



## **Lone Traveller Policy**

Document Reference	VILLAGE-SOP-LONETRAV
Version	002
Author	Kelli Turner
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## Version Control

<b>Author</b>	<b>Version Number</b>	<b>Date</b>	<b>Reason for Issue</b>
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

## Update History

<b>Version Number</b>	<b>Date</b>	<b>What's Updated</b>
-	Dec 2022	Annual Review - No changes required
-	Dec 2023	Annual Review - No changes required
002	Oct 2024	Policy updates

## Document Approval

<b>Position</b>	<b>Signature</b>	<b>Date</b>
<b>Document Author</b>	<i>Kelli Turner</i>	Oct 2024
<b>Additional Person</b>	<i>Kate Banks</i>	Oct 2024

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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	<a href="mailto:kelli.turner@village-hotels.com">kelli.turner@village-hotels.com</a>
Kate Banks	Compliance Officer	07778 495486	<a href="mailto:kate.banks@village-hotels.com">kate.banks@village-hotels.com</a>

## 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

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.

## 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 Policy<sup>1</sup>

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<sup>1</sup> Change Management Policy – VILLAGE-SOP-CHANMGMT

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