



Humber Royal Hotel
GRIMSBY

Lone Traveler Guest Policy

The Humber Royal's Lone Travel Guest Policy provides individuals who are travelling on their own additional security and wellbeing whilst staying in our accommodation. This policy is available for any lone travel guest, regardless of gender.

Our Lone Travel Guest Policy

We try to be mindful of the differing needs and vulnerabilities of our guests and have taken the time to ensure that the hotel is inclusive and accommodating of all needs.

We value the importance of making our guests feel safe and secure when staying at the Humber Royal. As such, we have advised our entire staff team on the implementation the following measures:

- Ground floor rooms are not allocated to lone travel guests
- When allocating rooms, lone travel guests are not placed in rooms at corridor ends or adjacent to fire exits. Wherever possible we will allocate center corridor rooms.
- If the above policy points cannot be achieved, then we will automatically upgrade the individual.
- Staff escort is offered when travelling between the hotel and the car park, especially at night.
- Onsite parking is fully illuminated.
- We will not read out a lone travel guest's room number when checking in, instead point out the number during handover.
- We will never give out a lone travel guest's name or number, unless the guest has provided a full name and ID is provided.
- Bedside lighting is installed in all rooms as standard.
- Upon request, same-sex room service is provided.
- Lone travel guests will be seated around the edge of the dining room, facing the entrance.
- Emergency quick dial to reception available by pressing 0 on your room phone.



www.thehumberroyalhotel.co.uk

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