

# YOUR HEALTH & SAFETY IS OUR TOP PRIORITY

With the health & safety of our guests, colleagues and visitors as our top priority, we have followed the guidelines of the UK government and taken the below actions to ensure you feel safe & comfortable when drinking, dining, sleeping, or just relaxing with us.



## TRANSPORT

Facemasks are mandatory on all public transport including trains, trams, buses and taxis.



## ARRIVAL & CHECK-IN

At front office, guests and team members are divided by screens.

Team members have dedicated work stations and sanitise their hands and equipment every 30 minutes or after every guest contact.

During your stay, Concierge services will be provided as normal.



## CHECK-OUT

Before checking out of the hotel, online check out is encouraged. You can review your invoice in the World of Hyatt app and receive it digitally via email.

A drop box is available at reception to leave your keys.



## GENERAL & PUBLIC AREAS

Disinfecting hand sanitiser is provided at multiple points around the hotel's public areas.

Usage of sanitising stations is recommended for all departing and arriving guests.

All regular touchpoints (elevator buttons, doorknobs, public restrooms) are disinfected every hour.

Additional hygiene measures and disinfection routines are implemented throughout the property and we kindly ask you to adhere to keeping a 1m plus distance where possible.

The capacity of our elevators has been reduced to two persons at a time, unless you are from the same household.

Contactless payment is encouraged throughout the hotel and outlets.



## WORLD OF HYATT

From travel planning to check out the World of Hyatt app is here for you. Explore our hotel with photos, hotel details, offers, local area attractions and more. Add your reservations and World of Hyatt membership card to Apple Wallet. And while you are with us, use Check-In/Express Checkout to minimise contact at the front desk when you arrive and depart.





## GUEST ROOMS

Our housekeeping teams are equipped with Personal Protective Equipment (PPE) when cleaning, for both guest & their own safety.

Extra disinfecting practices have been implemented to enhance the thorough procedures that were already in place.

All in-room touchpoints undergo extra disinfection with every service.

Windows are opened during cleaning to increase air flow where possible.

Rooms will be kept vacant for a minimum of 24 hours between guests.

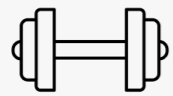
Guests receive sanitiser wipes in their room.

Collateral has been removed from rooms. Information and menus are available via the TV Compendium, via QR code or printed for single use on request.

Room service orders will be delivered Knock & Go to avoid close contact. We will knock the door to indicate when your order is delivered.

Guest room keycards are UV sanitised.

Guest room TV remote controls are sanitised, vacuum sealed and placed on bedside table.



## FITNESS

We will operate our fitness center with limited capacity to facilitate social distancing.

These areas will be cleaned & disinfected every hour.



## RESTAURANT & BAR

As per UK government regulations, reservations are recommended for the bar and restaurant, including in-house guests.

Sanitising stations are located at the entrance to the bar and restaurant.

Menus are available via QR codes so please ensure you bring your mobile phone. Single use menus are available on request.

Bar and restaurant layouts have been adjusted to maintain social distancing.

Kitchen and service team members are practicing hand washing & sanitising procedures every 30 minutes.

Bill folders, pens, tables and chairs are sanitised after every use.

### **Breakfast:**

Breakfast is served daily, À La Carte style.

Guests preferring to have breakfast in the comfort of their room, may do so by placing their order the previous evening.

***We're ready when you are.  
Until then, keep well!***

*The measurements described in this document follow the current UK Government regulations*

