



## **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 guidance, the following Health & Safety measures have been implemented.

*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 wear masks and gloves.
- Masks and gloves for guests are 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 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 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 are 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 is 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.
- 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**

- 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.
- There may be longer intervals during meals.
- Disinfection of the tables, counters, bill folders, salt & pepper dispensers, etc. after each use.
- 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**

- 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 has been removed from the rooms until further notice.
- Coffee Machines have been removed from guest rooms, however are available upon request.
- Additional Guest Kits with masks, sanitizer, and gloves are available upon request from the Front Desk.

### **Other Key Measures**

- All employees will have their temperature checked on arrival to the hotel.
- Guest newspapers are currently not being made available in order to minimise 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.*