



# Standard Operating Procedures



**PARK REGIS**  
BIRMINGHAM

*PRB Clean*  
A CLEANER FUTURE



# INTRODUCTION

As Park Regis Birmingham begins to welcome back our guests we want to ensure you that we are providing our guests with a safe, welcoming and clean environment.

The purpose of this Standard Operating Procedure (SOP) document is to confirm the steps that Park Regis Birmingham are taking to focus on cleanliness, communication and practice social distancing for the protection of our employees and guests.

We are continuing to monitor updates from the Government authorities and will continue to update this document to ensure our employees and guests have up to date information.



# ADDITIONAL DOCUMENTS AVAILABLE

## › PRB CLEAN: 10 POINT ROOM CLEAN PROCESS

## › PRB CLEAN: ENHANCED BEDROOM CHECK PROCEDURE

*Lists enhanced supervisory key check points and actions*

## OUR JOURNEY TO BEING COVID READY - COMING SOON...

*Links to our weekly videos*

## MEETINGS & EVENTS FLOOR PLAN - COMING SOON...

*Example of floor plans with social distancing displayed*



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## CAR PARKING

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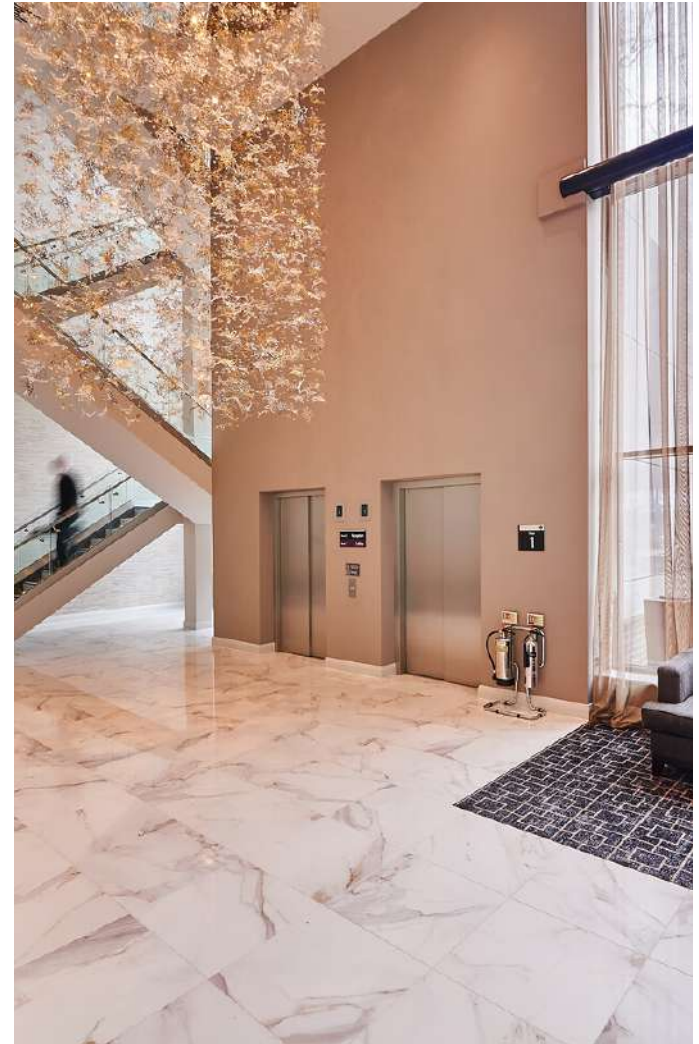
Guests are advised that the car park is not owned or operated by Park Regis Birmingham.

The actions taken to practice social distancing are:

- Signage is in place to advise guests to park on the purple level.
- Signage is in place to advise guests to use the two spaces between the pillars to practice social distancing.

## LIFTS

- Social distancing restricts the ground floor (Level 1) lifts to 3 individual passengers at any time. The bedroom and events lifts (Level 4) are restricted to 2 passengers at any time.
- Signage is in place on all levels confirming the social distancing guidance.
- Floor stickers are in place confirming the distance from the lift doors to help guests practice social distancing.
- Hand sanitiser units are in place in all lift lobby areas.
- Lift call buttons, interior floor finishes, hand rails and frequently touched areas will be disinfected every hour.



## PUBLIC TOILETS



- A mirror or “porthole” has been added to toilet doors to allow guests to see other guests leaving the toilets, privacy maintained.
- Enhanced signage is in place in all the toilets confirming the social distancing guidance.
- Alternative urinals have been taken out of use to maintain social distancing.
- Alternative sinks have been taken out of use to maintain social distancing.
- Hand sanitisers are in all public toilets.
- Hand dryers are no longer in use and paper towels are available in all public toilets.
- New disinfectant products are in place as per the Hotel Cleaning Standards Manual.
- Enhanced 2 hourly checks are in place by Housekeeping Supervisors/Managers with ultraviolet lights to maintain the highest possible standards.
- Public toilets cleaned every hour with particular focus on door handles, cubicle locks, bins and all customer “touch points”.

## CONCIERGE AND RECEPTION

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## CONCIERGE - ARRIVAL

- Guests are asked to wait at the entrance until the desk is clear.
- Guests will be directed to enter the hotel through the automatic doors.
- Concierge to provide guidance to arriving and departing guests to ensure proper social distancing measures are followed.
- There is a sanitiser unit at the entrance.
- Concierge will wear gloves at all times.
- Plan of the area as the published floor plans.
- Disinfect rubbish bins every two hours
- Luggage delivery not taken into the guest rooms, left outside. Bags disinfected by the guest before passing to Concierge.
- Disinfectant wipes are by luggage trolleys, trolleys are disinfected every hour or after guest use.
- Luggage trolley carpet to be covered with a cleanable, non porous cover.



## CONCIERGE - DEPARTURE



- Entering a guest room is discouraged. When a guest requests service for departure, offer the option of concierge knocking on the door upon arrival at guests room. The guests can load their luggage onto the luggage trolley in the corridor or the guest can place luggage in the corridor and concierge will load the luggage onto the trolley and deliver it downstairs.
- Guests will be able to wait on the chairs on the ground floor subject to social distancing.
- Disinfectant wipes and gel will be available for guest and employees to use.

## RECEPTION - 4th FLOOR



- Lounge seating in reception area has been re-set to maintain social distancing.
- Floor plans completed to include signage, antibacterial gel units and floor signage.
- One way system implemented for reception.
- Air purification system in place, removes 99.9% of bacteria & viruses from the air.
- Disinfectant wipes and gel is available on the reception desk.
- Disinfectant wipes and gel to clean computer monitor, keyboard, mouse and telephone every hour and during shift changes.
- Newspapers & magazines removed from all public areas.



## RECEPTION

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- Signage is provided in the reception area that informs guests of social distancing guidelines.
- Three screens are in place on the reception desk with social distancing in place for the team.
- Team member is to pass any items to guests to the side of the screen and then ask the guest to step forward to collect the item.
- Pre-Check in encouraged.
- Each of the 3 sections is set with a pot for new pens and one for used, hand sanitiser and a PDQ unit.
- The PDQ machine must be sanitised between each guest or every hour.
- The computer monitor, keyboard, mouse and telephone are to be sanitised once an hour and during shift changes.
- Countertops are to be sanitised after every guest interaction or every hour.
- Key cards are to be re-used and sanitised prior to being provided to another guest.
- Reception team should wear gloves.
- Hotel information booklet offered to be emailed to the guest, laminated copy available.

## RECEPTION - CHECK IN

- If the receptionist touches anything from the guest they should replace gloves as required.
- Team members should not touch their face with their gloves on and after they remove their gloves they should still sanitise their hands.
- Disinfect hands after each guest interaction.
- If the receptionist requests to see the guest's ID during the check-in process, they should do so using safe social distancing and avoid touching the guest's ID where possible.
- If a guest does not pre-check in, they are asked to sign the registration card only. No request for address or other details as should be taken from the booking.
- Communication is vital, ensure receptionist remind guests of any changes to breakfast, room service and other services during the check in process.
- Verify email address of the guest so to be able to communicate electronically with the guest during their stay. However the guest is welcome to come by the front desk if they need help or a copy of the invoice.



## RECEPTION - CHECK OUT

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- To keep contact to a minimum guests should be encouraged to have a paperless checkout, conduct the checkout process only if guest insists by paying with cash while maintaining social distancing guidelines.
- The express check out process will be recommended to the guest during check in and will be either:
  1. Express check out box for signed invoices
  2. Use email where possible following GDPR regulations
- A container will be provided on the front desk area for guests to return room key cards.
- Key cards will be sanitised prior to being used for another guest.
- Where a hard copy signature is required the procedure is:
  1. After night audit, print the invoice for all departing guests with an open balance and credit card on file. Place them in an envelope with the express check out letter
  2. Issue the envelopes to the relevant rooms by sliding them under the door
  3. The guest will sign the invoice and drop it off together with their room key in specified box in the reception area
  4. If the guest doesn't want to leave via express check out, ask them during the check in process about their desired check out time and inform them that you will reach out to them 15 minutes prior to the time via telephone



## RECEPTION - CHECK OUT

- Where an email address and Express Check-Out is available:
  1. The night auditor will email a copy of the folio to the email address verified during check-in
  2. On the day of departure contact the guest and confirm the items on the invoice. After verbal agreement from the guest that the invoice is correct, check payment method, last four digits and then payment can be taken
  3. Confirm to the guest the payment was taken successfully and advise that the invoice will be available at the front desk or can be emailed
  4. A copy will be placed on the front desk for the guest and social distancing maintained



# SERVICE STANDARD

## RESTAURANT, BAR AND LOUNGE



## 4th FLOOR DISTANCING AND CLEANLINESS

- Reduced capacity is now in place in all areas on Level 4 - see public area floor plan.
- Tables must be reserved and only through our booking system 'Bookatable'.
- There is one entrance and one exit for the bar and restaurant, Maître'd stations in place.
- Staircases from centre walkway closed.
- Table screens will be implemented as tables are reserved. These screens will be placed between tables to provide a minimum of 2m screening between tables.
- Screens have been implemented for the booths and the table plan has been amended to accommodate social distancing.
- We will provide table service only.
- Newspapers removed.
- Hand wipes available on all tables.
- Hand sanitiser is available at the entrance and exit of the restaurant and bar.
- New cleaning products implemented as per the Hotel Cleaning Standards Manual.
- The bar area will be disinfected every hour.
- All bins will be emptied every hour.
- All fridge door handles disinfected every hour.
- All touch points disinfected every hour.
- All menus removed from the tables, on request only.
- Cleaning completed by trained housekeepers every hour.



# SERVICE STANDARD

## 4th FLOOR SERVICE POINTS

- Buffet service has been removed for all sittings. Service is now to table only. Exception of events.
- Front of house servers based in the restaurant and bar.
- Kitchen team will deliver food to a designated handover point to front of house server.
- Table condiments removed and on request. All condiments sanitised after each use.
- Each service station has new agreed disinfectant.
- Blackboards and single use menus implemented. Menus sanitised after each use.
- Promote contactless payment. PDQ machines sanitised after each use.
- Receipts only printed on request. Bill folders no longer used.



# SERVICE STANDARD

## 4th FLOOR BREAKFAST



- Seating reservation system in place to practice social distancing. Guests are only admitted with a reservation or if space is available based upon the new maximum occupancy.
- Pre-packed breakfast and guests encouraged to take breakfast out with them.
- Bio-degradable 'to go' bags are in place.
- All food items individually wrapped and a focus on ambient products to reduce spoilage.
- Whole fruit as appose to cut options.
- Restaurant team do not enter the kitchen. The Chef brings the food to the designated handover point.
- Dirty crockery is taken to the dishwash area, which is separated from the kitchen.
- Coffee machines retained with sanitiser by each machine. Machines are cleaned with disinfectant every hour.
- Pre-order system in place on check in with table reservation booking.

## 4th FLOOR LUNCH

- Only open for events.
- Salads pre-packed and collected from the cold buffet unit.
- Hot food served from the hot buffet station by chefs in personal protective equipment.
- Desserts pre-packed and collected from the 2nd cold buffet unit.
- Coffee machines retained with sanitiser by each machine. Machines are cleaned with disinfectant every hour.
- Individual bottled water at each table setting.
- Single use paper napkins on tables.
- Cutlery & crockery single use and cleaned with new agreed disinfectant in the hotel dishwashers.
- Table plan in place for social distancing.





## 4th FLOOR RESTAURANT DINNER



- Booking only via 'Bookatable' to allow the table plan to be maintained for social distancing.
- All food cooked fresh to promote quality and safety. Minimal garnish and time "touching food".
- Separation maintained between the kitchen and restaurant team with the chef bringing the food to the designated handover point.
- Laminated menus given to guests on arrival. Sanitised after each use.
- Single use paper napkins on tables.
- Cutlery & crockery single use and cleaned with new agreed disinfectant in the hotel dishwashers.
- Mobile screens utilised.
- Drinks served as per the bar & lounge standards below.
- Glasses removed from tables. Water offered in individual bottles with glasses, that are cleaned thoroughly after each use.
- No cash taken in the restaurant. Room charge preferred guest not asked to sign the bill.
- PDQ machines sanitised after each use.

## 4th FLOOR BAR & LOUNGE

- Table reservations to allow the table plan to be maintained for social distancing.
- Screens implemented to protect guests as per the published floor plan.
- Table service only, no guests are allowed at the bar.
- Laminated menus given to guests on request. Sanitised after each use.
- Focus on single use drinks with tongs used for all service.
- All drink garnish prepared by the kitchen.
- Ice machine emptied each day and disinfected.
- Mixed drinks to be used where possible e.g. gin & tonic, pre mixed cocktails. No wine by the glass, small bottles available.
- Single use wrapped straws available on request.
- Outdoor Terrace recommended in good weather.
- Bar staff wear gloves as they have contact with products that guests will consume.
- No cash taken in the bar or lounge.
- Room charge encouraged, guest not asked to sign the bill.
- PDQ taken to the guest and sanitised after each use.

## HOUSEKEEPING

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## HOUSEKEEPING



- PRB Clean standard in place and available as a reference point.
- PRB Clean enhanced “managers check” available as a reference point.
- PRB Clean room seal implemented to certify the room is clean and ready for guests arrival.
- Team briefings completed in meeting rooms with social distancing maintained.
- Team will wear appropriate PPE.
- Laundry individually bagged in each room.
- Signs added to housekeeping carts to advise guests on passing team members.

## PRB CLEAN: 10 POINT ROOM CLEAN PROCESS

1

### PREPARATION

Rooms have a minimum of 24hrs between each service.

2

### ROOM CHANGES

All “multi touch” items have been removed e.g. cushions and bed throws. Disposable items added and a sanitiser pack supplied for guest use. Key items with multiple “touch points” e.g. TV remote are sanitised and placed in a sealed bag.

3

### DURATION OF STAY

Rooms cleaned when guest has left the room. Options for guests to have a “bed pack” left for them to self service.

4

### BATHROOM PRE CHECK

Hospital Grade Chemicals (EC9) sprayed on all sanitary surfaces and left for 10 minutes.

5

### BED LINEN

All removed regardless of use and bagged in the room. Fresh linen comes bagged to minimise contact.

6

### BEDROOM

Team follow a detailed 16 point cleaning plan in every room regardless of use. All areas cleaned every time.

7

### BATHROOM

After pre-check and sanitisation, team complete a 17 point cleaning plan of all areas, every time.

8

### FINAL CLEAN

After the bathroom the team complete a further 9 point plan to ensure the room is fully Covid Ready.

9

### JOB OF THE DAY

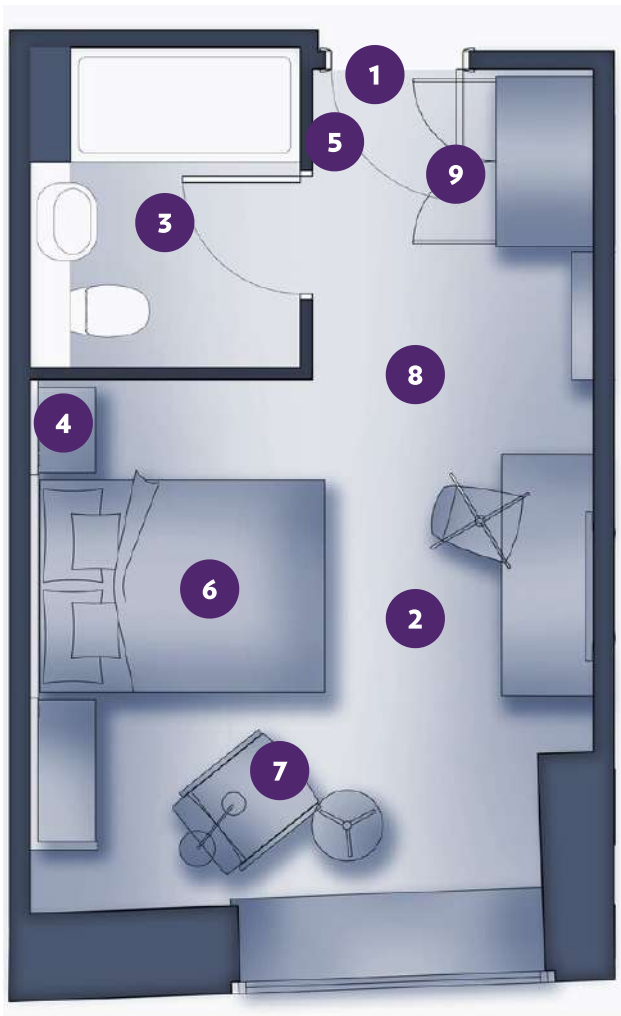
To ensure maximum cleanliness a “Job of the Day” is allocated e.g. shampoo carpets or full removal and clean of curtains.

10

### PRB CERTIFICATION

When team are happy the room is clean the housekeeping manager is then called to complete the PRB Clean Certification.

## PRB CLEAN: ENHANCED BEDROOM CHECK PROCEDURE



### 1 TIME TO CHECK

An additional 8 minutes is allocated to check each bedroom.

### 2 ULTRAVIOLET

Initial check of the room with the UV light.

### 3 BATHROOM CHECK

Utilise the UV light. All sanitary surfaces, shower units & tiles, shower screen, bathroom floor, mirror, bin and all internal handles.

### 4 ALL SURFACES

Bedside table, TV unit, shelving, coffee machines & mini bar (where applicable), tea & coffee making facilities, telephone & TV remote.

### 5 SWITCHES, CONTROLS & ALL DOOR HANDLES

Check and final clean of all guest "touch points"

### 6 BED & LINEN

Final check with UV light.

### 7 FURNITURE CHECK

Lampshades, chairs and tables.

### 8 AIR CONDITIONING

Check filter and set at 18 degrees as optimum temperature.

### 9 DOOR SEAL

To certify the room is clean and ready for guests arrival.



# SERVICE STANDARD

## SHAKINA SPA & GYM

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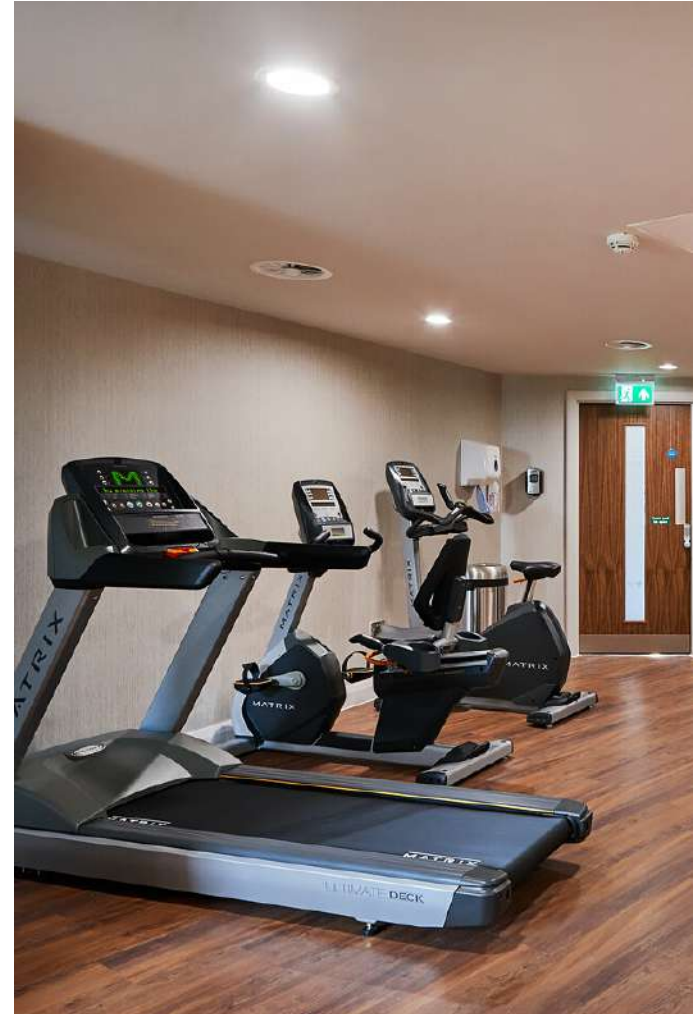
## SHAKINA SPA



- Revised calendar to allow deep clean after each treatment (one hour on, one hour off)
- Alternate treatment rooms to allow for above to maximise opportunity.
- Pre-booked time slots only.
- Housekeeping scheduled to clean as per diary each day.
- Sanitiser in each room.
- Towel disposal to be kept secure, airtight container.
- One treatment room has been changed to chill out area and restrict reception seating.
- Pre-completed medical questionnaires.
- Manicures only with PPE (team & guest)
- PPE station set up in spa
- Separate spa SOP in place for operational use.

## GYM

- Every other piece of equipment closed to practice social distancing.
- Pre-booked time slots only
- Reduced hours to allow for interim cleaning during the day:  
0700-0900, 1200-1400, 1600-1800
- Maximum capacity 4 at any one time.
- Gym now cleaned daily by housekeeping.
- Towels removed, only disposable paper towels available. Secure bin for paper items.
- Water machine for personal use, no cups supplied.
- PPE station set up in the gym.
- Hand sanitiser on the wall.





## MEETINGS & EVENTS

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## MEETINGS & EVENTS - GENERAL

- All capacities have changed to promote social distancing using CAD.
- All re-sized capacities confirmed on the electronic signage outside each room.
- Individual CAD drawing completed for each event, highlight walk ways and distance between delegates.
- Events over 100 have exclusive use of both floors to protect social distancing.
- Paper and pens removed from tables and available on request.
- Water on tables in individual bottles with disposable cups.
- Increased cleaning and sanitising schedules, during breaks or where possible tables and chairs should be wiped down.
- Bins with lids in all rooms.
- Hand sanitiser wipes available on all tables.
- Sanitiser supplied by all flipcharts.
- All AV to be managed by Universal Live, not touched by the hotel team.
- PPE station available in the break out areas as required.
- Floor signage plan in place. Copy of plan available.
- Organisers issued with a Covid-19 guidelines for PRB manual, specific to their event.
- Google Drive used for all communication with guests to minimise paper usage.
- Function sheets no longer printed out by the team. Details on an i-Pad that is sanitised after each use and not shared until fully cleaned.

## MEETINGS & EVENTS - REFRESHMENT BREAKS

- Only one company to have a break at any one time.
- Clear screens up on the events reception desk and break out areas.
- Capacity in the coffee area set at 20 at any time. Any greater demand will be set in the meeting room.
- Staff in PPE and serve the refreshment breaks directly to the guest.
- When the break is confirmed and based upon numbers disposable coffee cups with lids are filled and placed at the side of the bar with sign identifying the coffee, for guests to collect, to avoid excessive queuing.
- Coffee Machines moved to behind the bar.
- Hand sanitiser units are in place.
- Open bins with disposable bags are emptied after each event.
- Sugar and stirrers all individually wrapped and placed by each cup. When served handed to guests.
- Break Food individually wrapped and placed on the counter. All separated to minimise touch points.
- Break area cleaned by housekeeping after each company uses that area.





## MEETINGS & EVENTS - BANQUETING



- First offer for events is to move to the 4th floor area where the SOP from the restaurant and bar will be applied.
- Capacities have changed to promote social distancing.
- Staff serve food in PPE.
- Table service for bar drinks, no customer access to the bar.
- Wine & water served by hotel team. Drinks have to be specific to the table and used by the table, no drinks can come back to be re-used.
- Cruets and sauces in individual wrappers.
- Paper disposable napkins only.
- Full service SOP in place.

# EMPLOYEES

## EMPLOYEES



## GENERAL PROTECTION



- Social distancing measures maintained for all employees at all times as guided by the government (currently 2m).
- If colleagues are not able to work whilst maintaining social distancing measure – follow Hierarchy of Controls.
- PPE to be provided and worn by staff dependent on job role.
- Hand sanitiser available readily in all back of house areas and offices.
- One way systems to be in place where possible back of house.
- Employees should only work in areas of hotels as needed.
- Those who can work from home should continue to do so (based on government guidance).



## HIERARCHY OF CONTROLS - ELIMINATE

- Staff with any symptoms should not travel to work or should be sent home to self isolate and get tested.
- All tasks should be done by one person or by maintaining social distancing measures.
- No skin to skin or face to face contact between employees, and employees and guests.
- Staff lifts should be used by a maximum 3 people at any one time.
- Staircases are by one way system only and they are signed accordingly.
- Employee meetings should be conducted 'virtually' where possible.
- If you need to speak to someone from another department Microsoft Teams or phones should be used in first instance.
- If physical meetings are needed should be held with attendees 2m apart.
- Staff should enter the building from one entrance and leave from a separate exit.
- Those who work from home should continue to do so upon government advice

## HIERARCHY OF CONTROLS - REDUCE, ISOLATE & CONTROL

- Employees should work side by side rather than face to face.
- Lift buttons sanitised frequently.
- Office doors to be kept open where possible and not a fire hazard.
- Maximum numbers in staff changing rooms and communal areas at all times.
- Employees to wash hands / sanitise after using any shared equipment.
- Any employees that must work within 2 metres (subject to risk assessment ) should stay together in teams.
- Keep these employees away from other employees.
- If face to face working is essential then keep to 15 minutes or less where possible.
- Face to face working is to be authorised by the Senior Manager responsible for that team
- Provide extra PPE to team members involved.
- Re-usable PPE to be person specific and should be cleaned after each use.
- Disposable PPE should be disposed of correctly after use.
- All employees to be trained on the use of PPE.

## PERSONAL PROTECTIVE EQUIPMENT

- PPE to be issued with guidance from the government.
- All staff to be offered to be provided with PPE regardless of job role this includes, gloves and masks.
- It is the employee's decision to wear PPE and should not be discriminated by their decision either way.
- Staff to be trained on use of PPE on their first day back at work before they start any work.
- Gloves to be essential for all customer facing roles in particular housekeeping, food & beverage, reception and maintenance.
- Gloves to be non-latex and single use to protect those with allergies.
- Gloves to be replaced consistently after touching something a guest has been in contact with.
- Aprons to be offered to spa team and housekeepers.
- All employees to be trained on the correct way to use all PPE.



## HAND HYGIENE BEST PRACTICE

- Follow the WHO guidelines and hands should be washed for 20 seconds.
- Ensure that the staff toilets have a consistent supply of handwash.
- Ensure there are hand washing facilities for the team in other areas of the hotel and hand washing guidance is printed out at each sink.
- All employees should wash their hands upon arrival on shift and should be washing their hands frequently throughout the day. Prescribed dependent on job role.
- Hand sanitiser to be placed in staff canteen, by clocking in and out machines, by lifts, staff entrance and in all offices and departments.
- Housekeeping to have hand sanitiser on trolleys.





## HAND HYGIENE BEST PRACTICE



Wet hands with water



Apply enough soap to cover all hand surfaces



Rub hands palm to palm



Right palm over left dorsum with interlaced fingers and vice versa



Palm to palm with fingers interlaced



Backs of fingers to opposing palms with fingers interlocked



Rotational rubbing of left thumb clasped in right palm and vice versa



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa



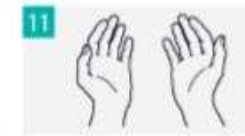
Rub each wrist with opposite hand



Rinse hands with water



Dry hands thoroughly with a single use towel



Your hands are now safe



World Health Organization

Patient Safety

A World Alliance for Safer Health Care

SAVE LIVES


Clean Your Hands

## RE-BOARDING

- Before an employee returns to work they must;
  1. Complete all re-boarding Flow modules including; Coronavirus, Preparing to Reopen, Staff Protection, Cleaning & Hygiene, Social Distancing, Customer Service & Covid, Takeaways and Deliveries and re-induction to our Evolve brand values.
  2. All employees to have read, understood and signed the SOP. To be sent department specific SOPs
  3. To confirm that they are not at risk or shielding someone they live with.
- On an employee's first day back they must:
  1. Be trained and signed off on all PPE use
  2. Trained and signed off on how to wash and sanitise hands.
  3. Trained and signed off about movement in the hotel (one way systems etc)



## STAFF COMMUNAL AREAS



**HEALTH FIRST**

**PLEASE SANITISE  
YOUR HANDS  
BEFORE AND AFTER  
CLOCKING IN/OUT**

- Employee arrival times to be staggered throughout the day to ensure no congestion at the staff entrance and clocking in and out machines.
- Markers to be placed on the floor by clocking in and out machines.
- When clocking in and out staff to ensure they sanitise their hands before and after.
- Staff smoking area to ensure social distancing.
- There is to be a one way system in the building.
- Narrow stairways will have a Give Way system with DOWN having priority
- Narrow corridors signed to promote “one employee in the corridor at any time”
- Temperature measurement is available.

## STAFF COMMUNAL AREAS

- Cameras to be removed from locker rooms to convert back to changing rooms.
- Maximum numbers allowed in changing rooms or toilets at any time and a queuing system outside.
- All customer facing staff to come to work in their own clothes and get changed.
- Uniforms to be washed on site.
- Sanitiser to be available in changing rooms.
- Toilets, changing rooms and lockers to be sanitised frequently throughout the day and signed off.
- Signs in toilets reminding of social distancing and correct ways to wash hands.





## CANTEEN



- Sofas have been removed.
- Tables to be spaced to ensure social distancing.
- Single use of cups and glasses.
- Only 1 person to sit on a table of 4.
- Hand sanitiser or wipes to be available next to vending machines.
- All other chairs to be removed or marked that they can not be sat on.
- Breaktimes staggered throughout day – booking system in place.
- Staff to collect food from the restaurant buffet areas.
- Cleaning of the canteen throughout the day by Housekeeping.
- Pre-ordered food in all cases to manage social distancing and staff restaurant capacity.

## OFFICES

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## OFFICES

- Seating in all offices has been adjusted to practice social distancing.
- All desks must be 2m apart and have a 2m circulation range.
- Maximum of 3 team members in one office at any one time.
- Team “catch ups” when on site encouraged to be held in public areas.
- Hotel meeting rooms or internal training room used for all meetings & briefings ensuring appropriate social distancing.
- Every office has its own printer.
- Shared equipment should be sanitised before and after each use.
- Staggered arrival times to avoid traffic in public areas.
- Home working to be encouraged as per government guidelines.
- Cleaned and sanitised by housekeeping.
- Individual sanitiser on each desk.
- PPE to be made available and employee’s choice to use.





HOTEL

For more information

Call: 0121 369 5555

Email: [hello@parkregis-birmingham.com](mailto:hello@parkregis-birmingham.com)

Website: [www.parkregisbirmingham.co.uk](http://www.parkregisbirmingham.co.uk)



PARK REGIS