

### **Lone Traveller Policy**

The **Holiday Inn** London-West understands that every guest has different needs and we aim to make our hotel considerate of lone guest travelling often far from home which can create anxiety and stress. We recognize that some guests travel alone, and it is important to make them feel safe when they stay in the hotel.

Here are a few of the safety measures we implement and adhere to:

- Provide well lit, onsite parking, with CCTV.
- Offer escort service on request from hotel to the car park, especially at night.
- When allocating a single female a room, do not put lone females into rooms at the end of corridors or fire exits.
- 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.

We endeavour to implement this policy on every occasion: however, this is subject to availability at the time of booking, force majeure and of the guest informing the **Holiday Inn Express** London-West that they wish this policy to be applied.