

Sample messages for customers:

Dear guest,

With COVID-19 becoming increasingly prevalent across the world, we wanted to assure you that the well-being of our guests and employees is our main priority.

We are adhering to all advice provided by the W.H.O and local authorities and will continue to do so, following developments daily.

As always, our hotel including the restaurant and bar is continuing to maintain the highest possible hygiene standards, with all our employees fully aware of the current requirements.

Our HR team is in constant contact with all employees and is monitoring staff activities daily.

All staff members have been briefed that if they have contact with anyone affected or experience any symptoms, they are to self-quarantine for fourteen days.

Please rest assured, that our properties remain safe and hygienic and customer and staff safety is of vital importance for us.

If you have any further questions, please contact XXXXXXXXX.

Thank you for your continued support and we look forward to seeing you soon.

Best regards,

Dear friends, family and loyal customers,

In the current climate we felt it was necessary to give you an update on what is going on at XXXXXXXXX.

We are still open for business and doing what we are doing the best way we can. The health and well-being of our guests and employees is our top priority and we would like to reassure you that we have put strict measures in place to reduce the risks of the spread of COVID-19.

We operate a 5-star Hygiene rating from the local authority and we are working very closely Alert to monitor the situation.

We would like to thank you for your continued support. We are big believers that we will get through this tough time together.

Warm regards,