

CORONAVIRUS STATEMENT

In light of the uncertainty we all face in our daily lives with the outbreak of COVID-19 (Coronavirus), we want to reassure you that we are doing everything to ensure the wellbeing of our guests and our teams.

We are closely monitoring the World Health Organization (WHO), as well as government guidelines for the latest developments related to the virus:

gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public

At Royal Lancaster London, every precaution has been implemented to ensure we keep our guests safe, whether staying in our rooms or dining in our bars and restaurants. This is our absolute priority, and you can be assured that health and safety has our complete attention.

Our team

- Any employee with Coronavirus symptoms, or whose family members have symptoms, will be required to stay at home as per governmental guidelines, and to then seek further medical attention if their symptoms do not improve after time.
- The hotel has digital thermometers in place, and any team member feeling unwell will have their temperature recorded before starting a shift.

Hygiene is critical

- Each department is receiving briefings and enhanced operating protocols on an ongoing basis.
- We pride ourselves on our general cleanliness and housekeeping standards, however, we have increased the frequency of cleaning in all public areas including lobbies, elevators, door handles, public bathrooms etc.
- Our hotel facilities are meticulously being cleaned using a rigorous checklist by our cleaning teams and we have increased the frequency of our “deep cleans”.
- We have increased the deployment of alcohol-based hand sanitizers throughout the hotel.
- We will continue to adjust our food and beverage services in accordance with current food safety recommendations.

Travel flexibility

We are aware our customers may need to make last-minute alterations to their plans, which is why we have reviewed our cancellation policy.

We are now offering free changes and cancellations within 24 hours for all stays until 28th June 2020. Please contact us by 4pm the day prior to arrival and we will be happy to assist.

