

Coronavirus Statement

We Always Care

In light of the global outbreak of COVID-19 and in line with the government recommendations we have made a very difficult decision to temporarily close Royal Lancaster London. This is to ensure the safety and well-being of both our employees and our guests.

We look forward to opening our doors as soon as we can, and to welcome you back to our hotel as soon as we are allowed to do so.

We are currently revising all of our processes and procedures and taking every precaution to ensure our team and our guests will be comfortable and safe whilst staying with us, whether in our beautiful rooms or dining in our bars and restaurants. We are continually working with World Health Organisation and the Government in order to ensure all regulations are fully adhered to. It is our absolute priority and you can be assured that health and safety of all of our Royal Lancaster London guests and colleagues alike is of the utmost importance to us

This is what you can expect once our doors are open again:

Our Hotel

- We are employing our own in-house full-time occupational nurse to assist with in-house guests, our team and liaising with the health authorities.
- The hotel will have been fully and professionally sanitised prior to reopening.
- Whilst we pride ourselves on general cleanliness and housekeeping standards, we will increase the frequency of

cleaning our public areas including lobbies, elevators, door handles, public bathrooms, etc.

- We will increase the frequency of our periodic full-scale sanitisation regime.
- Antibacterial hand sanitisers will be available throughout the entire hotel.

Our Guests

- Guests will be provided with safety instructions prior to their arrival as well as upon arrival on how to maximise their safety whilst travelling in London and being with us in our hotel.
- Due to the virus we have decided to stop providing newspapers to our guests, instead we will be launching digital versions, that guests will be able to access through their own device or via the TV set in their guest bedroom.
- Exercise - we will encourage guests to take advantage of the lovely local Hyde Park instead of using the gym. Due to social distancing, we will be operating an appointment only schedule for our gym. The gym will be fully sanitised pre and post each guest usage.
- New lift rules will be implemented - limiting the number of guests allowed in one lift at the same time.
- If a guest is not feeling well – we will have our own occupational nurse who will attend to the guest directly. Guests are to contact the duty manager in the first instance.
- We will encourage guests to take advantage of the online check in and check out facility to avoid overcrowding at the front desk.
- PPE amenities will be available for guests upon request.

Our Team

- Our hotel team will be receiving ongoing briefings and enhanced operating protocols as well as extensive team training on latest government advice.
- The hotel has digital thermometers in place to check the temperature of every team member before their shift.
- Appropriate PPE will be worn by the hotel's employees in all areas ensuring our team and guest safety at all times.

Social distancing in bars and restaurants

- We will continue to adjust food and beverage service in accordance with current food safety recommendations and government guidelines.
- Our staff will be trained for minimal contact/communication during service.
- We will introduce spaces between tables and apply government restrictions on booking sizes taken.

Events

Our dedicated Events team 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.

To read the full Coronavirus Statement for Events, please contact our dedicated Events team at events@royallancaster.com or visit our website.