

ROYAL LANCASTER LONDON COVID-19 OPERATING PROCEDURES

Purpose

This document is designated to provide information on measures being taken by Royal Lancaster London.

The document outlines a minimum set of standards we are setting in terms of Safety & Sanitation to protect the wellbeing of our guests, business partners and team members alike during the prevailing COVID-19 era.

This document was prepared based on evidence currently available about COVID-19.

Scope

This document outlines our minimum expectations that are being applied and maintained consistently until new guidelines from the UK Government and/or the World Health Organisation are published, and/or a vaccine is readily available in the market.



FRONT OF HOUSE

PRE-ARRIVAL

Online check-in: We have introduced a bespoke Royal Lancaster App to help with online and contactless check-in, which will also allow for keycard less entry. For our guests, we encourage that all check-in formalities be completed prior to arrival at reception. In order to ensure a minimal contact check-in process, please disclose personal data with the hotel reservations team, at least, 24 hours prior to arrival, this will reduce contact time at Reception. Where possible, we would recommend pre-payment is made. The app will also assist with any pre-booking needs for breakfast, any dinner reservations, or any other requests to help personalise your stay.

Flexible cancellation policy: For our guests making reservations for any future arrival date or making changes or cancellations, these can be made up to 24 hours before your scheduled arrival date. This applies to all rates and packages booked on Royal Lancaster London's website or via your preferred travel advisor.

Arrival time: To be obtained and communicated to the hotel at least 24 hours prior to arrival, this will allow the hotel to ensure social distancing is managed and respected.

Health & Safety guidelines: Will be provided to our guests as part of our pre-arrival contact, either through email or the app.

TRANSPORTATION

GUEST TRANSPORT (applicable for Private Chauffeur – Pre Booked via Concierge – Not applicable for Black Cabs, Bolt, Uber or any other form of Taxi). The hotel has access to taxi operator [COVID-19 Health & Safety procedures](#) and will share with guests on request.

Hotel Driver/Car: Our hotel driver will wear PPE as outlined by local health guidelines. The front seat will not be used and the driver will be segregated with a clear vinyl shield as per health regulations. Maximum number of guests inside the car will be 2 (must have travelled together) or 2 cars will be required.

Disinfection of vehicle's key high-touch points: The driver will disinfect the vehicles key high-touch points before arrival and again after drop off. These will include all areas in the back area of the car (Passenger seats) including door handles (inside and outside), seat belt buckle, arm rests and boot handle. Cars will also receive regular internal and external vehicle cleaning.

Hand disinfection: Driver to use disinfection wipes when handling guest luggage and wash hands after dropping off guests and after loading/unloading luggage.

Luggage disinfection: Luggage will be sanitised on arrival with guest consent. The luggage needs to remain locked/sealed at all times.

Guest amenities: The guest amenities offered in the car will be limited. There will be disposable, sanitising hand wipes available. Newspapers and magazines will be removed from all cars until further notice.

ENTRANCE

Hand Sanitising: Sensor-based hand sanitiser units to be positioned near hotel entrance.

Febrile guests: Any guest displaying a fever, high temperature of 37 degrees or above will be directed to the closest hospital/medical facility.

Luggage sanitising: When handling guests luggage, we will use surface disinfecting wipes and ensure frequent disinfecting of the luggage trolleys. The team will wear protective gloves.

Social Distancing: We have created social distancing marking with the use of barriers and ropes clearly outlining the recommended social distancing for the Concierge, Front Desk and Elevators.

RECEPTION (CHECK-IN /OUT), CONCIERGE, GUEST SERVICES

PPE for Receptionists & Porters: Where stipulated by local health guidelines, team members will wear protective masks and gloves.

Hotel sanitising expectations: These will be communicated to guests pre-arrival, either through email or hotel app.

Sanitising of equipment: The front desk and frequently touched areas to be disinfected on a regular basis throughout the day and night.



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Newspapers: Magazines and newspapers have been removed from the public areas, but can be provided on request with 24 hours' notice.
Contactless interactions: Our Reservations Team will be requesting pre-payment 24 hours in advance of arrival, however, if online payment is not possible, we will encourage contactless payment options and will email invoices upon departure. Payment terminals will be sanitised before and after each transaction.
Key cards: We will have the option available to open guest bedroom doors via an app through guests' mobile phones. Alternatively, we will still have bedroom keys available, which will be sanitised before and after being issued to a guest.
Payments: We will be operating cashless and where possible contactless payments, through the help of a bespoke payment app. Where it is not possible to pay through the app, our PDQ machines will be sanitised after each transaction.
ELEVATORS
Social distancing: Clear signage will be displayed to avoid overcrowding in elevators.
Sanitation: We will sanitise high-touch point areas e.g. lifts, especially operating buttons, with suitable virus killing chemicals every 2 hours.
Hand disinfection: Sensor-based hand sanitiser units to be positioned in all lift lobbies.
GUEST ROOMS
Turning over bedrooms: We will strive to leave our rooms vacant for 72 hours in between departing and arriving guests.
In-room collateral: All non-essential collateral such as compendiums, magazines and note pads removed, to reduce chance of contamination. In Room Dining Menu will be provided on request in a single use format, or through the hotel app.
PPE for Room Attendants: All our room attendants will wear protective equipment as required by local health guidelines.
Housekeeping Service: Our Housekeeping Team will contact each arriving guest and personalise their stay by agreeing on servicing times and levels. Our housekeeping service will be flexible on timings in order to minimise person-to-person exposure. Turndown will be provided on request only. There will be three options of daily service levels, to be decided by the guest as per their level of comfort: <ol style="list-style-type: none"> 1) Zero contact - Attendants will not enter the room. Fresh towels and/or linen left outside the room. 2) Minimal contact - linen change and bins emptied. Guests must vacate the room for 3 hours so room can be sanitised and aerated prior to and post service. 3) Full service- Must be pre-booked. Guests must vacate the room for 3 hours so room can be sanitised and aerated prior to and post service.
Bed linen & towels: Our linen will be handled with extreme care to prevent raising dust and potential contamination. Used linen will be washed at a minimum of 70°C for at least 25 minutes to kill potential bacteria.
In-room sanitation: Each room will be fogged with antimicrobial sanitising spray before and after the cleaning service. In additional, frequently touched areas will be disinfected during each service with a UV sanitising torch. The touchpoints include: telephone, remote control, door handles, toilet seat/flusher, faucets, shower controls, kettle, light switches, air conditioning control panel, shoe horn, clothes brush, hair dryer, minibar door and the in-room safe.
Utensils: Any glassware or utensils will be replaced in full in between each departure and arrival guest, even if not used.
Bins: To be sanitised during each service.
Soft furnishings: To be sanitised during each service.
PUBLIC AREAS
PPE for Public Area Attendants: Our team members will wear protective equipment as required by local health guidelines.
Social distancing: The furniture in our public areas has been rearranged to allow for social distancing.
Sanitation: All high-touch points will be sanitised on a continuous basis. Non-essential collateral such as newspapers and magazines have been removed.
Restrooms: We will provide an alternative to hand dryers e.g. hand towels along with a touch free area to place used items.



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Soft Furnishings: Our soft furnishings will be sanitised nightly.
RESTAURANTS, BAR, LOUNGE & IN ROOM DINING
PPE for Team Members: Our team members will wear protective gear as required by local health guidelines.
Social distancing at entrance: We will place discreet, yet visible area markers to maintain social distancing.
Socially distanced dining: We will reduce the number of tables to maintain social distancing guidelines. Tables will be appropriately set apart from each other. Team members will apply appropriate distancing when interacting with guests and each other.
Table linen & placemats: Our linen will continue to be changed after each party has left and laundered as per our hygiene standards. Our placemats will be changed and disinfected after each party has left. Table tops and chair arms will be disinfected after each guest departure.
Service style: We will only provide 'A La Carte' service for breakfast, lunch, afternoon tea, and dinner but some cold items may be available for hand collection by guests. We will minimize exposure in guest rooms as much as possible or offer guest contactless delivery by leaving tables/trays outside the room after ringing the doorbell and announcing delivery. All food items will be covered in transit.
Optional 'To Go': We will offer our diners the option in all areas to use disposable crockery/glassware or regular crockery/ glassware.
Salt & pepper cruets: We will remove salt & pepper cruets and any other condiments e.g. Tabasco, Ketchup etc from the table, but these will be served to the guest by the team member on request. For In Room Dining service, we will continue to observe the strictest good hygiene practices on items such as salt & pepper cruets, flower vase, hot boxes, trays, etc.
Menus: We will replace our conventional menu folders with single use menus to comply with hygiene standards, as well as offer the option of reading our menus through a QR code.
Payments: We will be operating cashless and where possible contactless, through the help of a bespoke payment app. Where it is not possible to pay through the app, our PDQ machines will be sanitised after each transaction.
Food safety: We will continue to observe the strictest food hygiene practices across all areas of the hotel.
Ventilation: We will sanitise and aerate all restaurant outlets after each meal period.
MEETINGS & EVENTS
PPE for Waiters & Hostesses: Our team members will wear protective gear as directed by local health guidelines and maintain and adhere to government guidelines concerning social distancing. All team members handling any meeting material or furniture will have gloves.
Hand disinfection: Hand sanitation units will be provided at the Nine Kings and Westbourne entrances; with hand sanitisers and wet wipes being available in all meeting rooms. Hand sanitiser will be available to team members throughout the back of the house areas.
Social distanced meeting rooms: We will reduce the capacity of each of our meeting rooms in accordance with government guidelines and any audio-visual or technical production that is required for each event. The revised capacity will be communicated with each client directly, allowing for their bespoke needs. Social distancing guideline signage will be provided in all areas.
Service style: We will provide individually portioned served food & beverages and will enforce social distancing whilst guests queue for hot & cold beverages and/or food during conferences. For banqueting, service styles and menus will be modified to ensure that touch points are limited.
Stationary: Delegates are encouraged to bring their own stationary, however, paper, pens and pencils will be available on a request-only basis. Once provided we would ask delegates to take these items away with them. All paper left at the end of a meeting will be disposed of and all pens and pencils sanitised.
Meeting room sanitation: We will clean and sanitise all meeting rooms after each use, ensuring that key touch points e.g. telephones, projectors, remote controls, door/ handles, light switches, flip charts & markers, etc are sanitised after each meeting and during breaks.
Waste: We will provide open topped bins with plastic liners in all registration areas. These will be emptied periodically and bins disinfected.
PPE for team members: Our team members will wear protective gear as required by local health guidelines.
Hand disinfection: Team members will comply with mandatory and regular hand washing and sanitisation.
Social distancing: We will rearrange furniture to allow for social distancing as required. We will place



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discreet, yet visible markings on the floor & ropes and posts to assist in maintaining social distancing.
BEST PRACTICES - BACK OF HOUSE AND TEAM MANAGEMENT
Occupational Health Nurse: We will employ an occupational health nurse to assist team members and guests as needed.
Temperature checks: All team members will complete mandatory self-certification health checks prior to arrival through our hotel HR app.
COVID-19 symptoms: As per government guidelines, any team member suffering from sore throat, dry cough, shortness of breath, fatigue, vomiting and/or diarrhoea will be asked to remain at home and self-isolate for 7 days from the first day of displaying said symptoms; if you are the only person in your household displaying symptoms. If someone else in their household displays symptoms, they must isolate for 14 days; first day being from the day the family member in the house became ill.
Hand disinfection: Mandatory hand washing and sanitation will be enforced for our team members. Hand sanitiser will be readily available for team members in all back of house areas.
Social distancing: We will stagger team member shifts where possible to enforce social distancing. 15-minute slots will prevent overcrowding in the locker rooms and rest rooms. All team members will comply with social distancing rules.
Personal Protective Equipment PPE: Team members will be given PPE as indicated by Company Policy and/or local health guidelines and Supervisors will monitor the correct use of PPE. PPE will be replaced and disinfected as required.
Changing of uniforms: Uniforms will be clearly labelled, dropped and collected in segregated containers to avoid cross contamination, and washed at 70 degrees.
Worn uniforms: Worn uniforms will be deposited to the uniform room after the shift, and fresh uniforms collected simultaneously to avoid repeat interactions.
Cleaning of shoes: Outer shoes used inside hotel will be cleaned every day. Sole of shoes will be cleaned and disinfected with anti-microbial cleaning agent as colleagues enter the building.
Team meals: Timings for meals have been increased and seating reduced to allow for social distancing in the staff restaurant. The buffet will no longer be self-service in order to reduce cross contamination.
Personal hygiene education & training: We are displaying prominent signage, in conspicuous areas including notice boards reminding team members to enforce strict cough etiquette, hand washing and hand sanitisation. All new and existing team members will undergo extensive classroom style trainings to address Covid-19 symptoms and prevention.
Outer clothing and personal belongings: These items will be kept inside lockers. Changing rooms will be thoroughly cleaned and disinfected daily.
OFFICES, WORKSTATIONS & MEETINGS
Hand Sanitisers: We will ensure that hand sanitisers will be readily available.
Social distancing: We will rearrange our workspaces to adhere to social distancing regulations.
Remote working: We will review and implement 'Remote Working', within reason, as well as introduce an alteration of shift patterns to limit the contact with others.
Key high-touch points: Frequently touched surfaces will be disinfected regularly, e.g. tables and chairs, door handles, light switches, telephones, keyboard and mouse, hot water kettle, printer/copier/scanner etc.
Sanitisation: All offices will be sanitised and aerated nightly.
Meetings: We will move furniture and chairs to adhere to social distancing regulations; hand sanitiser will be readily available; we will ensure proper ventilation e.g. open door/window if meeting lasts for more than 30 minutes; we will continue to disinfect table tops and chair arms after each meeting and during breaks where appropriate. Where possible communication will take place via telephone and on line meeting rooms to avoid contact.
DELIVERY AND RECEIPT OF GOODS
Goods receiver: Our team will continue to observe excellent hygiene standards as well as social distancing guidelines. Team members will not be allowed into kitchens at this time.
PPE for Team Members: Our team members will wear protective gear as required by local health guidelines.
Receipt of goods: In line with HACCP standards, any food transported in dirty containers or dirty vehicles will be rejected and the delivery of loose food discouraged.
Hand sanitisers: We provide alcohol-sanitisers in our loading bay for team member and supplier use.
Cleaning and sanitation: Our goods receiving area and loading bay will be cleaned and sanitised daily.



Packaging: We will remove and discard outer packaging of food deliveries, fresh, frozen and dry goods and decant into sanitized containers/shelving prior to being taken into refrigerators, freezers and store rooms.
Suppliers: All our suppliers deliver as per scheduled times and are not allowed to unload their products at the same time; in order for social distancing to be observed; our Suppliers and Drivers are not allowed to proceed beyond the demarcation line.
Waste collection: Our waste collection is scheduled in order that it does not coincide with during linen and food deliveries. Bins will be washed and sanitised following collections.
SERVICE ELEVATORS & SERVICE CORRIDORS
Sanitation: Sanitise key high-touch points e.g. lifts, especially operating buttons every two hours.
Social distancing: We will ensure that Health & Safety instructions, including the number of team members allowed at one time, are placed inside each service elevator and are easily visible. Where possible, we will implement a one-way traffic in service corridors.
Hand disinfection: Hand sanitation readily available in all back of house areas.
KITCHEN & STEWARDING
Visitors: We will impose a restricted visitor entry to all kitchens for non-kitchen / stewarding / food service personnel . PPE of gowns, masks and gloves must be worn by any visitors.
Social distancing: We will limit the number of team members to the minimum required; Our team members will be organised into teams to reduce interactions between individual team members; Workstations will be placed in such a way that team members are not facing each other and can maintain appropriate social distance.
PPE for Team Members: Our team members will wear protective gear as required by local health guidelines.
Menu planning: Initially we will run limited menus for quality assurance. We will not facilitate buffets at this time and we will adjust our menu offer accordingly and as necessary.
Vegetable and fruit sanitisation: We will continue to ensure proper cleaning of fruit and vegetables, using approved sanitising agents where appropriate,
Sanitation: Our operational kitchens will continue to be deep-cleaned and sanitised daily.
Sterilisation of glassware, china and utensils: These are washed in our state of the art dishwashers and sanitised during rinse cycle of 82°C. Team members handling equipment after will be wearing gloves and all equipment will be stored in a sanitised environment.
LAUNDRY & GUEST LAUNDRY SERVICE
Social distancing: Our team members workstations are being placed in such a way that team members can maintain appropriate social distances.
PPE: All our team members will wear face masks and gloves when processing any linen or guest laundry.
Delivery/retrieval of guest items: We will minimise exposure in guest rooms as much as possible and all guest laundry items will be covered in transit. When retrieving/delivering guest items, team members will wear PPE as required by local health guidelines.
Washing programs: Our linen will be handled with extreme care to prevent raising dust and potential contamination. Used linen will be washed at a minimum of 70°C for at least 25 minutes to kill potential bacteria.



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