

MAKING SURE WE ARE ALL COVID SECURE

We have devised a simple three stage plan to ensure together we can kick covid into touch. This requires an effort not only from our teams, but also from you as guest.

So please participate by respecting distance (we still like 2 metres please), keeping those hands clean, using the routes proposed and letting someone know if you suspect you have any symptoms.

CUSTOMER CONTACT AND PREVENTIVE MEASURES

This programme will be supported by advance communication, floor markings, way finder signage, one way systems where possible and oral instruction.

We are sticking with the 2m rule throughout the business, at all times possible the team and guests will maintain 2m spacing.

Hydro alcoholic gels and washes provided at key points of your journey around the building, cover bins throughout public areas for disposal of items.

We have accelerated our paperless and cashless process and now we support only cashless transactions.

To reduce physical contact the check in and check out process have now been fully automated, allow guest to choose between self-service terminals and/or keyless entry to most bedroom.

Guests are provided with additional in room sanitisers for added piece of mind.

Our front facing teams will all be wearing some very cool reusable designer face coverings, they are non-medical, a bit of fun and all profits from their purchase went to charity.

Breakfast and dinner reservations are required in advance. This allow allows the team to plan your time with us and ensure maximum enjoyment and comfort.

Lounges have been arranged to ensure we can still maximise comfort and pleasure, while giving you the peace of mind that space give us all. New booths and walkways have been created to allow our award winning restaurant to deliver outstanding food, drink and service in spaces that still feel elegant and refined, while still being able to provide the added space.

CLEANING FREQUENCY AND DISINFECTION

Hand washing frequency is increased to every 30 minutes for all the team, you may hear to odd buzzer here and there and is not the oven but more likely a reminder to us all to sign happy birthday twice.

All hard surfaces will be washed twice a day, while all key touch points will also be sanitised every thirty minutes throughout the building.

All products used comply with required standards and ensure high levels of sanitation.

Before each guest checks in to a bedroom you can rest assured in the comfort that not only will the room have been deep thoroughly cleaned but also sterilised with the latest industrial ozone generator adding an extra level of protection not only in bedrooms but key public areas. This combined effort ensures that every reasonable step possible to eliminate coronavirus has been taken.

We are also taking measures to ensure the team are equally protected and ask for your help to support this.

This includes a review of potential contamination points for both the team and guest and how we seek to minimise these.

Measures included full reusable or recyclable PPE at the agreed and recommended levels. The removal of tea and coffee making facilities from the room these have instead been replaced with a drinks snug located on the ground floor with unlimited speciality coffees, teas and water that can be enjoyed in the lounge, or taken back to your room. Limiting room refreshment during your stay to towel exchange on request, and the gradual re-introduction of room service over time.

MONITORING COMPLIANCE

Management teams ensure that the good practices defined are correctly followed by everyone.

Teams are vigilant on a daily basis in order to identify any suspected cases.

Mystery visits are organized to check that practices are being applied consistently over time.

THANK YOU FOR YOUR SUPPORT