



Safety measures in our public areas:

- Reduced contact at check-in with sanitised key cards and paperless checkout
- Social distancing measures in place and clear signage from the moment you enter the hotel
- Hand sanitiser stations available on arrival, in all public areas, outside our lifts and present on every floor
- Comprehensive signage reminding guests about hand washing and the importance of maintaining social distancing
- Guests are actively encouraged to wear masks when arriving at the hotel
- Vigorous cleaning and disinfecting procedures of all frequently touched areas in place
- Anti-viral treatment of all frequently touched areas
- Contactless and card payments only, cash might be possible in certain cases

Hygiene and safety measures in our rooms:

- Deep cleaning of rooms and additional anti-viral treatment of frequently touched areas
- Rooms kept empty for prolonged periods in-between guest
- Increased filter cleaning of AC units
- All collateral removed, pens and notepads available on request
- No telephones in some bedrooms, use your own mobile and contact reception via WhatsApp

Room Service/Restaurant & Bar / Spa – (Currently Closed)

- We will not be providing any food and beverage rooms service however you are more than welcome to order food into the hotel via Deliveroo, just eat etc; we will ask you to collect your delivery from the driver in the reception area.

Restaurant & Bar: (currently closed)

- Grab and go breakfast available for guests to enjoy in their own room
- Food delivery options available with Reception until re-opening of the Restaurant
- Increased cleaning and disinfecting of all frequently touched areas
- Communal areas regularly treated with anti-viral disinfectant
- Contactless and card payments only, no cash
- Guests requested to wash their hands before sitting at the table
- All staff wear masks and gloves
- All staff have been thoroughly trained on the newly enhanced strict cleaning measures
- Private dining room available (subject to availability)

Meeting Room:

- Deep cleaning of all frequently touched areas in between meetings and use of anti-viral disinfectant
- Meeting room pre-set with personalised requirements
- Meeting room capacity in line with social distancing measures
- WhatsApp Concierge for requests during your meeting
- Secure online payment and invoicing

Our Team

- Our Team have and will continue to receive training on COVID-19 safety measures
- All team members will follow COVID-19 secure operating procedures
- Temperature checks will be taken daily on arrival to work
- All team members will be required to frequently wash their hands (or use hand sanitiser)
- All team members will be required to stay at home if unwell and to follow official guidance on self-isolating
- All team members will be required to wear PPE as appropriate
- The team will follow a policy of no physical contact and maintain social distancing, wherever possible