

THE RE-INVENTED GUEST EXPERIENCE: WHAT TO EXPECT

ENHANCED CLEANING PROTOCOLS

- ◆ Ozone generator cleaning in all rooms between guests
- ◆ Increased cleaning in public areas, using hospital grade products
- ◆ Complimentary hand gel in every bedroom and meeting space
- ◆ New hand sanitiser stations throughout the hotel

GUEST WELLBEING MEASURES

- ◆ Thermal imaging temperature checks for all guests upon arrival
- ◆ Directional signage and controls to reduce congestion
- ◆ New luggage sanitising process for guests staying overnight

EMPLOYEE SAFETY INITIATIVES

- ◆ Thermal imaging temperature checks upon arrival
- ◆ Specific training on new Covid-19 safe processes
- ◆ Uniform adaptations to incorporate Personal Protective Equipment
- ◆ Installation of protective screens in front of house areas

PHYSICAL DISTANCING MEASURES

- ◆ Appropriate physical distancing measures throughout the hotel
- ◆ Furniture re-configuration in public spaces and restaurants
- ◆ Express check-in and check-out available to all guests
- ◆ Amended restaurant service methods to reduce close contact
- ◆ Contactless payment methods, including Apple Pay and BACS

