



Lone Traveller 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 Edgbaston Park Hotel.

Here are some of the safety measures we have implemented:

- On request when allocating rooms, lone travelling guests will not be placed in rooms at corridor ends or adjacent to fire exits. Wherever possible we will allocate center corridor rooms.
- Our car parks are fully lit and monitored with CCTV. Guests can request assistance from our front-of-house team to escort them to their car.
- At check-in, room numbers will be handed to you discreetly and will not be read aloud unless specifically requested.
- We will never disclose a lone traveller's name or room number to anyone.
- All bedroom doors are fitted with spy holes and additional locks for your security.
- Lone travellers will be offered the option to choose where they feel most comfortable sitting in our restaurant.
- Upon request, same-sex room service is provided.
- The reception's quick-dial telephone number is printed on all bedroom telephones for immediate assistance.
- Bedside lighting controls are a standard feature in all our rooms.
- Reception is manned 24 hours a day, with a team member always available to assist with any concerns.

If you have any specific needs or requests during your stay, let us know, and we will be happy to help. Your safety and comfort are our top priorities.

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