

The Chase Hotel Lone Travellers Policy

At the Chase Hotel we value the safety of all of our Customers. We recognize that some guests travel alone, and it is important to make them feel safe when they stay at The Chase. That's why we undertake some simple security measures to ensure lone travellers safety.

Some safety measures we undertake to ensure lone travellers safety are:

- Provide well lit, onsite parking.
- When allocating a single room, wherever possible, do not put lone females into rooms at the end of corridors or fire exits.
- All rooms allocated on the First or Second Floor
- Never read out a guest's room number when checking in, just point to the room number on the registration card.
- Make lone guests aware that all rooms have peep holes on doors for added security.
- Never give out a lone guest's name or room number.
- Bedside lighting controls as standard in all rooms.
- Trained staff available 24 hours a day so there is always someone on hand to help
- Every bedroom door is fitted with a deadlock or chain

The Chase Hotel aims to implement this policy on every occasion however some elements of the policy are subject to room availability at the time of booking, force majeure and of the guest informing us that they wish for the policy to be applied.