



## **Your Safety Is Our Priority - Covid 19 Health & Safety Initiatives**

UK guidance relating to the reopening of hotels is currently under review and the government department of business is about to shortly publish specific Health & Safety measures, with the aim of hotels being permitted to open from 4<sup>th</sup> July.

To ensure the upmost protection and safety of all our guests and staff at St. James's Hotel & Club, the following measures will be implemented for when we re-open.

*Please note that these measures are subject to be amended in order to adhere to developing UK Government guidelines, and we continue to monitor the situation closely.*

### **Public areas**

- All employees in contact with guests to wear masks and gloves.
- Masks and gloves for guests will be available on request.
- Hand sanitizer will be available in all public areas (lobby, restaurants, bar, and other areas).
- Hand sanitizer will also be available in all public toilets.
- There will be distance markings (at least 1.5 meters away) in selected areas of the hotel which are often subject to increased number of guests.
- The public areas (door handles, elevator buttons, reception counter, bannisters, and other surfaces will be disinfected every hour.
- Public areas will be regularly ventilated.
- The elevator will be limited to one person at any one time (except people travelling together).
- Notices will be posted in key locations throughout the hotel to draw people's attention to the rules of hygiene and regulations to be adhered to.

### **Reservation, Reception, Check-in & Check-out**

- A Pre-check in registration form via the hotel website will be made available - further information will be made available to guests prior to arrival.
- Only one signature will be required on arrival if all guest data has already been submitted online.
- Cashless payments are recommended where possible.
- Disinfection of room keys and cards.
- Protective screens on the reception desk.
- Concierge/Porters delivering luggage - bags will be placed in the guest room ahead of the guest going upstairs to minimise contact.
- Door handles will be sanitized when the hotel associate leaves the room.
- Check out: Express check out will be made available with a key drop.
- Any luggage to be collected by porters will take place once guests advise they are leaving their room.

### **Restaurant and Bar areas**

- Opening times may vary.
- Covers will be reduced in both Seven Park Place and William's Bar & Bistro to facilitate guests to spread out.
- Prescribed minimum distance between tables.
- No more than 2 guests will be permitted to dine on the same table.
- There may be longer intervals during meals.
- Disinfection of the tables, counters, bill folders, salt & pepper dispensers, etc. after each use.
- Food and beverage menus will be viewable online via the guest's own mobile device.
- Bar Seating - no seating at the bar (stools) as full distancing between guests and hotel associates would not be achievable.

### **Breakfast**

- Available by Room service only.
- Tray/Table setup will not take place as hotel associates will not be permitted to enter the guest room whilst the guest is present.
- Delivery of items to take place at the door of the room or suite.

### **Housekeeping**

- A room seal will be attached to the entrance door, as will a minibar seal on the minibar door, thus confirming that no one has had access since it was last cleaned.
- Regular disinfection of door handles, light switches, remote controls, bannisters and other surfaces.
- Additional surface disinfection of the guest rooms is available at the guest's request.
- All non-necessary equipment such as magazines, writing utensils, decorative pillows or plaids to be removed from the rooms until further notice.
- Guest Kits with masks, sanitizer, and gloves will be left in guest rooms, replenished daily.

### **Other Key Measures**

- All employees will have their temperature checked on arrival to the hotel.

*These new measures will now be incorporated into the St James's spirit of care and hospitality, and we look forward to when we can reopen and begin welcoming our esteemed guests back once again.*