

HOTEL PROTOCOLS IN RESPONSE TO COVID-19

As part of a global, luxury hospitality brand, our top priority is always the health and wellbeing of our guests, potential guests and team members. We continue to monitor official updates and resources and are taking the required steps to be responsible during this time.

PUBLIC AREAS

- All public areas are deep cleaned overnight by a specialist company
- Public spaces are on a 1-hour rotational schedule for the housekeeping team so that all high touch areas are frequently sanitised
- Soft furnishings such as cushions and throws have been removed
- Hand dryers have been turned off in public restrooms to minimise air flow, paper towels are now available instead
- Automatic hand sanitiser dispensers are present at:
 - The entrance and exit doors to hotel lobby
 - The entrance to lift on each guest floor
 - The entrance to all open food & beverage outlets
 - The entrance to meeting spaces
- Guests are reminded to wear face masks in public spaces which is aided by signage around the hotel
- To adhere to government guidelines there is a 1 person / 1 family per guest lift policy and indicated by signage
- Floor signage has been placed to support social distancing practice

FOOD & BEVERAGE OUTLETS

- All food & beverage spaces, including kitchens, are deep cleaned overnight by a specialist company
- Tables and chairs are disinfected between each guest
- Menus are digital via a QR code, single use menus are also available on request
- All team members wear face masks / visors
- Share items such as the salt and pepper shakers have been removed
- Breakfast buffet has been removed
- All food and beverage outlets comply with government regulations in regards to social distancing, group dining and operating hours
- Track and trace is in place for each guest
- Each team member have been given their own equipment such as pens, access cards and bottle openers to remove the possibility of cross contamination
- Room service trolleys are sanitised between each delivery with records retained
- Screens are utilised in EllaMia to reduce contact between guests and the team. Table service is in place in the other outlets
- Cashless payment are taken where possible
- Enhanced goods receiving protocols are implemented including social distancing, one way systems and staggered delivery times

GUEST BEDROOMS

- Guest bedrooms are left for 24 hours after each departure to minimise risk to team members
- New cleaning materials are used for each guest bedroom including, but not limited to, clothes, sponges and gloves. The items are individually bagged between each room.
- All hard surfaces have enhanced cleaning protocols
- Minibars are sanitised between each guest and sealed to ensure safety
- All in-room collateral such as menus and promotional material have been removed and available digitally
- Coffee machines have been removed from guest bedrooms and are available upon request- they are fully sanitised between each guest.
- After each guest departure, once room has been fully cleaned, it is electrostatically sprayed with sanitiser then sealed for the next guest

LAUNDRY PROCEDURE

- Guest linen is sent out to a specialist company and washed at the warmest possible temperature for each item with biological detergent
- Duvets and pillows are sanitised after every guest
- Bathrobes, towelling and amenities are removed after each guest
- During each linen change the items are individually bagged to prevent cross contamination

CHECK-IN PROCEDURE

- In advance of each guest arrival we communicate our Covid-19 enhanced procedures
- Housekeeping service is only be offered if the guest is not inside the room, timings are confirmed upon arrival
- Contactless delivery of towels and amenities are available upon request
- Each item used during the check-in process are sanitised prior to using
- Card payments are encouraged
- Track and trace is in place for each guest
- Contactless check-out is available with guest invoices sent electronically

LUGGAGE AND GUEST ORIENTATION PROCEDURE

- Social distancing is observed during the arrival and departure process at the hotel
- Bell team members handling guest luggage will sanitise hands before and after contact
- Luggage is loaded onto bell trolleys and delivered to the room once the guest is inside. The bell trolleys are sanitised between each guest's luggage and records are retained
- Luggage is placed inside the door, however Bell Team member will not enter the room
- Guest are given room information and orientation from the threshold of the door to maintain social distancing
- Valet parking is only be offered as a last resort, we operate a self-parking procedure where possible

SHARED TOOLS / EQUIPMENT

- Any items that have to be shared by team members such as electrical equipment has a sanitising procedure and records kept for each piece

TEAM INFORMATION

- All team members have received Covid-19 specific training prior to their return to work, this includes:
 - Procedure to follow if team member, guest or colleague displays symptoms
 - Departmental training on new procedures in each area
 - Correct hand washing procedures are retrained
- Prior to each shift team members have to complete a health questionnaire confirming that they are fit and well to work
- Mandatory temperature checks are conducted prior to each team member starting their shift
- Face masks and/or visors are worn by all team members, unless there is a medically recognised reason not to
- Enhanced safety measures are in place for the team, including but not limited to:
 - One way systems in corridors
 - Hand sanitiser stations at all high traffic areas
 - Office spaces are socially distanced, if not possible screens are utilised
 - Antimicrobial material are installed all high traffic door handles, pull bars and push plates
 - Staggered times for welfare areas such as the staff canteen
 - Maximum capacity for changing rooms, service lifts and restrooms
 - Refillable water bottles provided for all team members
 - Staggered arrival and departure times for the team
 - Increase cleaning frequency for all back of house spaces
 - Working from home are utilised where possible

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- Signage has been displayed in all back of house areas in regards to mask wearing, hand sanitising and correct glove disposal
- Team members who have been identified as high risk are given additional consideration and support

CLEANING FREQUENCY

- Public Spaces
 - Front desk check-in counters - minimum once per hour
 - Elevators and elevator buttons - minimum once per hour
 - Door handles - minimum once per hour
 - Public bathrooms - minimum once per hour
 - Room keys and locks - room keys and locks after each guest use
 - Escalator and stair handrails minimum once per hour
 - Gym equipment - minimum once per hour
 - Dining surfaces after each guest
 - Seating areas - after each guest in food & beverage, minimum once per hour in public spaces
- Guest Bedrooms
 - Television remote controls- enhanced protocol, after each guest
 - Toilet seats and handles- enhanced protocol, after each guest
 - Door and furniture- enhanced protocol, after each guest
 - Handles- enhanced protocol, after each guest
 - Tap handles- enhanced protocol, after each guest
 - Nightstands- enhanced protocol, after each guest
 - Telephones- enhanced protocol, after each guest
 - In-room control panels- enhanced protocol, after each guest
 - Light switches- enhanced protocol, after each guest
 - Temperature control panels- enhanced protocol, after each guest
 - Alarm clocks- enhanced protocol, after each guest
 - Luggage racks- enhanced protocol, after each guest
 - Flooring- enhanced protocol, after each guest

POSITIVE COVID-19 CASE PROCEDURE

- In the case of a possible COVID-19 case involving a guest we will follow the below procedure:
 - Individuals are isolated in our 'quarantine space' if they are within the public areas, if the guest is in their bedroom we will ask them to remain there
 - All team members are informed of guest location and the area will become a no entry zone
 - We will advise the guest to contact 111 and follow their advice
 - If the guest is advised to have a COVID-19 test then their room is placed on quarantine with no entry
 - Guest may be advised to return home, using private transport
 - If the guest is to remain in the hotel then we will discuss next steps including food and laundry
 - We will notify our local Public Health England office of a positive case on property : PHE North West London Health Protection Team - 61 Colindale Avenue, London NW9 5EQ - 020 3326 1658

Should you have any queries please do contact us directly via email London-guestservices@sbe.com or call +44 (0)20 7300 5500.