

KING STREET TOWNHOUSE

COVID-19  
REOPENING  
GUIDELINES

June/July 2020

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## SECTION 1

# INTRODUCTION

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The health and wellbeing of both our visitors and employees is of utmost importance to us, which is why we have introduced a range of measures to provide a safe environment ahead of our reopening on 6th July 2020.

As always, we endeavour to provide high levels of service as we navigate this situation and will ensure the safety of our guests and employees is at the forefront of everything we do.

Please note, these guidelines are subject to change as and when further advice for hospitality businesses is released by the UK government.

We look forward to welcoming you back soon.



## SECTION 2

# AN OVERVIEW OF KEY MEASURES

We are committed to creating a safe, welcoming environment for you to visit King Street Townhouse.

We have introduced the following measures for your comfort and safety.



Social distancing measures in place for both guests and employees across the venue



Temperature checks to be carried out upon arrival. Entry will not be granted if a temperature above 37.8° C is detected



Calls to all guests prior to their stay to discuss revised procedures and create personalised plans for your time with us



Wearing of face coverings will be encouraged for staff and guests in public areas



Hand sanitiser stations installed throughout the hotel



UV sanitising technology for key cards and increased cleaning throughout the day



Lift access restricted to one family group or couple at a time



Tavern open for lunch, afternoon tea and dinner service on a reservation basis only



Additional measures within the Tavern including single-use paper menus



Breakfast offered as room service



Comprehensive training and guidelines for all staff

## SECTION 3

# RESERVATIONS & ARRIVAL

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We endeavour to be as clear as possible with guests, both ahead of and during your visit, and maintain communication throughout

As a guest booking at King Street Townhouse, you can expect a phone call from our reservations team in advance of your visit to talk you through our revised procedures. Whether you are anxious about returning or eager for some normality, we have got it covered.

You will receive a call from our team approximately seven days prior to arrival to ensure you are safe and well. If you do have any COVID-19 symptoms we will be happy to arrange a change of date for your stay.

Within 24 hours of your stay we will contact you again for your estimated arrival time at the hotel, in order to minimise any delays at reception.

Upon arrival at the hotel, you will be shown through to Reception by our concierge team. Here and throughout the hotel you will find hand sanitising stations that we encourage all guests and staff to use. Face coverings are also welcome, as far as is reasonably practical.

All guests and colleagues entering King Street Townhouse will need to pass through one of our temperature check stations, where a temperature reading will be taken. In the instance of an abnormal reading (above 37.8 degrees Celsius) we will not be able to grant entry to the hotel for the arriving guest or any members their party.

We would like to actively encourage all guests to ensure they do not have a high temperature, fever or other symptoms of COVID-19 before visiting the hotel to avoid disappointment. This will also be confirmed through symptom checks carried out as part of the booking confirmation process.

Breakfast will be served as Room Service, but limited bookings for the Tavern restaurant will be available for Lunch, Afternoon Tea and Dinner. When you book a table, we will discuss the style of service you prefer. We will be offering both full waiter service or a more hands-off approach, including self-collection from a safe point, depending on your preference.



# PLEASE ALSO NOTE

- Temperature checks for all guests and staff will be carried out upon arrival to the hotel premises.
- In line with government guidance, we will endeavour to collect contact details for all guests and visitors to enable the Track and Trace programme.
- Cash payments are suspended – card payments only, contactless if possible.
- Card machine and payment touchpoints will be sanitised after each use.
- Room key cards will be sanitised when returned on check-out with UV sanitising technology.
- Guest check-in will be modified to ensure guests spend as little time as possible in the Reception area.
- Our reservation team will confirm your arrival time and limit the Reception lobby to a maximum of three check-in parties at all times, in order to allow social distancing practices to be observed.
- Guests are encouraged to use in-room telephone for enquires rather than coming down to the Front Desk.
- All touch points throughout the hotel will be sanitised frequently throughout the day.
- The use of the lift will be restricted to one family group or couple at a time, if you would care to use the stairs, we will gladly bring your bags to the room for you and collect them on check-out.



## SECTION 4

# BEDROOMS & HOUSEKEEPING

Our guidance for Housekeeping Staff, including Linen Porters and Public Area cleaners



- A fresh pair of gloves will be worn by our Housekeeping staff for each new room being serviced. Gloves will not be worn outside of room to prevent the spread of any contaminants.
- All bedrooms, soft and hard surfaces will be cleaned and sanitised using professional grade viricidal products.
- Some of the soft furnishings and decorative elements will be removed from guest bedrooms to allow for more thorough cleaning regime.
- Rooms will only be cleaned on check-out, no in-room cleaning will be provided midway or throughout the guest's stay unless specifically requested. Cleaning can only be carried out whilst guests are away from the room.
- Turndown service will be suspended unless specifically requested.
- Housekeeping staff will not be entering rooms at any point of time until after check-out, unless specifically requested. Staff can only enter occupied rooms if the guest is not present.
- On request, additional supplies such as toiletries, toilet roll and extra towels can be left outside the room for the guest to collect.
- Guests will find the minibar empty, but may order all minibar items from Reception to be delivered to the room.
- All frequently touched surfaces throughout the building will be fully cleaned and sanitised in rolling rotation by a dedicated member of our Housekeeping team.

## SECTION 5

# FACILITIES

## THE TAVERN/ROOM SERVICE

- Full Room Service will be offered throughout your stay and will replace breakfast in the Tavern. As such, there will be no Tray Charge due to the restrictions.
- The Tavern will be open for Lunch, Afternoon Tea and Dinner service, operating on a strict 'Reservation Only' basis to enable pre-planned seating arrangements and to enable social distancing measures to be observed, unless a low amount of reserved bookings allows for walk-ins.
- Bar stools will be removed. Drinks service will only be available to seated guests.
- Any Room Service orders will be delivered to the point of room door and placed on a stand to eliminate the need for staff members to enter guest bedrooms. Staff will knock on the room door and move away to stand at a safe distance.
- In the Tavern, single-use paper menus will replace current menus. Paper menus will be recycled after each use.
- Paper menus will be produced for both 'table' (service to customers' table) and 'remote' service (customer marks their menu choices on the menu sheet with disposable pencil and leaves them at drop off point, server collects marked menus and once order is ready delivers the order to collection point, customer is alerted from a distance their order is ready for collection).
- Salt and pepper grinders will be sanitised after each use.
- All guests in the Tavern and Afternoon Tea Lounge will be spaced out to comply with social distancing guidelines.
- A drop off and collection point for food and drinks will be set up on the bar counter for those customers who do not wish for table service to take place.





## THE GYM

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Following the latest government guidelines, gym facilities will remain closed to guests.



## SPA AREA

POOL, STEAM ROOM  
& RELAXATION ROOM

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Following the latest government guidelines, the spa area will remain closed to guests.

## 6TH FLOOR

## FUNCTION SUITE & TERRACE

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The rooftop Function Suite will be made available to guests where possible to be used in addition to the Tavern when weather permits, with furniture arranged in compliance with social distancing guidelines.



## SECTION 6

# KITCHENS

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The procedures outlined below will be put in place in addition to existing strict professional catering grade cleaning and sanitation.

- PPE will be supplied to staff, and must be worn in accordance with government guidelines for specific job roles.
- Staff will be required to change gloves every 30 minutes.
- All staff will be required to wash their hands before putting fresh gloves on and after taking gloves off.
- Access to the kitchens will be restricted to the necessary service staff, chefs and kitchen porters required for the preparation and collection of customer orders.
- All kitchen workstations and food preparation areas will be reorganised so that work is carried out side-by-side in compliance with social distancing guidelines, instead of face-to-face.
- One-in / one-out rule will be applied to access to all storage areas including dry store and walk-in fridge.
- Staffing levels in the kitchen and food prep area will be reduced to allow social distancing practices to be observed.



## SECTION 7

# STAFF WELFARE

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As a precautionary measure during the first three months of re-opening, all of our staff will adhere to the following guidelines:

- PPE will be supplied to staff, and must be worn in accordance with government guidelines for specific job roles.
  - Social distancing will be enforced between all staff members on shift and monitored by management.
  - Staff will be asked to arrive to work in off-duty attire and change into uniform on site, then change back from uniform to off-duty attire before leaving site to allow for uniform sanitisation.
  - Access to common areas and welfare areas for our staff members will all be revised with social distancing in mind. Additional measures will be applied to meal and smoking break times.
  - Departmental in-depth staff training will be provided to ensure staff understand the new work guidelines. Specific training material will be issued to all relevant staff across multiple communication platforms.
  - Full AC/ Ventilation service to be carried out prior to opening.
- ADDITIONAL MEASURES:
- Pre-screening: Measuring of staff, guest and visitor's temperature will be carried out at the point of entry to the premises. Temperature checks for our staff will be carried out before the staff members start their shifts – this will be carried out by duty managers / night managers daily. Temperature monitoring for guests and visitors will be carried out by trained members of our security team.
  - Regular monitoring: As long as the employee doesn't have a temperature or symptoms, they will self-monitor under the supervision of our occupational health programme.
  - If an employee tests positive for COVID-19, contact tracing will be performed for all employees and guests who came in contact with the affected employee .
  - All workstations will maintain social distancing.
  - Headsets, telephones and desks including keyboard, mouse, laptops and stationery will be sanitised before the start of each shift and at the end.
  - Non-wash hand sanitisers will be available at each workstation.
  - Hands will be sanitised before encountering any guests/employees, including handling letters of confirmation/information and before preparing mail to be posted.
  - Face covering/mask (non-mandatory), will be available to those members of staff and guests who wish to wear one.
  - Perspex screen dividers will be installed in various locations where strict social distancing cannot be applied.
  - Staff will be required to wash their hands frequently for at least 20 seconds.
  - Staff will be required to wash their hands before putting gloves on and after taking the gloves off.
  - Where possible, workstations will not be shared by staff unless sanitised between use. There will be only one person per workstation, per shift, on the Front Desk.

# THANK YOU

We would like to thank all our guests for their compliance with the above guidelines, and look forward to welcoming you back to King Street Townhouse.

KING STREET TOWNHOUSE