibility of all employees to ensure they review Knowledge Base regularly for updates and changes to policies and procedures that are relevant to them.

Document Revision

This document is subject to change and it will be reviewed on a regular basis to identify any changes in respect to business process or compliance requirements.

They will seek additional guidance and advice from other members of staff and external organisations as they see fit.

Change Control

This document is subject to change management and any changes must be controlled in line with Change Management Policy¹

¹ Change Management Policy – VILLAGE-SOP-CHANMGMT

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