

Coronavirus Statement for Events

We Always Care

As the country makes progress in the challenging situation revolving around the global outbreak of COVID-19, we at the Royal Lancaster London are looking forward to being able to reopen our doors and welcome events back once more.

From what we have all been experiencing soon we will hopefully be in a position to plan and deliver some wonderful events, of course taking in to account government guidelines and some “new normal” relating to the way in which we deliver events.

For some time now, the team at the hotel has been developing operational plans to allow us to facilitate events in line with us coming out of lockdown which include operational changes to service and room set ups; revised guest movement flows; supply of personal protective equipment; enhanced hygiene and cleanliness procedures and support from a Dedicated Nurse for service at the hotel.

Over the next few weeks we look forward to updating our plans in line with the government plans so that we can get back to what we all love doing.

In our client relationships we are proud that flexibility is the byword associated with our dealings and we will always stand by to assist each and every client to deliver the best event. This is not only with the delivery of events, but also the booking and contracting processes as we always look to the long-term relationship.

We will continue to strive and exceed expectations during these challenging times and provide the service we are renowned for. Please rest assured, we always care to deliver the very best event for you and your clients.

The general outline of what we are doing is as follows:

Guest journey

- Arrival of guests will be managed by Guest Safety to ensure directions are followed
- The floor will be marked showing social distancing in lanes
- Ropes and posts to be available if required
- Screens placed on cloakroom counters to shield guests and staff
- Cloakroom staff to wear gloves
- Registration desks will be spaced out to facilitate social distancing
- Directional signage will be available for access to and from the restrooms using one downstairs and one upstairs route
- In both restrooms the facilities will be marked to allow for social distancing
- Disposable paper towels will be available for hand drying in addition to the hand dryers
- Hand sanitiser will be provided in all areas

Conference and Forest Suites

- The capacities and set up of the rooms will be amended to facilitate new regulations
- For conferences coffee breaks will be available from a bar format with lanes marked out to facilitate social distancing
- The main meeting room will be available on arrival for delegates to take their seats immediately
- Paper and Pencils will be available upon request and not pre set
- Conference luncheon can be served in a bento box format at the meeting tables; however, this can be discussed at event planning stage.
- Conference menus will be based around a simplified, but elegant offering allowing one menu for all guests
- Single use menu cards will be used
- Disposable napkins and wet wipes are to be available in the room

Drinks receptions and after dinner bar

- The capacities of the rooms will be amended to facilitate social distancing
- Drink service is to be provided via bar service with lanes available
- Alternatively, the welcome drink could be poured and pre-set at each place setting on the dining tables
- Tray service will not be available
- Drinks are to be pre poured if possible (such as a reception drink) if not an order is to be taken and then the drink left ready for collection once payment has been made
- All payment is to be contactless
- Glasses will not be collected from guests, however, additional gueridons will be available for a glass drop off facility which will be cleared when guests have left the room
- Dry snacks will not be provided
- All access doors to both the Nine Kings and Westbourne suites are to be opened to facilitate as much space as possible to allow guests to walk unimpeded

Lunch/Dinner

- The capacities of the rooms will be amended to facilitate social distancing
- Tables will be set, and service adapted to allow for as little service interaction as possible
- The menu is to be designed to allow for as many dietary requirements to be met as possible (for example a cold vegan starter)
- Service will be altered so that the touch points between the staff and guests is limited to essential
- Wine and beverage service will be limited to the butler placing the items on the table for guests to serve themselves
- All china and glassware and cutlery will be cleaned and disinfected in the hotels washing centre
- All linen will be removed and placed in a sealed bag and then sent externally to our laundry provider for cleaning and disinfecting

All staff will have a designated individual standing area in the room to allow for as little contact with each other and guests alike.