



Document Classification: PUBLIC

In **Leonardo Hotels & Resorts Mediterranean** we are aiming on the provision of safe and protected environment to all our guests. To help our lone travellers enjoy their accommodation, we have some simple security measures in place to ensure that they have a safe, comfortable, and enjoyable stay with us.

Here are the safety measures we implement and adhere to:

- According to booked room type, guests will be allocated as close to reception area as possible.
- The front desk is operated 24 hours per day.
- Emergency Quick dial to reception available by dialling from room phone.
- When allocating rooms, we do not transfer persons travelling alone into an isolated area.
- Same gender room service provided on request.
- Rooms are always located on a high floor (no ground floor)
- Room number will never be read in front of other guests while checking in, which is already included in our GDPR policies.
- Female guests will always be escorted to rooms.
- Front office personnel pay an extra attention to these guests.
- Many of our restaurants feature quieter corners where a lone traveller can enjoy a meal undisturbed.

The lone traveller's policy is applied for all the Hotels of the Group located in Cyprus, is available to all interested parties and is periodically reviewed so that it remains relevant and appropriate to its scope.

Radu Mitroi
Radu Stefan Mitroi
Regional General Manager
Regional Hotels & Resorts Mediterranean
Leonardo Hotels & Resorts Mediterranean

Elena Ioannidou
Elena Ioannidou
Health & Safety/HACCP
& Quality Assurance Manager
Group IMS Manager

Date: 08/01/2024