



# ST. JAMES'S

HOTEL & CLUB MAYFAIR

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

To ensure the upmost protection and safety of all our guests and staff at St. James's Hotel & Club, and in accordance with UK government regulations, key Health & Safety measures have been \*implemented.

In addition, the hotel is the first hotel in the UK to have been certified by Global Health Assured, an independent authority providing safety and quality assurance to the Hospitality industry and its guests, driven by a clinical methodology, proprietary sanitisation standards and regulated practices supported by their global network of clinical experts, making the property a safe choice for guests and their families.



*\*Please note that these measures are subject to be amended at any time in order to adhere to continuously developing UK Government regulations. We continue to monitor the situation closely. For the latest details, we kindly ask you to contact the hotel directly.*

### General Measures

As per UK Government legislation, we kindly ask all guests to use their mobile phone to scan the NHS Test & Trace QR Code when Checking-in or arriving in the Bar or Restaurant. To do this you will require the NHS Covid-19 App, available from both the Apple App Store & Google Play store.

Although no longer mandatory for our guests or staff, face coverings will continue to be used by the St. James's team for everyone's safety. We encourage our guests to use face coverings where deemed necessary. We can provide face coverings upon request – available at the front desk.

### **Public areas**

- All employees in contact with guests wear masks.
- Masks for guests are available on request.
- Hand sanitizer is available in all public areas (lobby, restaurants, bar, and other areas).
- Hand sanitizer is also available in all public toilets.
- There are distance markings (at least 1 meter 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 are regularly sanitised.
- Public areas are regularly ventilated.

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

- A Pre-check in registration form via the hotel website is available - further information will be made available to guests prior to arrival.
- Only one signature is 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.
- To protect both our employees and guests, we are minimising contact with guest's luggage, and only deliver luggage to rooms upon request. In this instance, bags will be placed in the guest room ahead of the guest arriving in the room.
- Collection of guest's luggage from rooms is available on request only, collected once guests advise they have left the room.

### **Restaurant and Bar Areas**

- Disinfection of the tables, counters, bill folders, salt & pepper dispensers, etc. after each use.

### **Housekeeping**

- 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.
- Additional Guest Kits with masks and sanitizer are available upon request from the Front Desk.

### **Other Key Measures**

- All employees have their temperature checked on arrival to the hotel.
- Guest newspapers are currently not available in order to minimize the risk of any infection being transmitted.

*These measures have been incorporated into the St James's spirit of care and hospitality, and we look forward to welcoming you as our esteemed guest very soon.*